

Account Access

What does it mean if, when creating a new account, the customer sees the error “Unable to validate your account”?

This error typically occurs when a customer is attempting to create a new user account with an email address that is already in the system. They may have been granted access as a secondary user but never logged in, or the email may be associated with an inactive account. The email will need to be deleted from the system before they are able to register.

To locate the email address for deletion, search for it in the ‘Users’ screen from the Admin dropdown menu; once located it will be possible to delete it.

How can a customer change or update the email address on their user account?

*For security reasons, only customers can make changes to their email address, password or secret question. Changes to any of these account identifiers are made on the **User Profile** screen. Customers will need to log into MyAccount with their current/old email first, then make the update to the new email address.*

It is not recommended to delete the user account associated with the old email and have the customer re-register under the new email address. Any settings (paperless billing, auto pay, wallet items, etc.) will be deleted along with the user account and the customer will need to set everything up again under the new user account.

Customer needs to reset their password but cannot remember the answer to their Secret Question. How can they receive a password reset email?

*Admin users can initiate a password reset email by first clicking on the account number associated with the user’s account (identified by email address) in the search results screen. From there, click on **Send Password Reset** and click on the Password Expired button if it doesn’t automatically flip to the on/green position.*

Customer is not getting password reset emails.

Some email programs may divert emails sent from your customer service address to the Spam or Junk folders. Some may put the emails in quarantine until the next day. Some may block the email. Customers should consider all of these options when locating the password reset email, and if necessary, adjust their email settings to receive emails from your customer service address. For security reasons, resetting the password can only be done by the customer.

How long is an account considered Active in MyAccount after the account ends?

Individual account information is included in the daily customer file for 60 days after the account end date. If the account balance is \$0.00 at this time, the account is no longer included in the daily customer file. MyAccount will stop displaying account information 3 days after it no longer receives account information in the daily customer file. Therefore, the account will remain active in MyAccount for 63 days after the end date (assuming the balance is \$0.00 after 60 days).