Resolving Forgotten Sign-In Credentials

eUtilities > Sign In

Options on the Sign In page provide quick and easy solutions if you forget your user name or password. The “Forgot Username?” option allows you to recover a forgotten user name. The “Forgot Password?” option will walk you through resetting a forgotten password.

Forgotten User Name

If you forget your user name, you must do the following to retrieve it:

1. On the Sign In page, click the Forgot Username? option.

2. The Retrieve Username page will open. Enter your Email Address and click RETRIEVE USERNAME.
3. An email message containing your Username will be sent to the specified address. You may then use it to sign into eUtilities.

**Forgotten Password**

If you forget your password, you must do the following to reset it:

1. On the Sign In page, click the **Forgot Password?** option.

2. The Password Reset page will open. Here, you must enter either your **Username** or **Email** address and then click **SEND EMAIL**.

   ![Password Reset Form]

   A message will appear below the entry fields to inform you that the “password reset email” has been sent.

3. When you receive and open the email message, you must click the **Password Reset** link within the message.

   **Note:** The Reset Email will eventually expire, so this processes should be completed in a timely manner.

4. The Reset Password page will open. Here, you may enter and re-enter (for confirmation purposes) your **new** password.

   Click **RESET PASSWORD**.
5. You will be taken back to the eUtilities Sign In page where you may log in with your new password.