

MyAccount Portal

How To Fix: Login Error Messaging

Error Message:

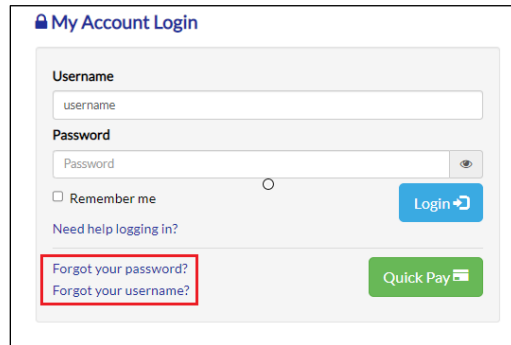
Duplicate Email

Error Message:

ERROR The email address you entered for this profile is also in use on another profile(s). Profile has not been created.

1. New Registration

- a. If you have already registered a profile with this email, please use the Forgot your password? and/or forgot your username? features on the [log in page](#) to proceed.



The screenshot shows a login form titled "My Account Login". It includes a "Username" field containing "username", a "Password" field containing "Password", a "Remember me" checkbox, a "Login" button, and links for "Forgot your password?" and "Forgot your username?". A "Quick Pay" button is also present.

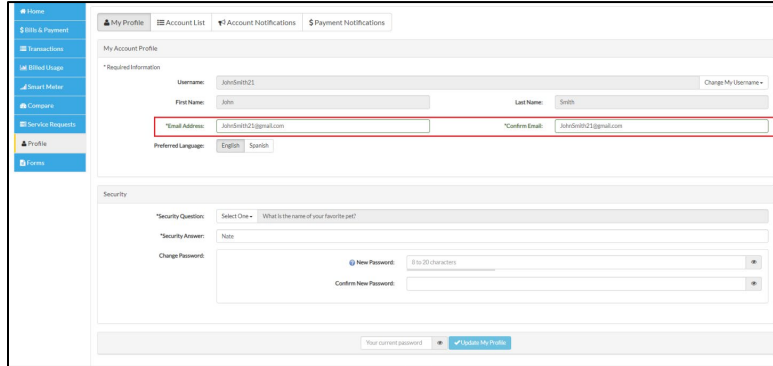
- b. If you have not previously registered a profile with this email address, please use a different email for this profile. [Contact a Customer Service Advisor](#) to assist in updating your email address in our billing system for a successful registration.

2. Using Forgot Username? or Forgot Password?

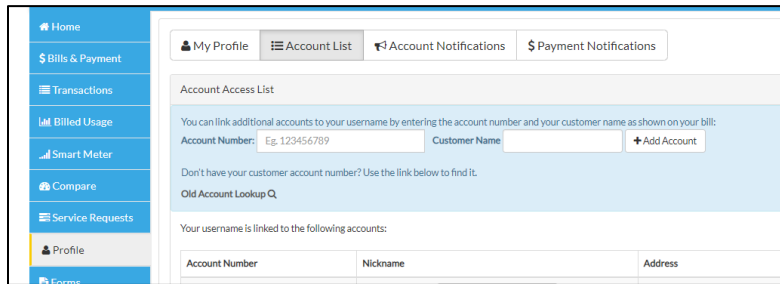
- a. Each profile must have a unique email address. The email address you entered is in use in multiple profiles and cannot be validated against a single profile. Please [contact a Customer Service Advisor](#) to assist in consolidating your EMWD accounts into a single profile.

3. Updating information in your MyAccount profile

- a. Each profile must have a unique email address. The email address you entered is in use in multiple profiles and cannot be validated against a single profile. To resolve, please follow the steps below:
- b.
 - i. Update your email address to ensure each profile has a unique address, OR



- ii. Consolidate your EMWD accounts into 1 profile
 - 1. Enter the additional account(s) and name as it appears on bill
 - 2. Click +Add Account button





Unable to Register

Error Message:

ERROR *The submitted information is unable to be validated at this time. Profile has not been created.*

1. The email address entered for the profile does not match the email address in our billing system.
 - a. Please [contact a Customer Service Advisor](#) to assist in updating your email address in our billing system for a successful registration.
2. Your account does not have an email address in our billing system.
 - a. Please [contact a Customer Service Advisor](#) to assist in updating your email address in our billing system for a successful registration.
3. Name or account number entered does not match the name or account number in our billing system.
 - a. Please confirm the name and account number entered match the name and account number printed on your billing statement.
 - b. Please [contact a Customer Service Advisor](#) if you are unable to register or if you need to correct the name printed on your billing statement.
4. Billing account has been closed for more than 60 days.
 - a. Please [contact a Customer Service Advisor](#) for assistance in obtaining account information and/or alternative payment options.