

REGISTRATION INSTRUCTIONS

NOTE:

For best results, Chrome is recommended.

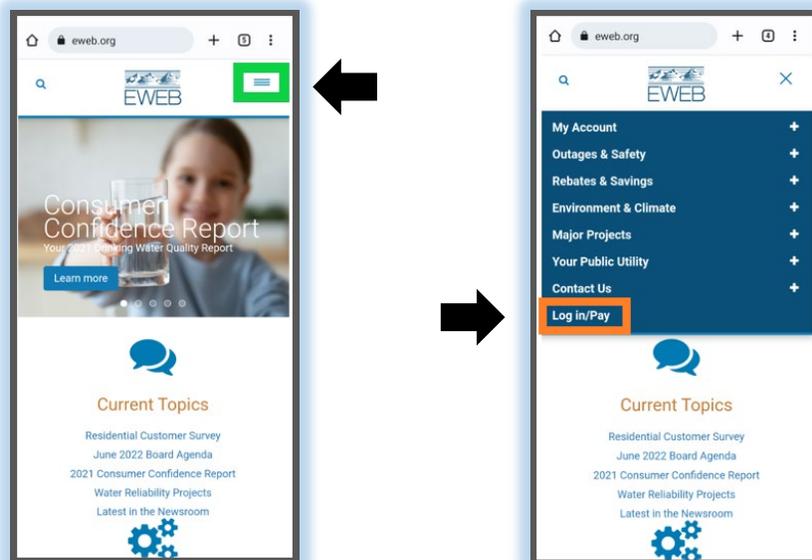
The examples are color coordinated and will not be on our website.

Step One:

- **With desktop devices:** Click on this [link](#), or go to www.eweb.org and click on Log in/Pay at the top right corner. (Green)



- **With Mobile and Other Devices:** Tap on the three lines to access your website menu bar. (Green) Tap on Log in/Pay. (Orange)



Note: Username and Password are blank and will remain blank throughout this step.

- Click on Register. (Green)

My Account

Username

Password

Log In

Forgot your Username or Password?

Register Pay as Guest

Step Two:

Note: Usernames and passwords have requirements. (Red)

Special characters are limited. (Light Blue)

- Fill in the blanks. (Yellow)
- Click on Terms & Conditions to read. (Dark Blue)
- Click on the small box to the left of the Terms & Conditions if you agree. (Orange)
- Click on Continue to create security questions. (Green)

Registration

Enter the following information to create a profile with EWEB's online customer portal. Once registered, you can attach your EWEB account(s) to your profile.

Username

Email Address

Password

Confirm Password

Already have a profile with the customer portal? Go back to the login page

By checking this box, I agree to the Terms & Conditions of EWEB's customer portal.

Cancel Continue

Username Requirements

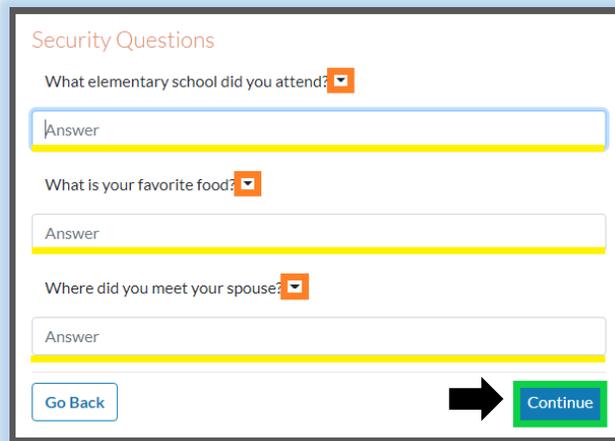
- Must be fewer than 20 characters
- The only allowed special characters are + @ - _ (plus, at sign, period, underscore and hyphen)
- Username field must not contain spaces

Password requirements:

- Must be 8-20 characters long
- Must contain at least 1 letter
- Must contain at least 1 number
- Must contain at least 1 special character from this list: !@#\$%^&*()_.,
- *NOTE: Passwords are case sensitive

Note: You must create three security questions. The answers must be letters and numbers only.

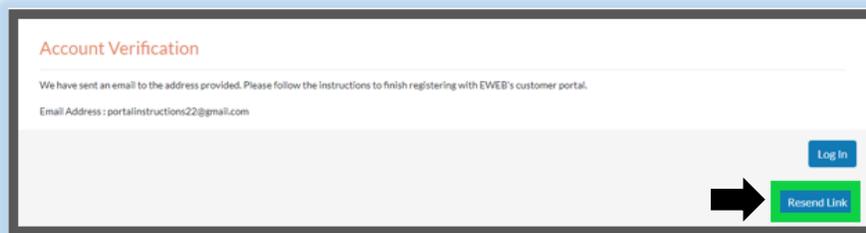
- Click on the drop-down arrow to see the complete list of security questions. (Orange)
- Highlight and click on your preferred questions.
- Answer your questions in the fillable boxes. (Yellow)
- Click on continue for an email to be sent to you to activate your portal. (Green)
- If you receive the email, [click here to skip to Step Five.](#)



The screenshot shows a form titled "Security Questions". It contains three questions, each with a drop-down arrow to its right and a text input field below it. The questions are: "What elementary school did you attend:", "What is your favorite food:", and "Where did you meet your spouse:". Each input field contains the word "Answer" and is highlighted with a yellow border. At the bottom left is a "Go Back" button, and at the bottom right is a "Continue" button. A black arrow points from the "Go Back" button towards the "Continue" button.

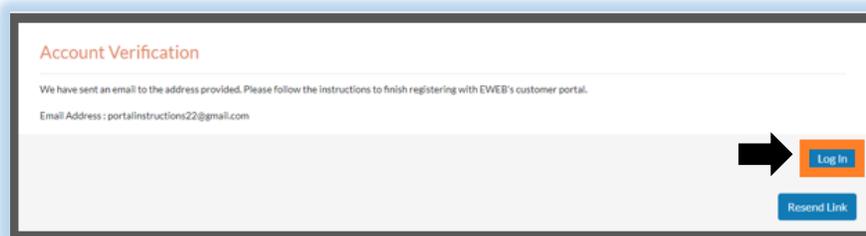
Step Three:

- If you **do not** receive the email, check all your spam and junk folders.
- If you **cannot** locate the activation email, click on Resend Link. (Green)
- After you receive the activation email, [click here to skip to Step Five.](#)



The screenshot shows a page titled "Account Verification". It contains the text: "We have sent an email to the address provided. Please follow the instructions to finish registering with EWEB's customer portal." and "Email Address : portalinstructions22@gmail.com". At the bottom right, there are two buttons: "Log In" (blue) and "Resend Link" (green). A black arrow points from the "Resend Link" button towards the "Log In" button.

Note: If you **still did not** receive this email, click on Log In. (Orange.)



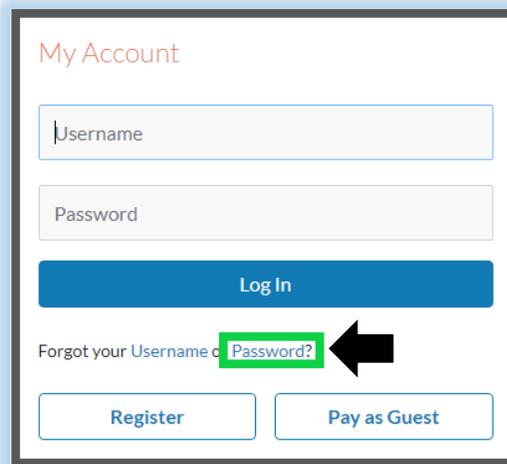
The screenshot shows the same "Account Verification" page as above. In this version, the "Log In" button is highlighted with an orange border, and a black arrow points from the "Resend Link" button towards the "Log In" button.

Step Four:

Note: You will need to bypass the activation email by resetting your password.

If you have closed your Account Verification page, return to the Login page.

- Click on Forgot Password. (Green)



My Account

Username

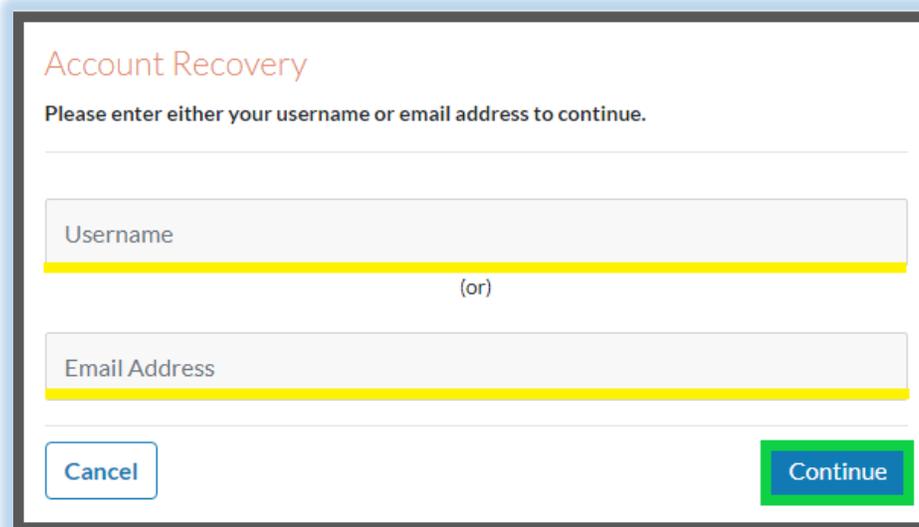
Password

Log In

Forgot your Username or Password?

Register Pay as Guest

- Enter your username or email address to recover your account. (Yellow)
- Click on Continue. (Green)



Account Recovery

Please enter either your username or email address to continue.

Username

(or)

Email Address

Cancel Continue

- Select one of your three security questions. (Orange)
- Answer the security question. (Yellow)
- Click on Continue. (Green)

The screenshot shows a form titled "Security Question". At the top, there is a dropdown menu with the question "What elementary school did you attend?". Below this is a text input field labeled "Answer". A blue link "I don't remember" is positioned below the answer field. At the bottom left is a "Cancel" button, and at the bottom right is a "Continue" button. A black arrow points from the "Continue" button to the right.

- Change your password. (Yellow)

Note: Remember to use the Password Rules. (Red). Special characters are limited. (Light Blue)

- Click on Continue. (Green)

The screenshot shows a form titled "Change Password" with the instruction "Please enter your new password for pidoc". It features two text input fields: "Password" and "Confirm Password". To the right of these fields is a red-bordered box titled "Password Rules:" containing a bulleted list: "Must be 8-20 characters long", "Must contain at least 1 letter", "Must contain at least 1 number", and "Must contain at least 1 special character from this list: !@#%*&~()_". Below the rules is a light blue box containing the special characters "!@#%*&~()_". At the bottom left is a "Cancel" button, and at the bottom right is a "Continue" button. A black arrow points from the "Continue" button to the right.

Note: This should manually activate your account.

- Click on Return to Log In. (Green)

The screenshot shows a confirmation message titled "Confirmation" with the text "You have successfully changed your password." At the bottom right, there is a "Return to Log In" button. A black arrow points from the button to the right.

- Enter your existing username and new password. (Yellow)
- Click on Log In (Green)

My Account

Username

Password

Log In

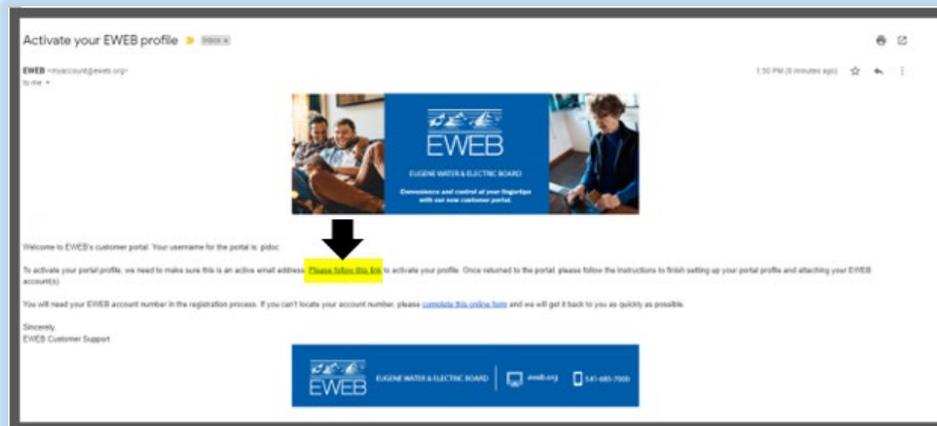
Forgot your Username or Password?

Register Pay as Guest

Note: After manual activation is completed, [click here to skip to Step Six.](#)

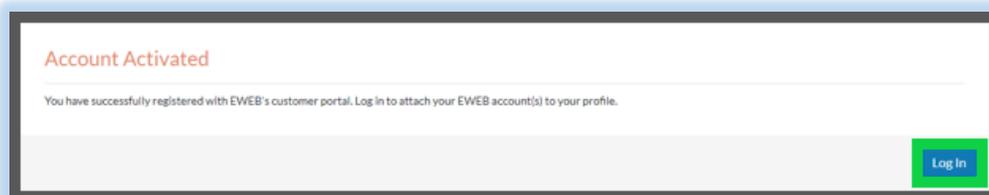
Step Five:

- Click on the provided link in your email to complete activation. (Yellow)



Note: If there is an error message, [click here to return to Step Four.](#)

- Click on Log In. (Green)



- Enter your existing username and password. (Yellow)
- Click on Log In. (Green)

My Account

Username

Password

Log In

Forgot your Username or Password?

Register Pay as Guest

Step Six:

- Enter your account information. (Yellow)
 1. Digits before dash
 2. Digits after dash
 3. Service Zip Code
- Click on Continue. (Green)

EWEB Account Lookup

Please enter the following details to locate your EWEB account:

Find account using

Find account using

Digits before dash - Digits after dash

Service Zip Code

Cancel Continue

Finding your account number:

To attach your EWEB account to your profile, you need your account number and service zip-code as shown in the example billing statement below. You can also find this information in your "bill ready" email. If you have more than one account to add to your profile, you will be able to do so within the customer portal.

ACCOUNT NUMBER: 123456-12345

CUSTOMER NAME: 1234 MAIN ST, EUGENE OR 97405-4968

Page 1 of -2

Bill Date: 10/06/2020

TOTAL AMOUNT DUE by 10/21/2020

Step Seven:

Note: You will see all your active and inactive accounts. (Orange)

The account number you used for registration will be your default account. (Red)

- Click on the boxes for any additional account numbers you want in your portal. (Yellow)
- Click on Continue. (Green)

Additional EWEB Accounts

We have found additional addresses associated with the account number provided. Check the boxes for those you want added to your customer portal profile.

Select All

Primary Account # 9660
470 WILKIE ST EUGENE OR 97402-4018

Linked Accounts

Account # 116602 4825 UNTHANK ST APT 393 EUGENE OR 97402-7683	<input type="checkbox"/>
Account # -116902 978 HATTON AVE APT 204 EUGENE OR 97404-2744	<input type="checkbox"/>
Account # -1365 655 GOODPASTURE ISLAND RD APT 191 EUGENE OR 97401-1534	<input type="checkbox"/>
Account # -36044 3956 PAM ST EUGENE OR 97402-5908	<input type="checkbox"/>
Account # -52083 3446 KINSROW AVE APT 107 EUGENE OR 97401-7856	<input type="checkbox"/>

- Click on View Account Summary/Current Bill to manage your portal. (Green)

Start Managing Your Profile and EWEB Account

Account -36044 | Address 3956 PAM ST, EUGENE, OR, 97402-5908

If you do not see this screen, please call Customer Service at 541-685-7000, Monday – Friday, 9:00 a.m. to 6:30 p.m. or email eweb.answers@eweb.org for further assistance.

NOTE:

If you want Autopay and/or Paperless Bills, click on the links for instructions. It's your choice!

[Autopay Enrollment Instructions](#)

[Paperless Bill Instructions](#)