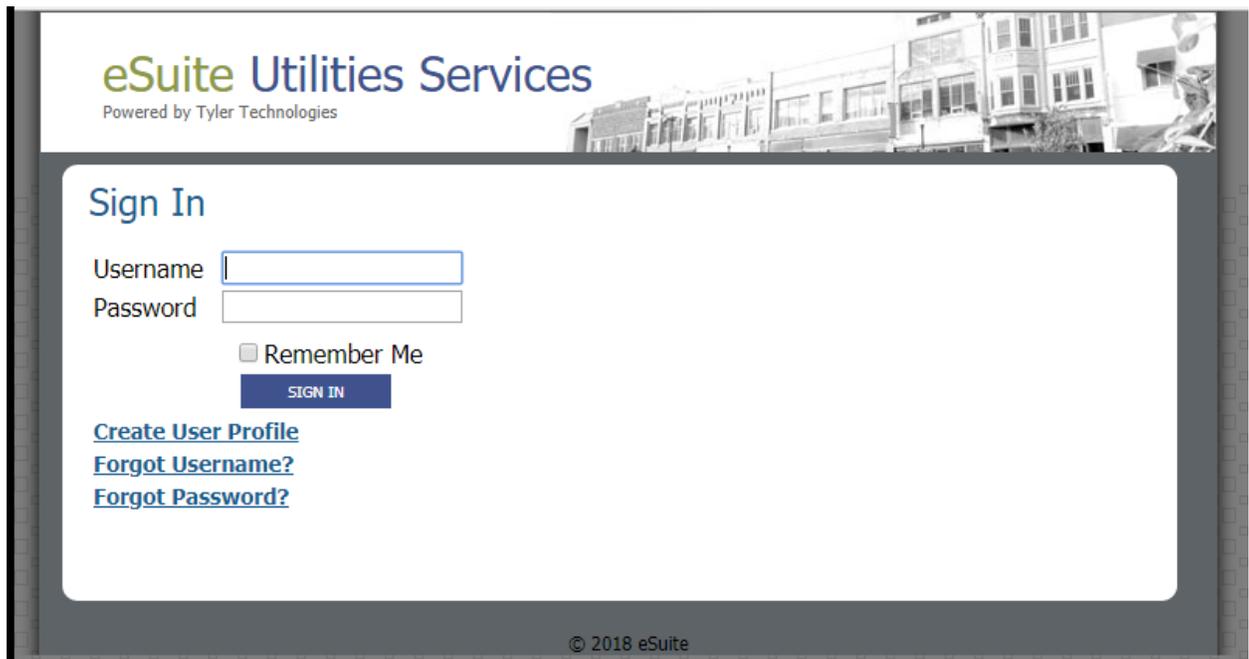# Creating an eUtilities User Profile

You will be unable to log into eSuite with old sign-in credentials. To regain access to eUtilities, you must verify your existing accounts and create new sign-in credentials. This is performed by clicking the **Create Your Account** option on the eUtilities Sign In page and following the instructions.

To establish a user profile, do the following:

1. Open eUtilities. This will bring up the new **Sign In** page. When this page is accessed, you will not yet have the **Username** and **Password** required to access eUtilities. These will be created in the following steps:

   Click **Create Your Account**.

2. The **Confirm Account** page will open. This page will consist of the **Account Number** field and **Last Name.**

   You must identify your account by entering the appropriate values and clicking the **CONFIRM ACCOUNT** button.

Account log in message

Please create a user name and password for eUtilities.

Confirm account

Provide the following information to create an account.

* Account Number 12345-123   Including any dashes (ie. 002923-001)

* Last Name Smith   Your full last name

CONFIRM ACCOUNT

3. The **Activate Your Account** page will open. This page allows you to create your **new** sign-in credentials, i.e. your name and password you will use to sign into eUtilities going forward.

   All fields in this window are required. Make the necessary entries and click **REGISTER**.

Activate Your Account

Complete the form below to begin the account activation process.

Create Your Account

Username   JSmith   ×
Password   ••••••••
Confirm Password ••••••••
Email   john.smith@steinman.co
Confirm Email   john.smith@steinman.co

REGISTER

4. The following window will display:

Activate Your Account

Create your account.

An email has been sent to your email address containing an account activation link.

At this point, check your email. You will receive an email message with a subject line similar to the following: "**eSuite UM Account Creation Requested**."

It could take several minutes for the email message to arrive, but when it does, you must open it and click the link located in the body of the message (shown below).

Hello,

We received your request to create an account on Tuesday, January 2, 2018 11:27 AM.

Click here to finish creating your account.   ⬅—   **Click this link**

If you are unable to click this link to create your account, please contact your system administrator.
If you did not request to create an account, please disregard this email.

Only by clicking this link will the activation process be completed. If you do not click this link, your account will remain inactive and you will not be able to access your eUtilities account.

> **Note:** It is important to complete the activation process in a timely manner, as the registration process will eventually time-out. If that happens, you will receive a message when you try to log in that will inform you how to have the account activation email resent.

5. At the new Sign In page, you may now do the following:

   o Enter your new **Username** and **Password**, i.e., the credentials created in step 3 above.

   o If you would like this page to remember your **Username**, (i.e., to retain that value for future sign-in sessions), you may select the **Remember Me** check box. Otherwise, you may leave this check box unchecked.

   > **Note:** For security reasons, the password will not be retained.

   o Click **SIGN IN**.

6. The **Account Summary** page will open (i.e., the default page for your account), thus completing the customer account activation process.