

# Create AWWU My Account

Enroll in secure My Account to:

- View Billing Statements electronically
- Access your Payment History
- Setup Autopay
- Go Paperless to receive bills via e-mail
- Activate SMS notifications

## Steps to create My Account

- Access our secure website [www.awwu.biz](http://www.awwu.biz) and click on **Pay/Login**
  - *For the best viewing experience on mobile device, simply turn it sideways (landscape mode).*



- Once you have been redirected to the My Account page, click Don't have an account **Sign up today!**

A screenshot of the "Sign in to My Account" form. The form has a light gray background. At the top, the title "Sign in to My Account" is displayed in bold black text. Below the title are two input fields: the first is labeled "Enter your Username or Email address" and the second is labeled "Enter your password" with a small eye icon to its right. Below the input fields is a large blue button with the text "Sign In" in white. Below the button, there is a link that says "Forgot your Password?". At the bottom of the form, there is a red-bordered box containing the text "Don't have an account Sign up today!".

## Create AWWU My Account

- Sign Up page will appear. This page requires you to input Account and Profile Information. Account Number requires 12-digits (123456-789111) and service address 5-digits Zip Code (12345).
- *Account Number must contain a dash (-)*
- *You may enroll multiple accounts into My Account after the profile is created.*
- *E-mail address may be used as Username.*
- **Once Account Look Up, Profile Information and Create a User information is entered, click Sign Up.**

### Sign Up

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#### Account Look Up

Account Number

Zip Code

If you do not have this information please contact us for more help.

#### Profile Information

First Name

Last Name

Email

Preferred Language for Notifications

English

#### Create a User

Username

Username must be between 8 and 50 characters and can only contain letters (a-z), numbers (0-9), and the following special characters @ \_ .

Password

Confirm Password

New Password Requirements:

- At least 1 upper-case letter
- At least 1 lower-case letter
- At least 1 number
- At least 1 of these special characters !:@#%^\_+=&
- At least 8 characters long
- At most 30 characters long

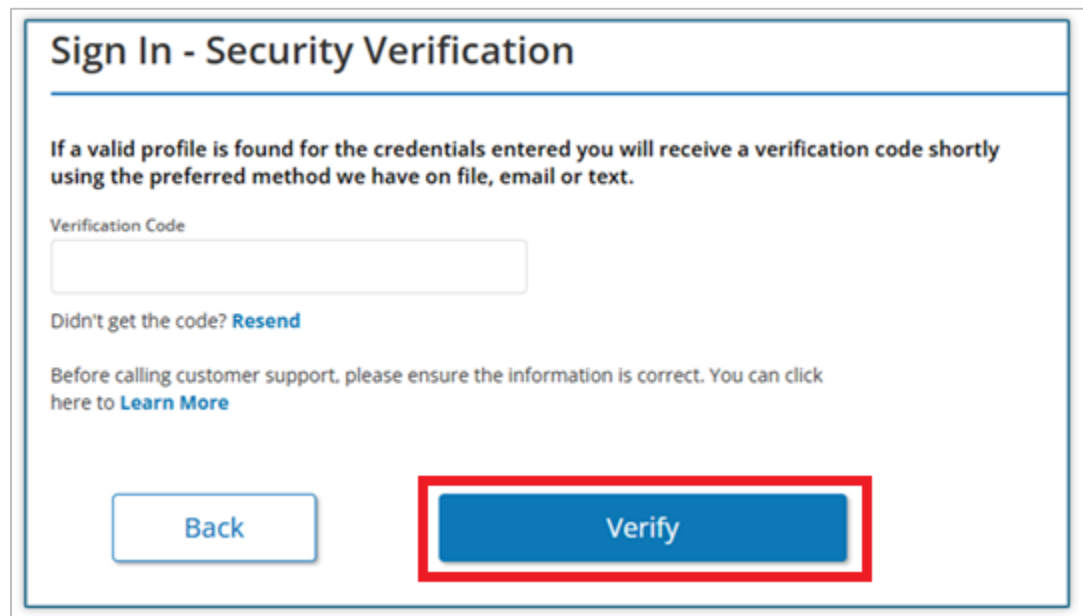
By signing up you agree to the [My Account Terms of Use](#) and [My Account Privacy Policy](#)

## Create AWWU My Account

- If account information entered does not match the information on file or if it is already enrolled into My Account, the enrollment will fail, and error message at the top of the screen will display

• Sorry, we are not able to validate the information you provided. Please make sure to enter the valid information.

- Once the sign-up process is complete, you will be directed to **Sign In-Security Verification** page. A Verification Code will be sent to the email address entered during the enrollment.
- Enter the Verification Code and click **Verify**.



**Sign In - Security Verification**

If a valid profile is found for the credentials entered you will receive a verification code shortly using the preferred method we have on file, email or text.

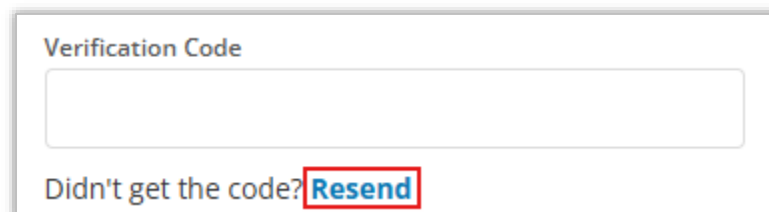
Verification Code

Didn't get the code? [Resend](#)

Before calling customer support, please ensure the information is correct. You can click here to [Learn More](#)

[Back](#) [Verify](#)

- *If you did not receive a Verification Code, check your spam/junk folder*
- *If you did not find the email in junk/spam folder, you may request for the code to be resent*

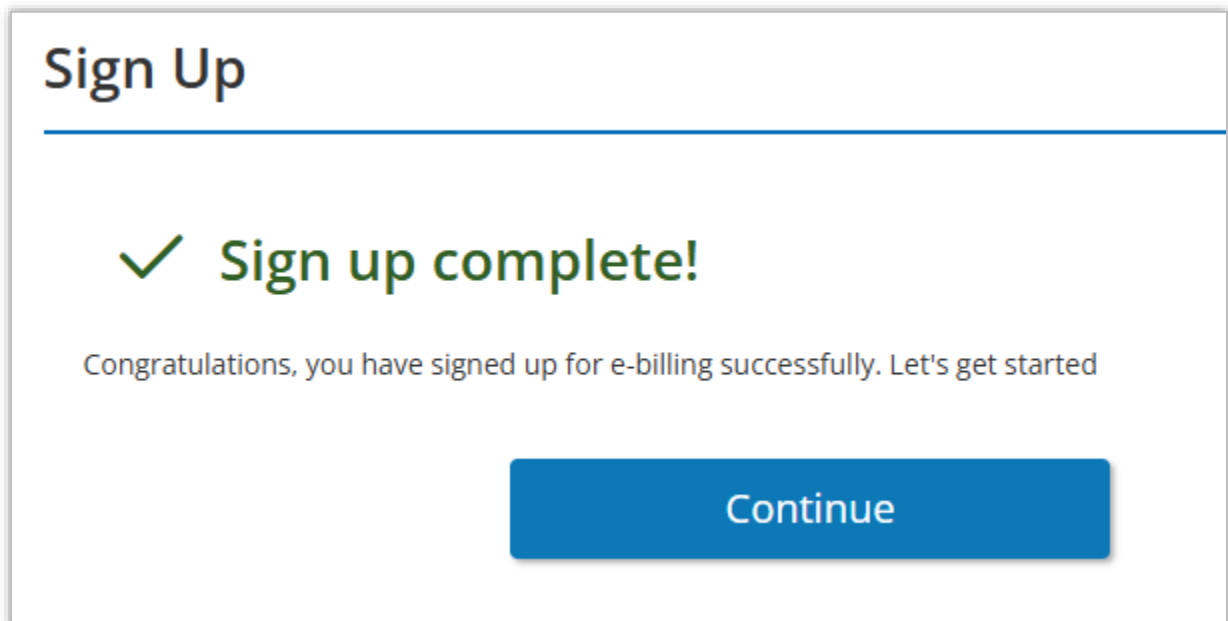


Verification Code

Didn't get the code? [Resend](#)

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- Once the Security Verification is successful, confirmation message is displayed.



By following these steps, you will be enrolled in AWWU My Account. This will provide easy access to your Billing and Payment history, Paperless Billing, SMS-notifications and Autopay maintenance.

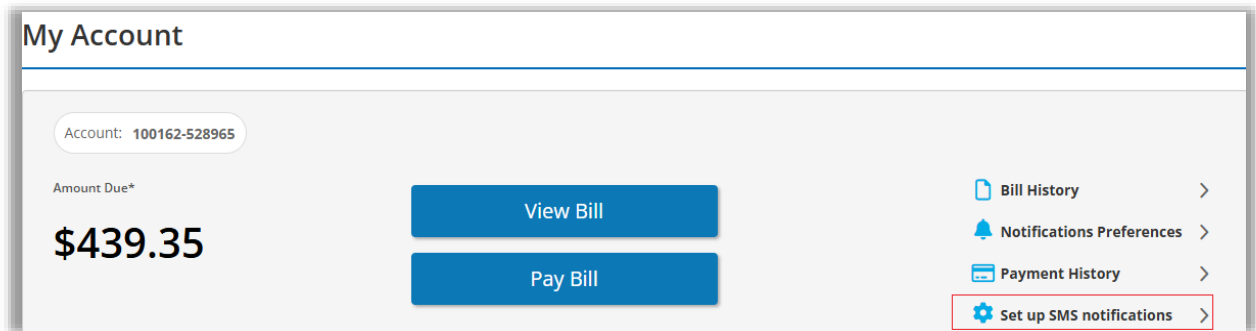
# Create AWWU My Account

## SMS Notifications

Set up SMS notifications to receive Account Activity, Payment and Billing information on your mobile device.

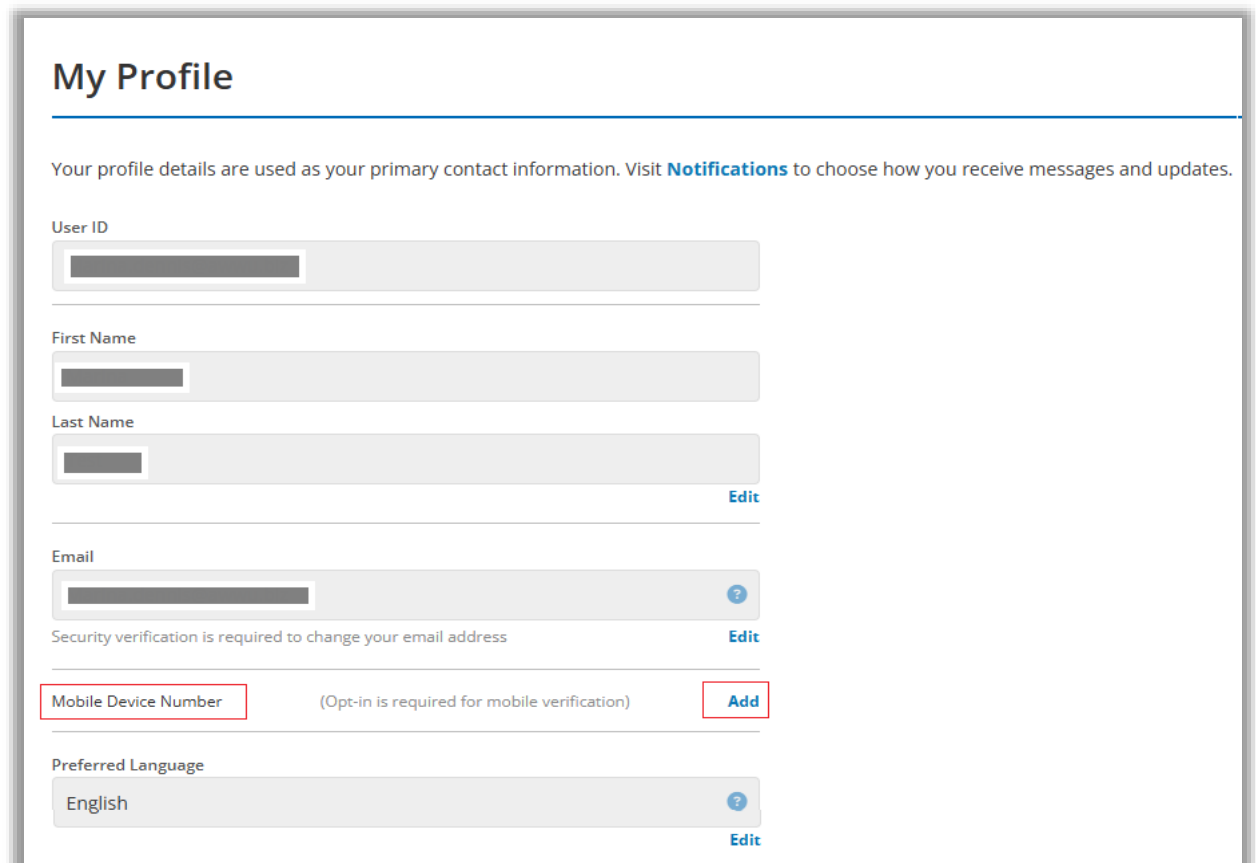
To set up your account for SMS notifications:

- Navigate to **Set up SMS notifications**



The screenshot shows the 'My Account' page. At the top left, it says 'My Account'. Below that, there's a box with 'Account: 100162-528965'. To the left, it displays 'Amount Due\*' as '\$439.35'. In the center, there are two blue buttons: 'View Bill' and 'Pay Bill'. On the right side, there is a list of navigation options: 'Bill History', 'Notifications Preferences', 'Payment History', and 'Set up SMS notifications'. The 'Set up SMS notifications' option is highlighted with a red box.

- My Profile page allows you to add a **Mobile Device Number**. Click **Add**



The screenshot shows the 'My Profile' page. At the top, it says 'My Profile'. Below that, there's a blue horizontal line. Underneath, it says 'Your profile details are used as your primary contact information. Visit [Notifications](#) to choose how you receive messages and updates.' There are several input fields: 'User ID', 'First Name', 'Last Name', and 'Email'. Each field has a greyed-out placeholder and an 'Edit' link to its right. Below the 'Email' field, there's a note: 'Security verification is required to change your email address'. At the bottom, there's a 'Mobile Device Number' field with a red box around it, followed by the text '(Opt-in is required for mobile verification)' and an 'Add' button with a red box around it. Below that, there's a 'Preferred Language' field with 'English' selected and an 'Edit' link to its right.

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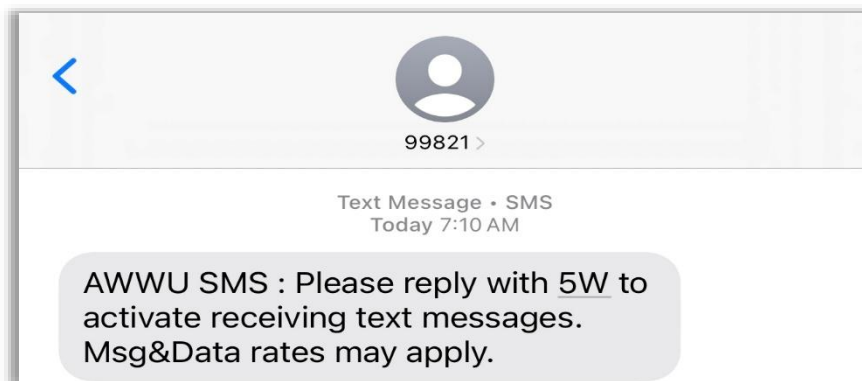
- **Add Text Phone** page allows you to enter a Mobile Device Number for SMS notifications.

The image shows two side-by-side screenshots of the 'Add Text Phone' dialog box. The left screenshot shows the form with an empty phone number field and an unchecked 'I have read and agree to the Terms and Privacy Policy' checkbox. The right screenshot shows the same form with the phone number '9079999999' entered and the checkbox checked. Both screenshots have 'Cancel' and 'Save' buttons at the bottom.

- Text Phone will be **Unverified** until it is validated.

The image shows a screenshot of the mobile device number entry screen. It features a text input field with a greyed-out area, the text 'Opt-in is required for mobile verification', a 'Remove' button, and the status 'Unverified Resend'.

- Verification text will be sent to the mobile number you entered. You will not be able to receive SMS notifications until validation is completed.



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- If the verification text is not received, you may request it to be resent.

Mobile Device Number

Opt-in is required for mobile verification [Remove](#)

Unverified [Resend](#)

- Once the verification text is validated, the mobile number is verified and may be used for SMS and account notifications.

Mobile Device Number

Opt-in is required for mobile verification [Remove](#)