

How to Add an Account

If you have more than one account, you may want to add the others so you can easily switch back and forth between them. Begin at the Dashboard and click on **Settings** in the menu on the left-hand side. Then, click on **User Profile**.

The screenshot displays the CustomerConnect dashboard interface. On the left, a navigation menu includes 'My Dashboard', 'Library', 'Reports', 'Settings', 'Meter Names', and 'User Profile'. Red arrows point to 'Settings' and 'User Profile'. The main content area features a 'Welcome to CustomerConnect' banner with a yellow warning message: 'Please note: Meter reads may be blocked for short periods of time due to technical or environmental issues. Once the reads will continue to report at various intervals using estimates based on historical averages. This does not affect your billing'. Below the banner are two charts: 'Electric Usage Chart' for Meter #: 77247465 (Electric) and 'Water Usage Chart' for Meter #: 18919376 (Water). Both charts show usage (bars) and RockHill Temperature (line) from April 7 to April 22, 2020. The electric chart uses KWH and Fahrenheit scales, while the water chart uses GAL and Fahrenheit scales.

My Dashboard

Welcome to CustomerConnect

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Electric Usage Chart
Meter #: 77247465 (Electric)
Apr 08 - Apr 22, 2020

Date	Usage (KWH)	RockHill Temperature (F)
Apr 7	25	70
Apr 8	60	70
Apr 9	22	60
Apr 10	15	50
Apr 11	12	55
Apr 12	15	65
Apr 13	18	70
Apr 14	18	65
Apr 15	18	55
Apr 16	15	55
Apr 17	12	58
Apr 18	22	60
Apr 19	28	55
Apr 20	15	60
Apr 21	28	58
Apr 22	28	55

Water Usage Chart
- Meter #: 18919376 (Water)
Apr 08 - Apr 22, 2020

Date	Usage (GAL)	RockHill Temperature (F)
Apr 7	60	70
Apr 8	25	70
Apr 9	20	60
Apr 10	25	50
Apr 11	20	55
Apr 12	20	65
Apr 13	100	70
Apr 14	65	65
Apr 15	110	55
Apr 16	100	55
Apr 17	250	60
Apr 18	125	65
Apr 19	150	55
Apr 20	105	60
Apr 21	105	58
Apr 22	100	55

You can link additional accounts at the top of the **User Profile** page.

Underneath your own account and address, you'll see an area to **Link Additional Accounts**. You must enter the account number you wish to link along with the amount of the last bill for that account in the spaces provided.

If you want to link more than one account, simply click on the **+ Add Row** button and you'll be able to add an additional account.

Once you've entered the information for all the accounts you wish to link, click the **Go** button. In this example, we're only linking one additional account.

User Profile

Accounts

Account # 113 [REDACTED]
Service Address [REDACTED]
ROCK HILL, SC
29732-1067

Link Additional Accounts:

Account	Last Bill Amount
172 [REDACTED]	\$ 171.39
	\$

+ Add Row **Go** **Reset**

You can now see that the second account has been added as it appears under **Linked Accounts** and the words “Account linked successfully” appear next to the Last Bill Amount box.

If you need to unlink any account, simply click the X in the upper right hand corner of the linked account as indicated below by the green arrow.

The screenshot displays a web interface for a 'User Profile'. On the left is a sidebar with navigation options: 'Add to ...', 'My Dashboard', 'Library', 'Reports', 'Settings', 'Meter Names', and 'User Profile'. The main content area is titled 'Accounts' and shows details for a primary account (Account # 113, Service Address ROCK HILL, SC 29732-1067) and a 'Linked Accounts' section with one entry (Account # 172, Service Address ROCK HILL, SC). A red arrow points to the linked account entry, and a green arrow points to an 'X' icon in its top right corner. Below this is a 'Link Additional Accounts' table with columns for 'Account' and 'Last Bill Amount'. The table contains one row with account number 172 and a last bill amount of \$171.39. To the right of the table, a green message states 'Account linked successfully.', with a red arrow pointing to it. At the bottom of the table area are '+ Add Row', 'Go', and 'Reset' buttons.

User Profile

Accounts

Account # 113 [REDACTED]
Service Address [REDACTED]
ROCK HILL, SC
29732-1067

Linked Accounts:

172 [REDACTED] X [REDACTED]
ROCK HILL, SC

Link Additional Accounts:

Account	Last Bill Amount
172 [REDACTED]	\$ 171.39

Account linked successfully.

+ Add Row

Go Reset

To look at data related to the linked account, you must switch to that account.

At the top, right-hand side of the **User Profile** page, you'll see a small box with **CISPortal** followed by your account number.

Click the small down arrow just next to your account number.

Information on your own account appears along with a link to **Switch Account**. Click the **Switch Account** option.

The screenshot displays the Rock Hill South Carolina CISPortal interface. At the top right, the user is logged in as 'CISPortal: 113 [redacted]' with a 'Logout' button. The main content area is titled 'User Profile' and shows account details for account # 113, including the service address 'ROCK HILL, SC 29732-1067'. Below this, a section for 'Linked Accounts' shows one linked account with ID 172 [redacted] and address 'ROCK HILL, SC'. A table for 'Link Additional Accounts' shows a table with columns 'Account' and 'Last Bill Amount', containing one row with account 172 [redacted] and a bill amount of \$ 171.39. A message 'Account linked successfully.' is displayed next to the table. A '+ Add Row' button is below the table. At the bottom of the table section are 'Go' and 'Reset' buttons. On the left side, there is a navigation menu with options like 'My Dashboard', 'Library', 'Reports', 'Settings', 'Meter Names', and 'User Profile'. A dropdown menu is open on the right side of the page, showing options for 'User Profile' and 'Switch Account'. Red arrows point to the account number '113 [redacted]' and the 'Switch Account' option in the dropdown menu.

A small box will appear, indicating which account you're currently viewing and giving you the option to choose which account you want to switch to.

If you had linked more than one additional account, you could click the down arrow to show all additional accounts and then click the one you want.

In this case, we linked only one additional account.

So we simply need to click the **Switch** button.

The screenshot shows a 'Switch Account' dialog box. The dialog has a title bar 'Switch Account'. Below the title bar, it says 'Viewing Account: 113 [redacted]'. Underneath, there is a 'Switch To:' label followed by a dropdown menu with the text 'Account' above it and '172 [redacted]' selected. At the bottom of the dialog, there are two buttons: 'Switch' and 'Cancel'.

The Dashboard for the other account will appear.

You will notice your account number still shows as the CISPortal number in the top right-hand corner, however, the information on the dashboard is for the account you linked.

Addresses and full account numbers are blacked out to protect privacy, but you can see the meter numbers shown here are different from the meter numbers we started with on the first step of this tutorial.

When you are managing your own accounts, you'll be able to easily see the address for the account you linked.

You can now look at all data, set up notifications and do anything else for this account just as you can with your own, original account.

To switch back to your original account, click the down arrow button of the CISPortal again to get the switching option.

Meters 2



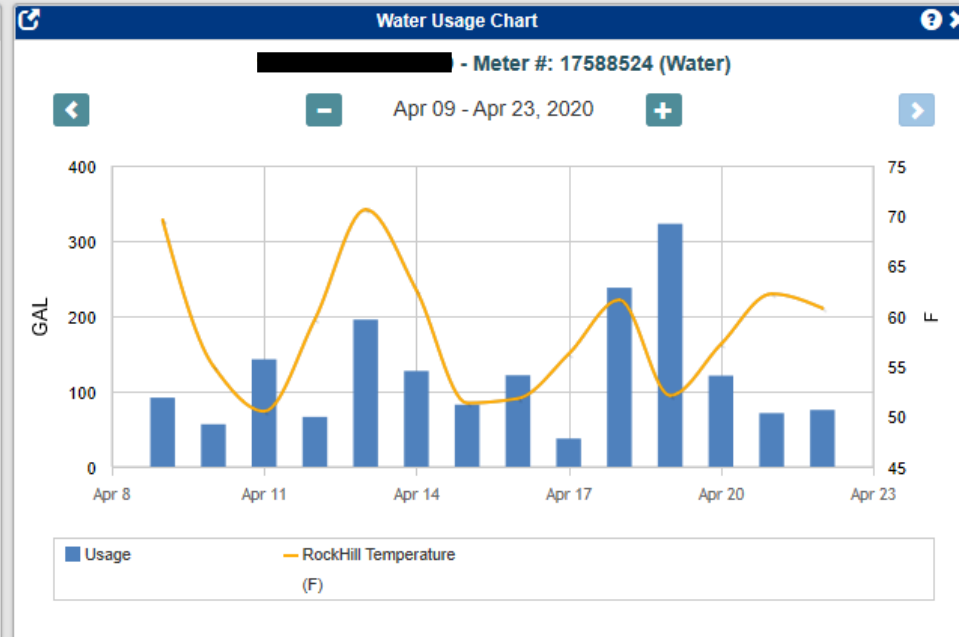
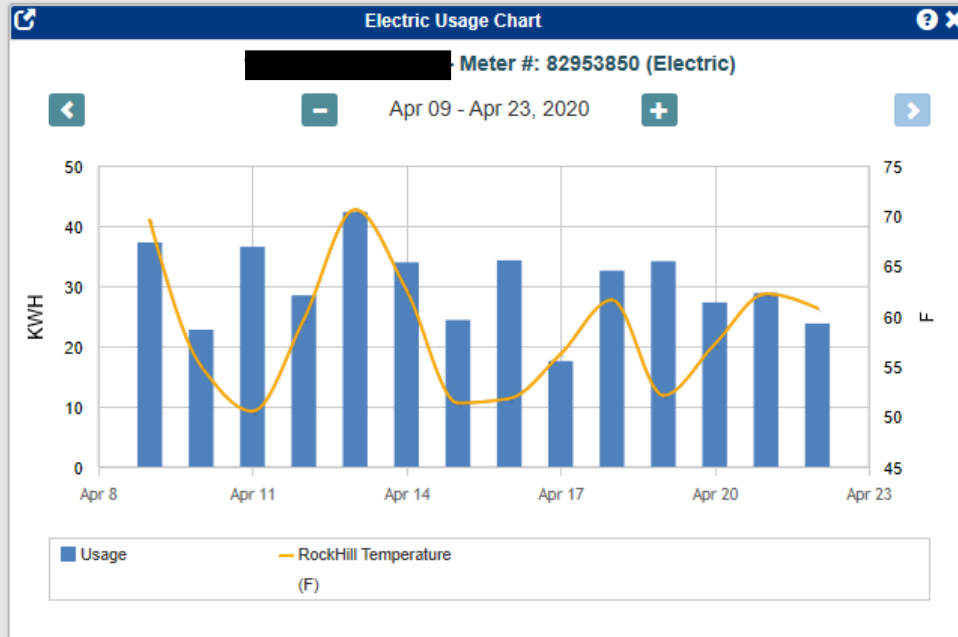
CISPortal: 113 [blacked out]

Logout

My Dashboard

Welcome to CustomerConnect

Please note: Meter reads may be blocked for short periods of time due to technical or environmental issues. Once the reading process is reestablished, reads will continue to report at various intervals using estimates based on historical averages. This does not affect your billing.



My Widget

City of Rock Hill

CustomerConnect

To get this information on your phone, download our free app!
iPhone users click [here](#).
Android users click [here](#).

To learn how to view consumption, click [here](#).

To learn how to set up notifications, click [here](#).

To set up email or text