

MyWater

Frequently Asked Questions

WE KEEP LIFE FLOWING®



What is a User Id? ~~~~ 1
Forgot your User Id? ~~~~~ 1
Tried to recover your Login ID, but the system is unable to send it? $\sim \sim \sim \sim 4$
Forgot your password to your MyWater account? 5
Tried to reset your password, but it didn't work? ~~~~~~ 8
Didn't receive your password recovery email? 9



What is a User ID?

A User ID is the personal account you use to access your <u>MyWater account</u>, which allows you to be able to accomplish many tasks online, on your own time, including the ability to:

- View and pay your bill online.
- Sign up for autopay and paperless billing.
- Sign up to receive water related alerts.
- Determine eligilibility and submit requests for payment assistance.
- View or reschedule service requests.
- Review billing correspondence sent from American Water.

Forgot your User Id?

If you cannot remember your User ID, first go to <u>https://login.amwater.com/</u> and under the User ID text box, there is a link that says "*Forgot User ID?*". Click on it.

After clicking on "*Forgot User ID?*", complete the **Security Check**.

Security Check - Please check the box below
🖍 I'm not a robot
HOLAPICHA Privacy-Terms

To do so, confirm that you are not a robot by checking the box and click on **Next**.





Enter your email address and click **Next**.

Note: If you have multiple accounts associated with this email address, you must provide your account number. You can find that at the top of your monthly statement.

Please enter your account info	Example Billing Details View Larvar
Email Address *	
XXXXX = (ast 12 digits after the dash)	Please note this does not represent your actual bill, It is only meant to convey the location of your account number and name on your bill.

You should see a Forgot Login ID Confirmation page, just like the example below. **Check your email inbox to get your Login ID.**

Forgot Login ID Confirmation	
Your login ID has been sent to your email address.	
Please Check your email	
If you don't receive an email shortly, add MyAccount@amwater.com to your address book and complete this process again.	

Please see email example on the next page.



The email you will receive, example below, will be from "<u>mywater@amwater.com</u>" with the Subject "**Forgot Login ID**."

In this email, your Login ID will be listed. You can now use this to login to your MyWater Account.

日 ○ ○ ↑ ↓ 8 - *	Forgot Login (D - Message (HTML)	10 – 0 ×
File Message Help Acrobat	Q: Tell me what you want to do	
	Bill Meeting 📸 🖄 Opposites - In Manager - 🗠 Balance - 🔂 States - 🔂 🖓 🖓 👫 📭 🖓 States - All 🗔 🙀 🔍 🦽	
SJunk - Delete Archive Reply Reply Forv	and Charles Share to Control to Unrelate Ansign Mult Categorie Follow Charles Read Instructive Tandate Zoom Report this Phile to Charles Control to Unrelate Ansign Mult Categorie Follow Charles	
Delete Respo	nd Teams Quick Steps 15 Move Tags 16 Editing Immersive Language Zoom PhistoNaim	^
Forgot Login ID		
mywater@amwater.com To	(~) Meak	S Reply All → Forward 😝 ····
THIS MAILBOX IS NOT MONITORED.	DO NOT REPLY.	
We are sending your Login ID for your account		
Login ID:		
Use this link to return to the lond en	ter your login id and password to gain access to your account:	
We hope you will find My Account is meeting y	rour needs. This site is designed to help address the most common reasons for contacting your water services company. Here are some of the things you can do through My Account:	
Make a payment on your account Enroll in paperless billing Enroll in Auto Pay Check your account balance Update account information, such as n	Forgot Login ID	
In addition, residential customers will be able t Turn service on to a new address Schedule a service appointment Turn service off when you are moving Add a designated secondary account h	mywater@amwater.com To	
If you have comments or recommendations fo Please do not reply to this e-mail; we are not a	THIS MAILBOX IS NOT MONITORED. DO NOT REPLY.	
to ensure the derivery of luture emails, prease	We are sending your Login ID for your account.	
	Login ID: Use this link to return to the gain page and enter your login id and password to gain access to your account:	I
	Login	



Tried to recover your Login ID, but the system is unable to send it?



If you see the Forgot Login ID Failure screen after trying to recover your Login ID, this is because **(a)** you used a different email address or **(b)** you do not have a MyWater account

First try to recover your Login ID again by clicking on "*Forgot User ID?*" and use another one of your email addresses.

If resetting your Login ID does not work <u>and</u> you are already a customer, please sign up for MyWater by going to <u>https://mywater.amwater.com/</u> and clicking on the "Sign Up" button.

If resetting your Login ID does not work and you are a new customer, please go to <u>https://mywater.amwater.com/</u> and click on the "Start New Service" button.





You can also go directly to this web address: <u>https://login.amwater.com/register</u>.



Forgot your password to your MyWater account?

If you cannot remember your password, first go to <u>https://login.amwater.com/</u> and under the User ID text box, there is a link that says "*Forgot Password?*". Click on it.

After clicking on "*Forgot Password?*, complete the **Security Check**.

Security Cha	at Disses shock the bay below	
Security Che	ck - Please check the box below	
	m not a robot	
h		

To do so, confirm that you are not a robot by checking the box and click on **Next**.

Security Check - Please check t	he hav helaw	
V I'm not a robot	RECAPTCHA Privacy - Terma	

Enter your User ID and press Next.

			1
	User ID:		

American Water



Note: If you cannot remember your User ID, first go to <u>https://login.amwater.com/</u> and under the User ID text box, there is a link that says "*Forgot User ID?*". Click on it and also refer to the question about Forgot Login ID above.

After clicking next, you should see a Forgot Password Confirmation page, just like the example below. **Check your email inbox to reset your password.**

	Forgot Password Confirmation
	A password reset link has been sent to
	Please Check Your Email
If you don't receive ar	email shortly, add myaccount@amwater.com to your address book and complete this process again.

The email you will receive, example below, will be from "<u>noreply@okta.com</u>" with the Subject "**Account Password Reset**." This email will address you by name and there will be a "Reset Password" button to click on.

NOTE: If you received this email without requesting to reset your password, please <u>contact us</u> immediately so we can help you protect your identity.

🖽 🗇 🔿 🛧 🦂 = = Account password reset - Message (HTML) 🛛 🚽 🗆 🗙	
File Message Help Acrobat Q Tell me what you want to do	
X F5 Image: Constrainty Imag	
Account password reset	
Okta <noreply@okta.com> fo</noreply@okta.com>	
(i) If there are problems with how this message is displayed, click here to view it in a web browser.	
MyWater Password Reset Requested	Reset Password
H	This link expires in 1 hour.
A password reset request was made for your MyWater account. If you did not make this requert, please <u>Contact Us</u> immediately so we can help you protect your identity.	
Click this link to reset the password for your username, a	Click on this button to
Read Decourt	
If you have comments or recommendations for improving the site, please <u>Contact Us</u> and let us know how we can serve you better.	



After clicking the "**Reset Password**" button in the email with the subject, "**Account Password Reset**" from <u>noreply@okta.com</u>, your browser should open to a webpage that looks like the example below.

Reset your Okta password by typing in a new password and then typing in the exact same password again in the form.

NOTE: American Water uses Okta to keep your account secure. If you try to reset your password and the webpage does not look like the example below, please <u>contact us</u> immediately so we can help you protect your identity.

O amwaternetnp - Sign In X	+		~	-	C]	×
\leftrightarrow \rightarrow C \triangle amwaternetnp	.oktapreview.com/signin/password-reset	Ê	☆	*		•	:
	AMERICAN WATER						
	Reset your Okta password Password requirements: 4 the last 8 characters 5 to ur password cannot be any of your last 4 passwords Mew password C Repeat password Reset Password C C C C C C C C C C C C C						
Powered by Okta			Priv	acy Po	olicy		

After entering in your new password in the webpage above, click **Reset Password**. Now you can login to your <u>MyWater account</u> using your new password.





If you tried to reset your password <u>and</u> the system indicated it was unable to send your password recovery email, this is because you entered in the wrong Login ID in the previous screen.

Just mistyped your Login ID? Try again by clicking on "*Forgot Password?*" to restart the process of resetting your password.

If resetting your password does not work <u>and</u> you are already a customer, please sign up for MyWater by going to <u>https://mywater.amwater.com/</u> and clicking on the "Sign Up" button.

If resetting your password does not work <u>and</u> you are a new customer, please go to <u>https://mywater.amwater.com/</u> and click on the "Start New Service" button.



To sign up for MyWater, you can also go directly to this web address: <u>https://login.amwater.com/register</u>.

American Water



Didn't receive your password recovery email?

	Forgot Password Confirmation
	A password reset link has been sent to
	Please Check Your Email
If you don't rec	eive an email shortly, add myaccount@amwater.com to your address book and complete this process again.

If you went through the Forgot Password process, saw the Forgot Password Confirmation Screen, above, but you didn't receive your password recovery email:

Check your junk mail folder. If it's not there, wait a a few minutes before trying to reset your password again. Contact us if you have any issues.