## Account Management – Linking Accounts

The Account Management feature allows your customer to add additional accounts associated with one login (registration). This feature links accounts together so customers can login to the Customer Portal and are able to manage multiple accounts on the Manage Accounts page.

## How to Link Accounts:

1. From the Customer Portal the registered user selects the **Profile** menu and selects **Manage Accounts** or selects **Manage My Accounts** from the Customer Portal dashboard.

Innovative	A My Account ▼ My Profile ▼ Support ▼ ■
Organization	AutoPay
Your Account At A Glance	Manage Accounts       Paperless       Payment Methods       Pay by Text
	Recurring Scheduled Payments
l Want To	Update Account Info Update My User Info
Pay My Invoices >	♥ Paperless         ♥ Not Enrolled         ▶
Manage My Accounts >	Pay By Text         Not Enrolled

2. From the Manage Accounts page the user selects Add Account.

TRA	INING-TEST	MCL	My Account →	My Profile 👻 Supp	oort - C	
M	Manage Accounts					
>	Customer Name	Address      857 Bay Meadows Lane	Account Number	Email Address mail@mail.com	¢	
	Stor Mone	oor bay meadows cane	UNETIO	mangeman.com		

3. User selects the invoice type of the account to be added.

TRAINING-TEST MCL	My Account  My Profile  Support  Please select an invoice type to find accounts:	×
Manage Accounts	Real Estate Tax > Utility Bill >	$\supset$
The accounts that have been added Customer Name		Close
> Scot Richie 857 B	y Meadows Lane UTIL-1155 mail@mail.com	

4. User enters the information to locate the desired account and selects **Search Accounts**.

TRAINING-TEST MCL	A	My Account 👻	My Profile 👻	Support 🗸 🕞	
Return to previous page     Please Locate Your Account					
Utility Bill Search our files using the fields below. Required fields are marked with a *. Need help finding your account?					
Account Number (optional)	Last Name (optional)				
util-1144	Last Name				
Q Search Accounts					

5. The user selects the account to add by selecting the user and clicking on **Add to my profile**.



6. The Manage Accounts page appears with the new account added to existing account profile. From this page the user can add a payment method, enroll in AutoPay, Paperless and Pay by Text.

TRAINING-TEST I	MCL	A My Account →	My Profile 👻 Support	- C•	
Manage Accounts					
The accounts that hav Customer Name	/e been added to your profile ar	e displayed below. You may op	en each one to configure se	ettings.	
✓ Sly Lachtna	4 NW. Vine St.	UTIL-1144	mail@mail.com		
Account Settings Invoice Type(s) Utility Services Default Payment Meth None Edit payment methods Remove this account from	nod n my profile	Account Services AutoPay Not Enrolled Edit AutoPay enrollment Paperless Billing Not Enrolled Edit Paperless enrollment Pay By Text Not Enrolled Edit Pay By Text enrollment			
> Scot Richie	857 Bay Meadows Lane	UTIL-1155	mail@mail.com		