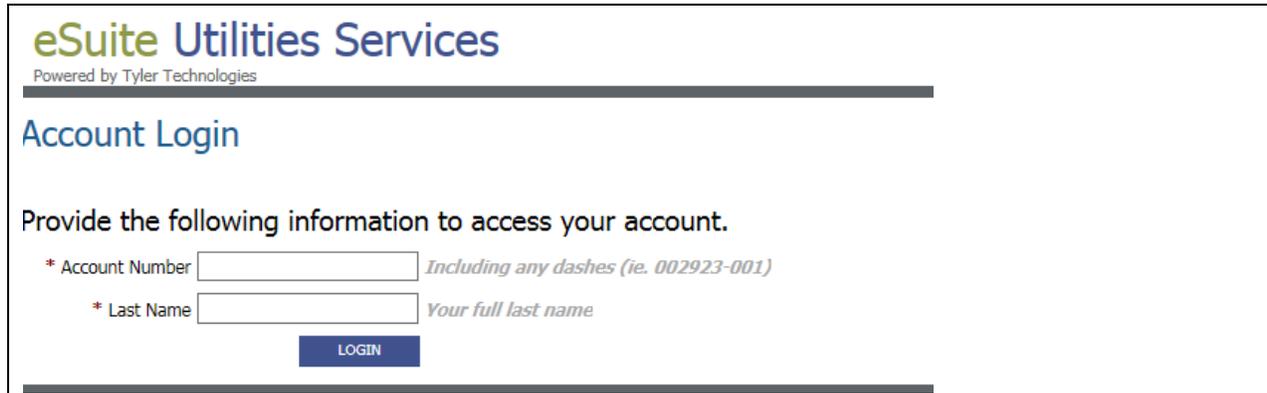


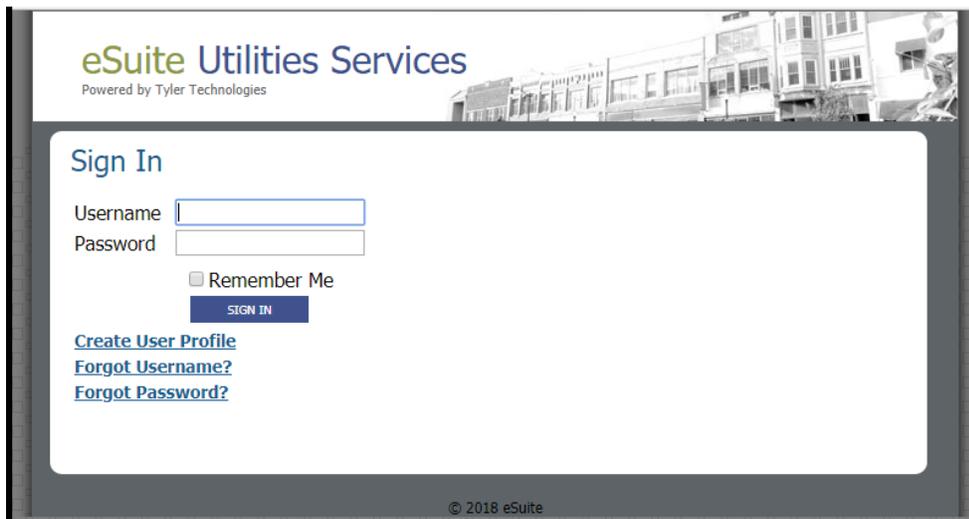
User Authentication

Previously, you had to log into eUtilities by entering your account number and name, exactly as it appeared on the bill (as seen below).



The screenshot shows the 'eSuite Utilities Services' logo at the top left, with the text 'Powered by Tyler Technologies' underneath. Below the logo is the heading 'Account Login'. A message reads: 'Provide the following information to access your account.' There are two input fields: the first is labeled '* Account Number' with a note 'Including any dashes (ie. 002923-001)'; the second is labeled '* Last Name' with a note 'Your full last name'. A blue 'LOGIN' button is positioned below the second field.

You are now greeted with a more standard login screen, needing just a **Username** and **Password** to access account information online (as seen below).



The screenshot shows the 'eSuite Utilities Services' logo at the top left, with 'Powered by Tyler Technologies' underneath. The background features a photograph of a residential building. The main heading is 'Sign In'. There are two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember Me'. A blue 'SIGN IN' button is located below the checkbox. At the bottom of the sign-in area, there are three links: 'Create User Profile', 'Forgot Username?', and 'Forgot Password?'. The footer of the page reads '© 2018 eSuite'.

You will need to create a user profile before signing into eUtilities again. Creating a user profile is quick, easy, and described in detail. See [Creating an eUtilities User Profile](#).