MyWater

Frequently Asked Questions
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What is a User ID?

A User ID is the personal account you use to access your MyWater account, 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 eligibility 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 https://login.amwater.com/ 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**.

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.

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

Please see email example on the next page.
The email you will receive, example below, will be from “mywater@amwater.com” 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.
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 and you are already a customer, please sign up for MyWater by going to https://mywater.amwater.com/ and clicking on the “Sign Up” button.

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

You can also go directly to this web address: https://login.amwater.com/register.
Forgot your password to your MyWater account?

If you cannot remember your password, first go to https://login.amwater.com/ 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.

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

Enter your User ID and press Next.
Note: If you cannot remember your User ID, first go to https://login.amwater.com/ 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.**

The email you will receive, example below, will be from “noreply@okta.com” 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 [contact us](mailto:contact@amwater.com) immediately so we can help you protect your identity.
After clicking the “Reset Password” button in the email with the subject, “Account Password Reset” from noreply@okta.com, 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 contact us immediately so we can help you protect your identity.

![Password Reset Page](image)

After entering in your new password in the webpage above, click Reset Password. Now you can login to your MyWater account using your new password.
Tried to reset your password, but it didn’t work?

If you tried to reset your password and 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 and you are already a customer, please sign up for MyWater by going to https://mywater.amwater.com/ and clicking on the “Sign Up” button.

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

To sign up for MyWater, you can also go directly to this web address: https://login.amwater.com/register.
Didn’t receive your password recovery email?

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 few minutes before trying to reset your password again. Contact us if you have any issues.