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.
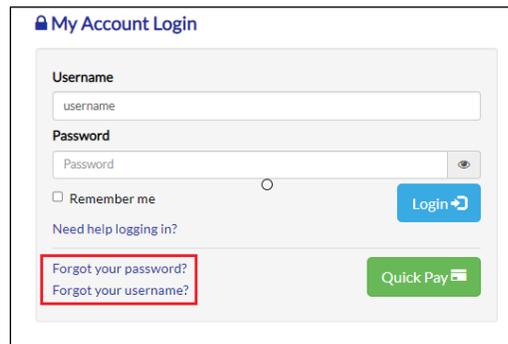

    b. If you have not previously registered a profile with this email address, please use a different email for this profile. Contact a Customer Service Advisor to assist in updating your email address in our billing system for a successful registration.

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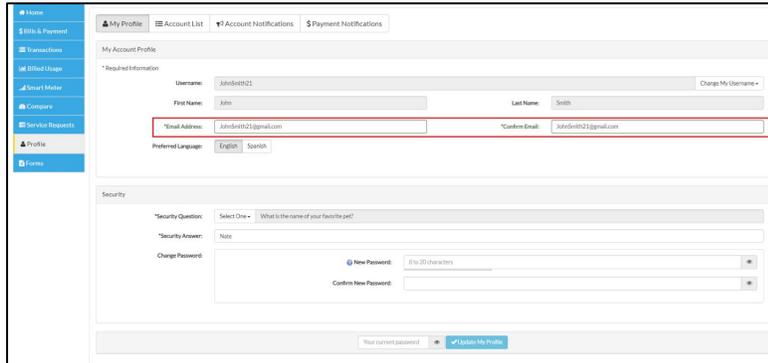
      ii. Consolidate your EMWD accounts into 1 profile
         1. Enter the additional account(s) and name as it appears on bill
         2. Click +Add Account button
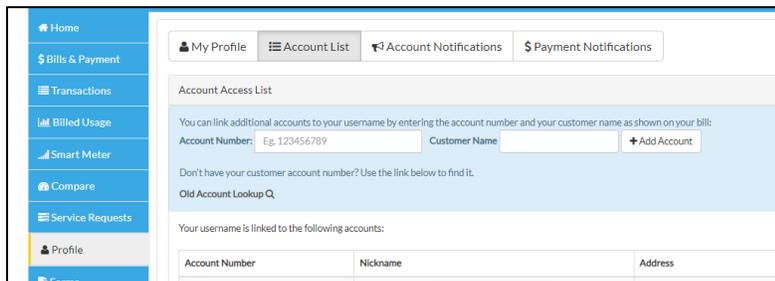
Unable to Register

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.