

# How to Cancel or Change Notifications

While on the Dashboard, click **Settings** on the menu located on the top, left-hand side. Then click **User Profile**.

The screenshot displays the City of Rock Hill CustomerConnect Portal. The top navigation bar includes the Rock Hill logo, a 'Meters 2' indicator, and a 'Logout' button. The main header reads 'My Dashboard' and 'Welcome to the City of Rock Hill's CustomerConnect Portal'. A left-hand navigation menu is highlighted with a red box, containing 'My Dashboard', 'Reports', 'Settings', 'Meter Names', and 'User Profile'. Two red arrows point from the 'Settings' and 'User Profile' items to the right. The dashboard features four main widgets: 'Electric Usage' and 'Water Usage' charts showing usage, Rock Hill, and Temperature (F) from Jan 15 to Jan 30, 2020; 'My Progress: Electric' showing current usage of 1117.94 KWH for Jan 2020 and 1579.12 KWH for Dec 2019, with a 71% progress percentage; and 'My Progress: Water' showing current usage of 4977.97 GAL for Jan 2020 and 4962.31 GAL for Dec 2019, with a 100% progress percentage. A 'My Widget' section on the right provides instructions on setting up notifications. The footer contains the text 'City of Rock Hill - Utility Service and Payment'.

1. Your active notifications are listed under **Threshold Notifications**.
2. You can delete any notification by click on the small icon to the left that looks like a trash can. Or, you can change any notification by clicking the small icon to the left that looks like a pencil.

The screenshot shows the 'User Profile' page for a user in Rock Hill, South Carolina. The page includes a navigation menu on the left with options like 'My Dashboard', 'Reports', 'Settings', 'Meter Names', and 'User Profile'. The main content area is divided into sections: 'Accounts', 'Notifications', and 'Threshold Notifications'. The 'Threshold Notifications' section is highlighted with a red box and contains a table with 3 results. The table has columns for 'Meter', 'Period', and 'Target'. Two rows of notifications are visible, each with a pencil icon for editing and a trash can icon for deletion. Red arrows and boxes labeled '1.' and '2.' point to the 'Add Notification' button and the delete/edit icons respectively.

**Accounts**

Account # [REDACTED]  
Service Address [REDACTED]  
ROCK HILL, SC  
29732-1067

Link Additional Accounts:

Account	Last Bill Amount
[REDACTED]	\$ [REDACTED]

+ Add Row

Go Reset

**Notifications**

My Web Portal Account

Email

laura.cox@cityofrockhill.co

+ Add Email

I want to receive general notifications about utility programs

**Threshold Notifications:**

CSV PDF 3 results

Meter	Period	Target
[REDACTED] Meter: 18919376 (Water) Location: 3012913	Daily	Above 100 GAL
[REDACTED] Meter: 77247465 (Electric) Location: 3012913	Weekly	Above 300 KWH