# Maintaining a User Profile and its Associated Accounts

In eUtilities, enhancements have been made to make it easier to view and manage your user profile and associated accounts.

You identify your **primary account** during the initial eUtilities account activation process.  See **Creating an eUtilities User Profile**. Once the primary account is successfully activated, you may associate any number of additional accounts to your profile. This allows you to view information about all of your associated accounts from the same place and within the same login session.

The unlabeled **Account** drop-down control at the left end of the menu bar and the **User Profile** drop-down at the opposite end of the menu bar provide access to the new features described in this section.



## Maintaining a Profile

eUtilities > User Profile > Profile Maintenance

The User Profile page (shown below) allows you to maintain your eUtilities password and email address. Your email address is necessary for the password reset process, which allows you to reset a forgotten password.

To change your password, you must:

1. Enter your **Current Password**
2. Enter your **New Password**
3. Re-enter your new password in the **Confirm Password** field
4. Click **Save**

# Linked Accounts

eUtilities > User Profile > Linked Accounts

The Linked Accounts page (shown below) allows you to view a list of the accounts that are associated with your profile. All accounts and their respective balances are listed in the **Available Accounts** section.

From this page, you may also add accounts to your user profile (see **Adding an Account)**, change your primary account (see **Changing the Primary Account**), and remove accounts from your profile (see **Removing an Account**).

# Adding an Account

You may add an associated account to your user profile by clicking one of the **Add Account** buttons on the Linked Accounts page. There are two Add Account buttons, one at the bottom of the **Account** drop-down list and another at the top of the **Available Accounts** section. Both buttons work the same way (see **Step-by-Step: Adding an Account to a User Profile**).
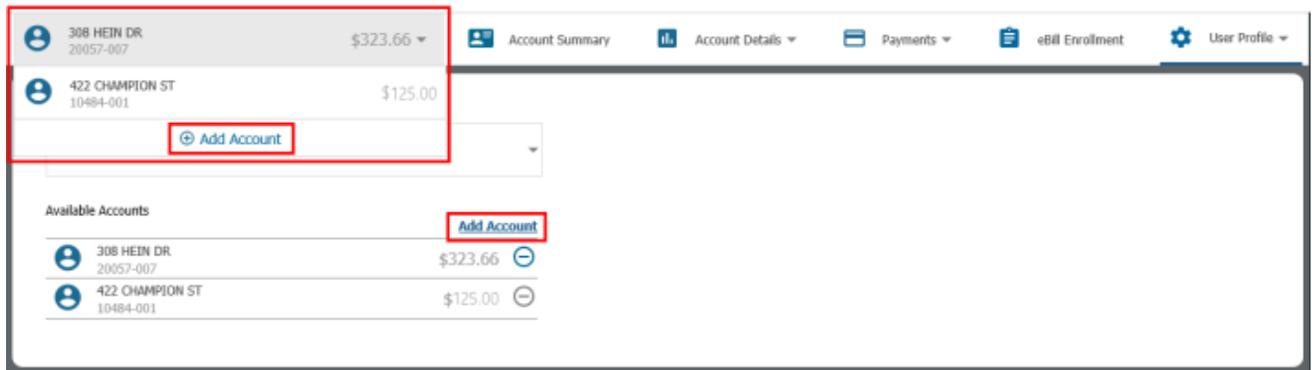


You may add as many accounts as is necessary. Once an account is added, it will display in the **Account** drop-down list (shown in the screen shot above). From there, the account may be selected for viewing. Once an account is selected, all features in eUtilities will pertain to that account. For example, the Account Summary page will display summary information pertaining to the selected account; making a payment via the Make a Payment page will transact against the selected account, etc.

In this way, you may toggle among all of their accounts.

## Step-by-Step: Adding an Account to a User Profile

1. On the Linked Accounts page, click the **Add Account** button in the Available Accounts section.

2. The Confirm account window will open.



Do the following:

a. Enter the **Account Number** associated with the account you are adding.

b. Enter all other identifying criteria for the account.

c. Click **CONFIRM ACCOUNT**.

   The account will then be added to the user profile. Now, when you click the (unlabeled) **Account** drop-down control, both the primary account and the newly added account will appear in the drop-down list. Any number of accounts may be added in this way. Clicking an account in the list will open that account for viewing.
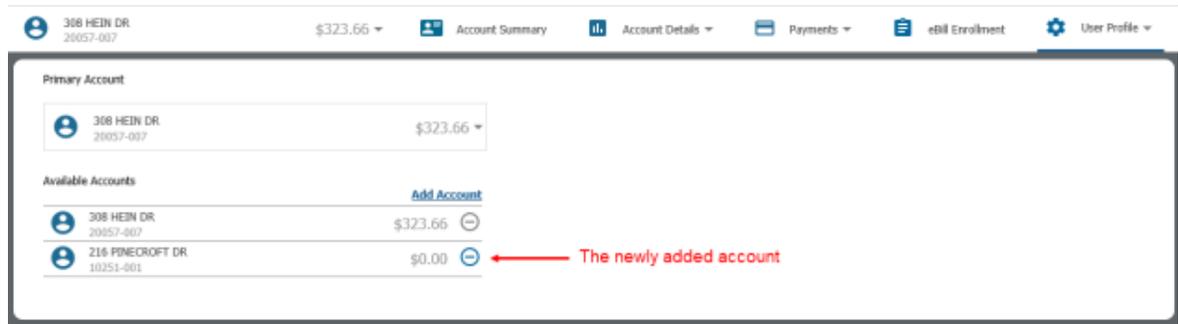
## Changing the Primary Account

The **Primary Account** section displays your current primary account and its balance. The primary account is initially determined during account activation when you identify and activate your account. After that, you may add as many accounts as you like.

Clicking the **Primary Account** drop-down control displays a list of all associated accounts. Selecting an account from this drop-down list makes it your primary account. The primary account is the default account, the account that displays when you first sign into eUtilities.
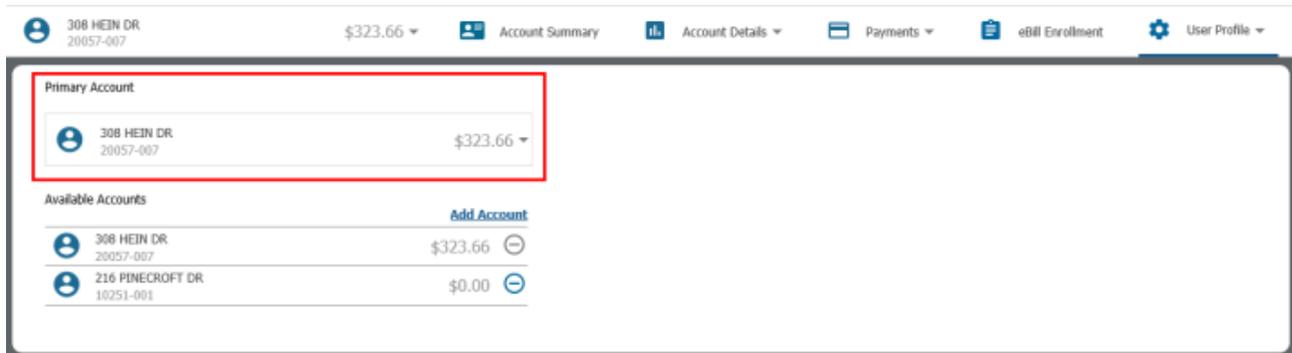


## Removing an Account

Each account listed on the Linked Accounts page has an associated **Remove** ⊖button. Clicking an account's **Remove** ⊖button removes the account from your profile.

1. In eUtilities, select **User Profile > Linked Accounts**. The Linked Accounts page will open, listing all of the accounts associated with your user profile.

2.  In the **Available Accounts** section, locate the account you would like to remove from the user profile and click its associated **Remove Account** ⊖ button.

    The account will then be removed. It will no longer appear in the Linked Accounts page or the Account drop-down list.
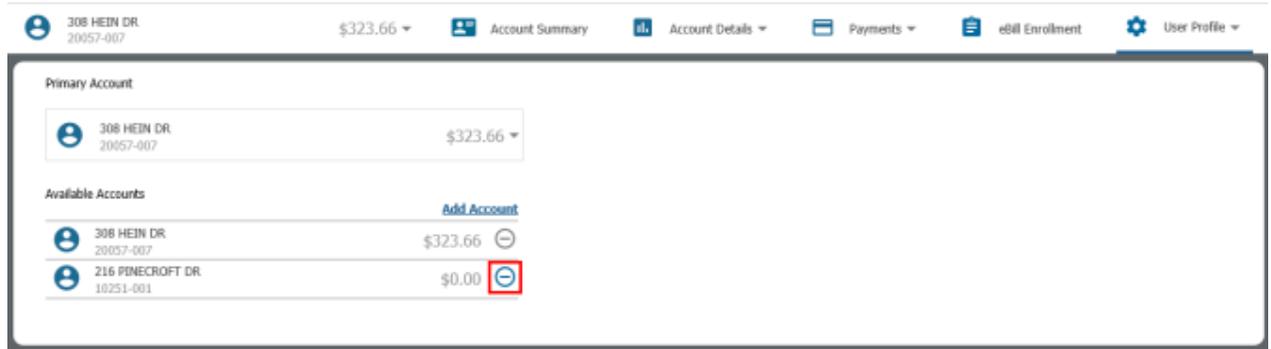


**Note:** The primary account may not be removed from a user profile. Notice in the above screen shot, the primary account is listed in both the **Primary Account** and **Available Accounts** sections. In the latter, the **Remove Account** button is disabled (i.e., grayed out); clicking it does nothing. To remove a primary account, a different account must first be made primary (see **Changing the Primary Account**). Only then may the previously "primary" account be removed.