



AMERICAN WATER

MyWater

**Frequently
Asked
Questions**

WE KEEP LIFE FLOWING®

MyWater - Frequently Asked Questions

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MyWater - Frequently Asked Questions

What is a User ID?

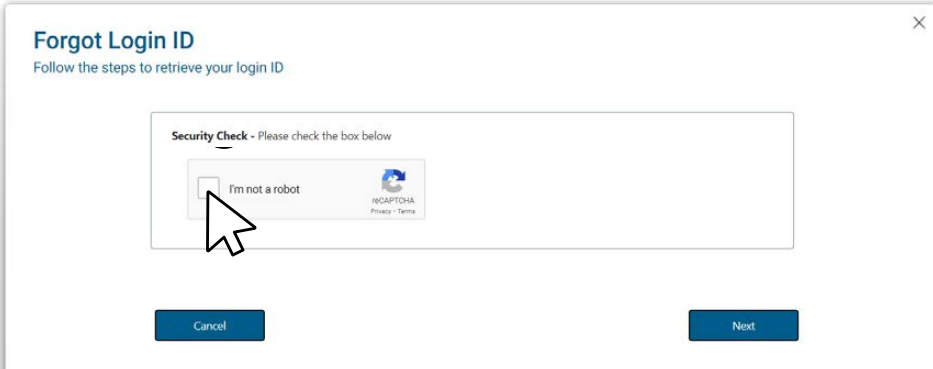
A User ID is the personal account you use to access your [MyWater account](#), which allows you to be able to accomplish many tasks online, on your own time, including the ability to:

- View and pay your bill online.
- Sign up for autopay and paperless billing.
- Sign up to receive water related alerts.
- Determine eligibility and submit requests for payment assistance.
- View or reschedule service requests.
- Review billing correspondence sent from American Water.

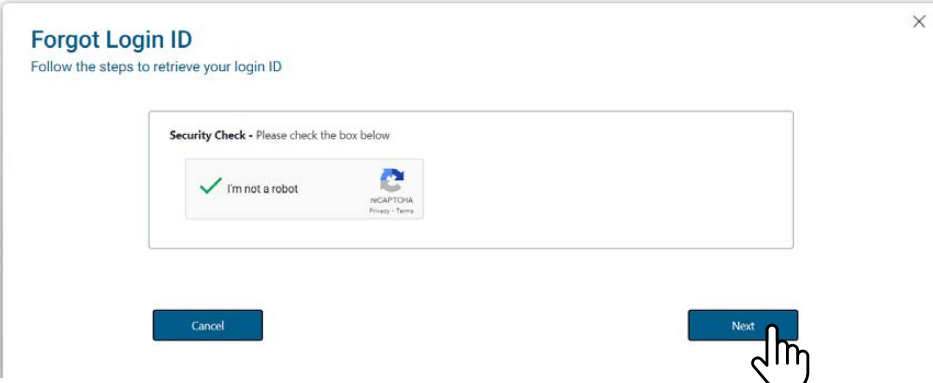
Forgot your User ID?

If you cannot remember your User ID, first go to <https://login.amwater.com/> and under the User ID text box, there is a link that says “[Forgot User ID?](#)”. Click on it.

After clicking on “[Forgot User ID?](#)”, complete the **Security Check**.



To do so, confirm that you are not a robot by checking the box and click on **Next**.



MyWater - Frequently Asked Questions

Enter your email address and click **Next**.

Note: If you have multiple accounts associated with this email address, you must provide your account number. You can find that at the top of your monthly statement.

Forgot Login ID
✕

Follow the steps to retrieve your login ID

Please enter your account info

Email Address *


If you have multiple accounts associated with this email please provide account number

Account Number

XXXX -

(last 12 digits after the dash)

Example Billing Details View Letter




Please note this does not represent your actual bill. It is only meant to convey the location of your account number and name on your bill.

Cancel
Next

You should see a Forgot Login ID Confirmation page, just like the example below. **Check your email inbox to get your Login ID.**

Forgot Login ID
✕

Follow the steps to retrieve your login ID



Forgot Login ID Confirmation

Your login ID has been sent to your email address.

Please Check your email

If you don't receive an email shortly, add MyAccount@amwater.com to your address book and complete this process again.

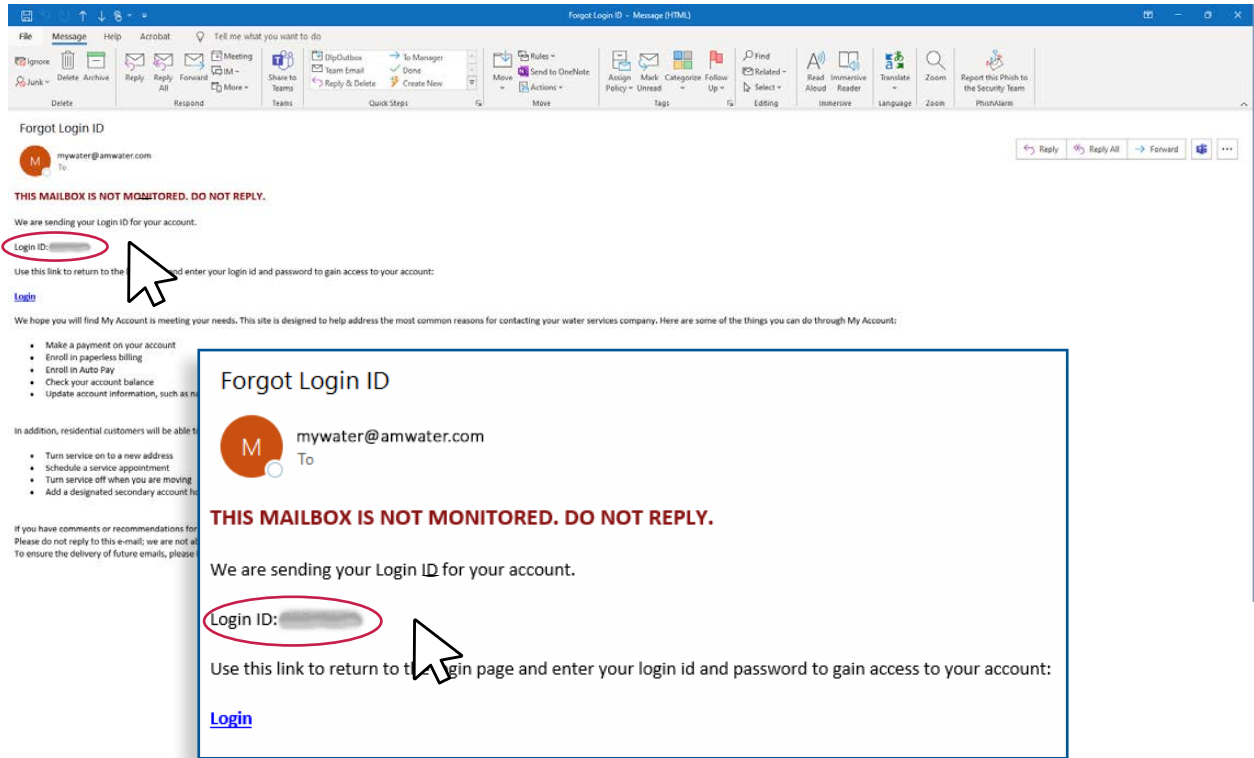
Return to Login

Please see email example on the next page.

MyWater - Frequently Asked Questions

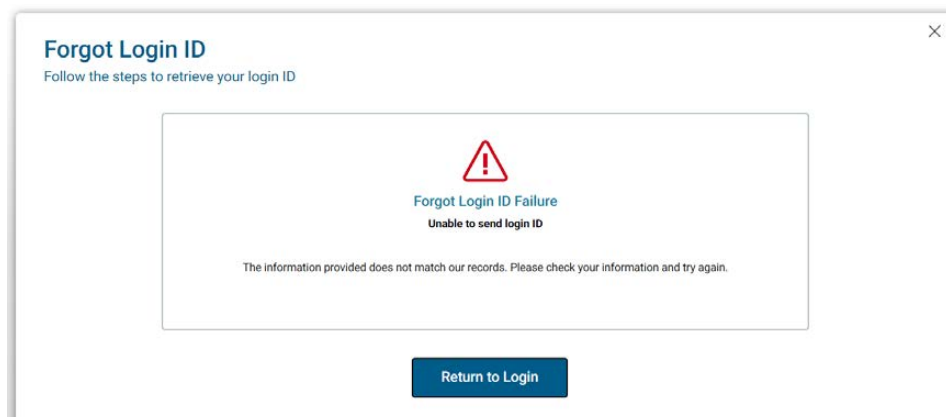
The email you will receive, example below, will be from “mywater@amwater.com” with the Subject “**Forgot Login ID.**”

In this email, your Login ID will be listed. You can now use this to login to your [MyWater Account](#).



MyWater - Frequently Asked Questions

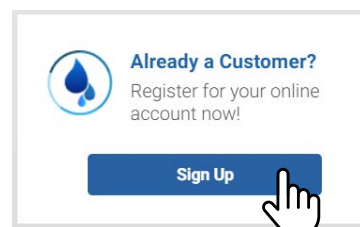
Tried to recover your Login ID, but the system is unable to send it?



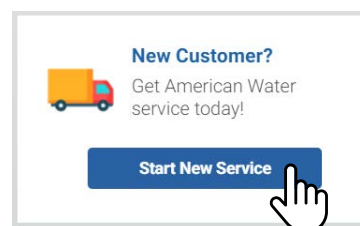
If you see the Forgot Login ID Failure screen after trying to recover your Login ID, this is because **(a)** you used a different email address or **(b)** you do not have a MyWater account

First try to recover your Login ID again by clicking on “[Forgot User ID?](#)” and use another one of your email addresses.

If resetting your Login ID does not work and you are already a customer, please sign up for MyWater by going to <https://mywater.amwater.com/> and clicking on the “Sign Up” button.



If resetting your Login ID does not work and you are a new customer, please go to <https://mywater.amwater.com/> and click on the “Start New Service” button.



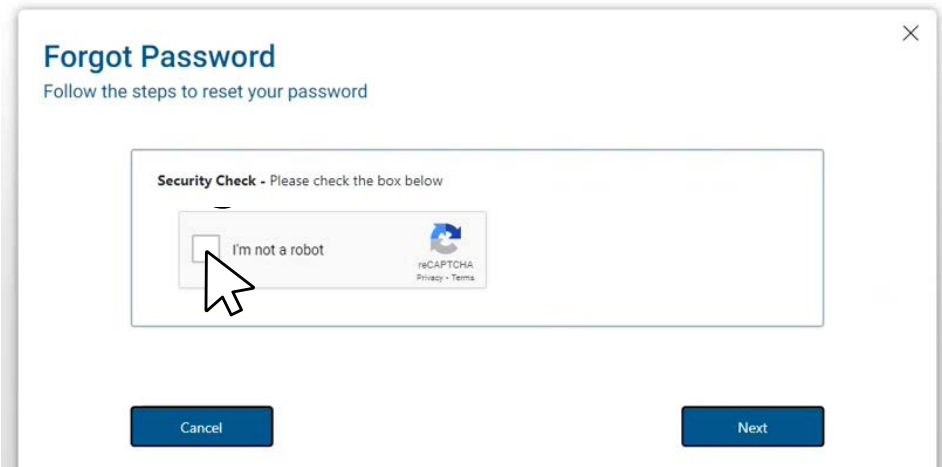
You can also go directly to this web address: <https://login.amwater.com/register>.

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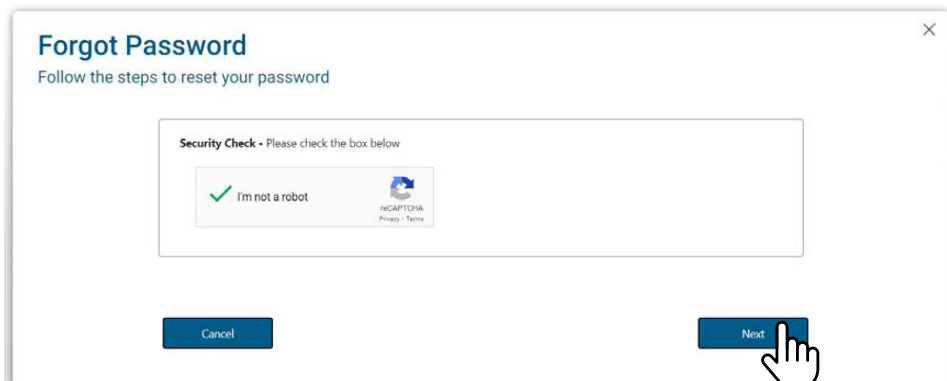
Forgot your password to your MyWater account?

If you cannot remember your password, first go to <https://login.amwater.com/> and under the User ID text box, there is a link that says “[Forgot Password?](#)”. Click on it.

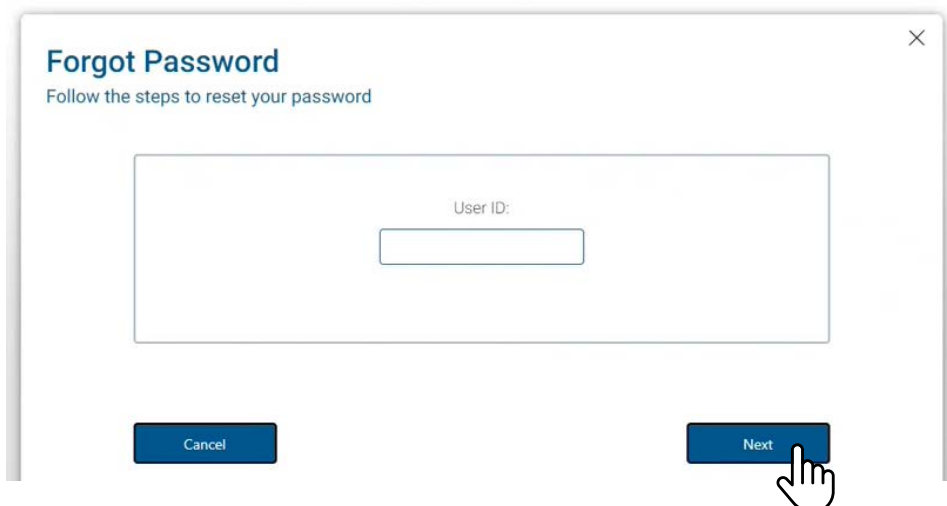
After clicking on “[Forgot Password?](#)”, complete the **Security Check**.



To do so, confirm that you are not a robot by checking the box and click on **Next**.



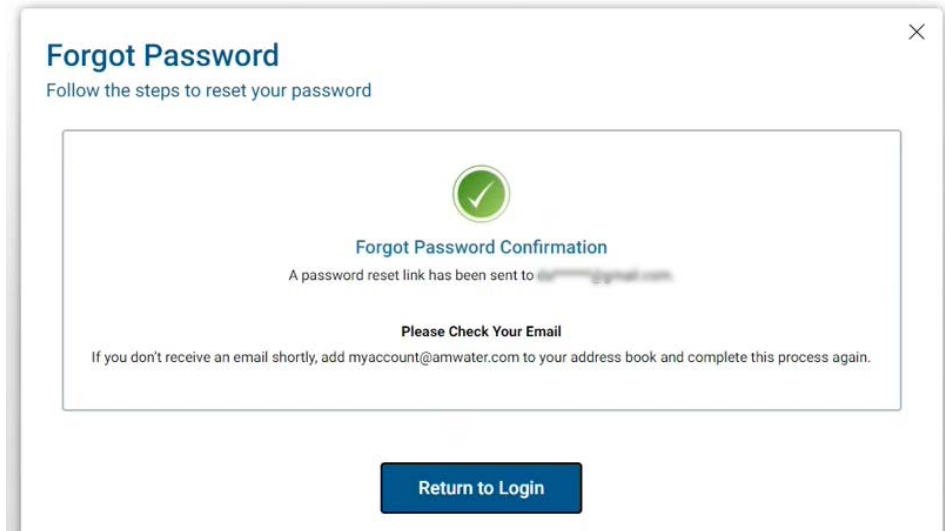
Enter your **User ID** and press **Next**.



MyWater - Frequently Asked Questions

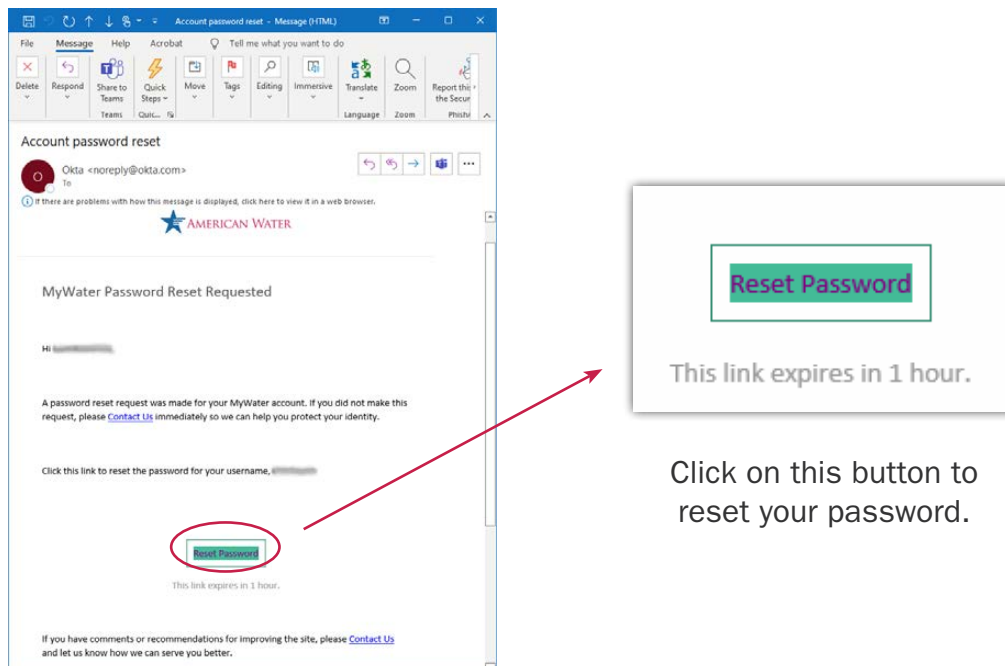
Note: If you cannot remember your User ID, first go to <https://login.amwater.com/> and under the User ID text box, there is a link that says “[Forgot User ID?](#)”. Click on it and also refer to the question about Forgot Login ID above.

After clicking next, you should see a Forgot Password Confirmation page, just like the example below. **Check your email inbox to reset your password.**



The email you will receive, example below, will be from “noreply@okta.com” with the Subject “**Account Password Reset.**” This email will address you by name and there will be a “Reset Password” button to click on.

NOTE: If you received this email without requesting to reset your password, please [contact us](#) immediately so we can help you protect your identity.

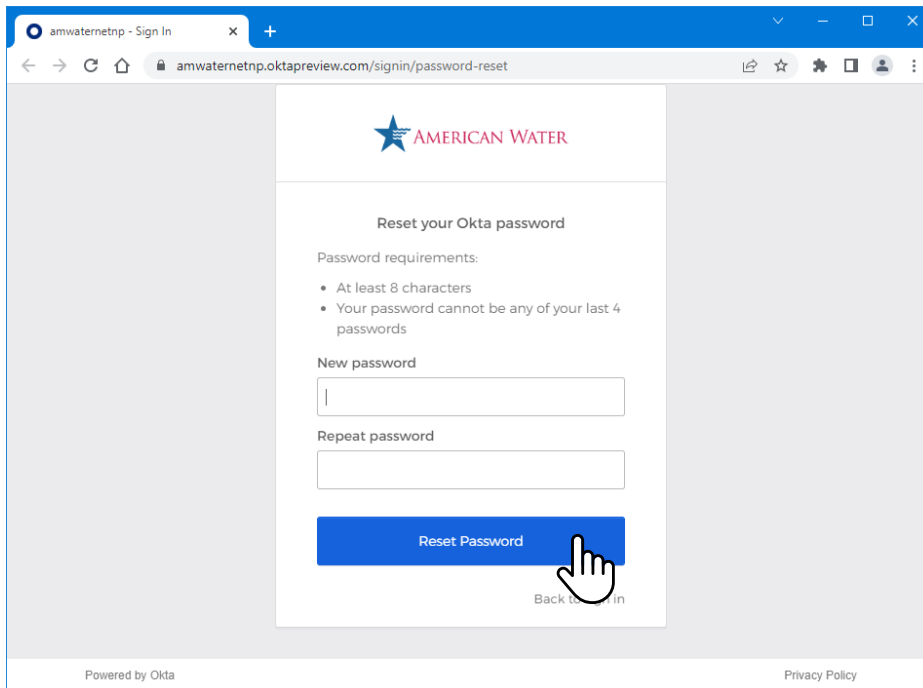


MyWater - Frequently Asked Questions

After clicking the “**Reset Password**” button in the email with the subject, “**Account Password Reset**” from noreply@okta.com, your browser should open to a webpage that looks like the example below.


Reset your Okta password by typing in a new password and then typing in the exact same password again in the form.

NOTE: American Water uses Okta to keep your account secure. If you try to reset your password and the webpage does not look like the example below, please [contact us](#) immediately so we can help you protect your identity.



amwaternetnp - Sign In

amwaternetnp.oktapreview.com/signin/password-reset

 AMERICAN WATER

Reset your Okta password

Password requirements:

- At least 8 characters
- Your password cannot be any of your last 4 passwords

New password

Repeat password

Reset Password

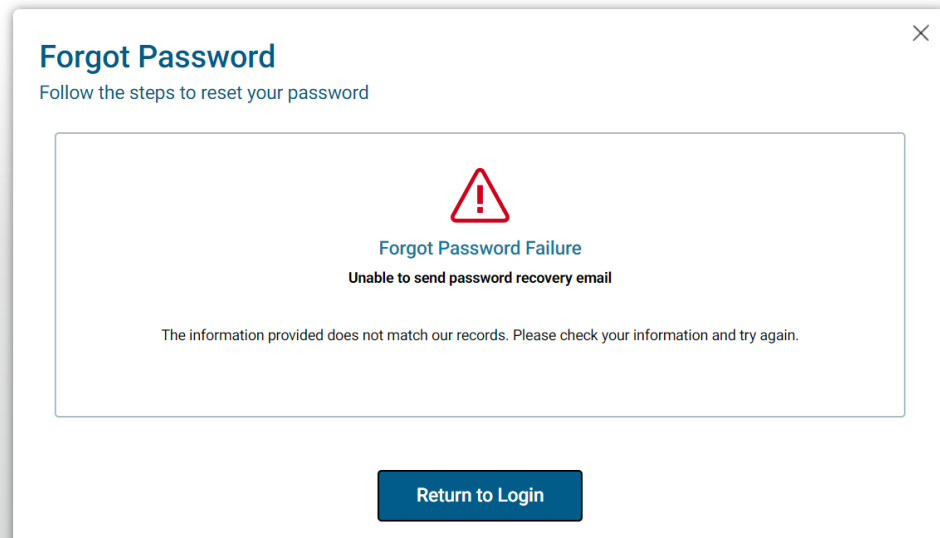
[Back to login](#)

Powered by Okta

[Privacy Policy](#)

After entering in your new password in the webpage above, click **Reset Password**. Now you can login to your [MyWater account](#) using your new password.

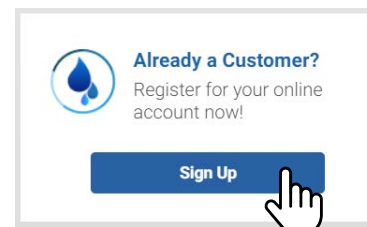
Tried to reset your password, but it didn't work?



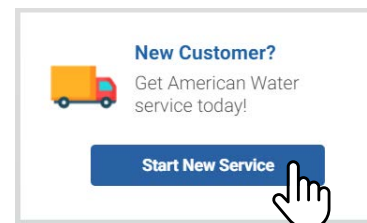
If you tried to reset your password and the system indicated it was unable to send your password recovery email, this is because you entered in the wrong Login ID in the previous screen.

Just mistyped your Login ID? Try again by clicking on "[Forgot Password?](#)" to restart the process of resetting your password.

If resetting your password does not work and you are already a customer, please sign up for MyWater by going to <https://mywater.amwater.com/> and clicking on the "Sign Up" button.

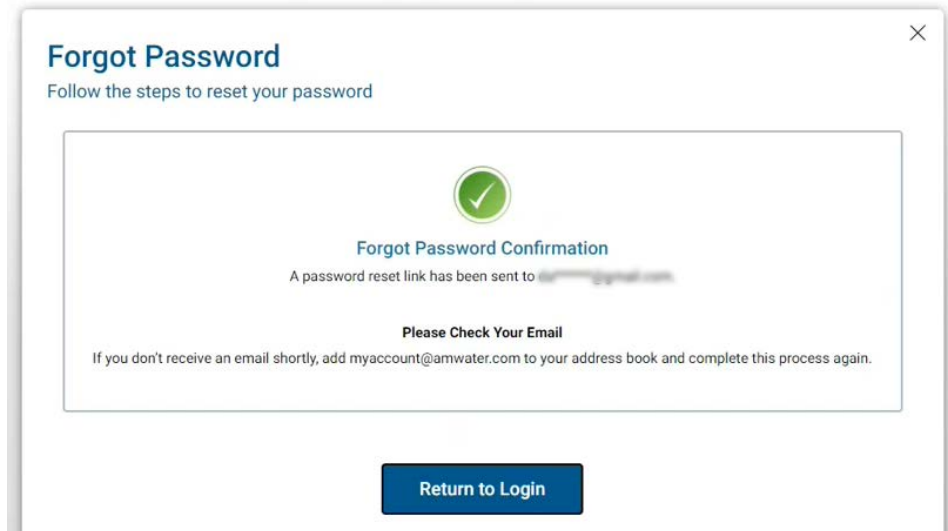


If resetting your password does not work and you are a new customer, please go to <https://mywater.amwater.com/> and click on the "Start New Service" button.



To sign up for MyWater, you can also go directly to this web address: <https://login.amwater.com/register>.

Didn't receive your password recovery email?



If you went through the Forgot Password process, saw the Forgot Password Confirmation Screen, above, but you didn't receive your password recovery email:

Check your junk mail folder. If it's not there, wait a few minutes before trying to reset your password again. Contact us if you have any issues.