

How to Add Accounts

While on the Dashboard, go to the menu and click **Settings**. Then click **Accounts**.

The screenshot displays the Rock Hill CustomerConnect dashboard. At the top left is the Rock Hill South Carolina logo with the slogan "Always on". To the right of the logo are two notification icons: "Meters 3" and "Locations 1".

The left-hand navigation menu includes the following items:

- My Dashboard
- Library
- Reports
- Settings (indicated by a red arrow)
- Thresholds
- Contact Methods
- Notifications
- Markers
- Virtual Meters
- Meter Groups
- Meter Indexes
- Meter Names
- Accounts (indicated by a red arrow)

The main content area features a blue banner with the text: "Welcome to CustomerConnect" and "We are currently TESTING this application. If you have any...". Below this, a yellow note states: "Please note: Meter reads may be blocked for short periods of... reads will continue to report at various intervals using estimate...".

Below the banner is a "Combined Usage Report - Electric - Past 30 Days" chart. The chart shows electric usage in KWH (left y-axis, 0 to 600) and Rock Hill Temperature in degrees Fahrenheit (right y-axis, 45 to 75) for the month of April 2020. The x-axis shows dates from Apr 1 to May 6. The chart includes a legend for "Rock Hill Temperature (F)" and a legend for the meter data. Below the chart, the following information is displayed:

- Meter: 76982015
- (Electric) Location: 3106022 - KWH

Your primary account number appears at the top. You must enter the account number of the account you want to add, plus the amount of the most recent bill for that account in the spaces provided under **Link Additional Accounts**. Add one or more. Click the Add Row button if you need to add more than five. When you have finished, click the Go button.

Once your accounts are linked, you'll see both listed at the top. A message in green will appear to the side indicating the accounts have successfully linked. You must log off and log back on so data is available for the newly linked account(s).

ROCK HILL SOUTH CAROLINA *Always on*

Meters 3 Locations 1

My Dashboard
Library
Reports
Settings

Current Account Numbers:
236 [redacted]

Link Additional Accounts:

Account	Last Bill Amount
253 [redacted]	\$ 16457.19
	\$
	\$
	\$
	\$

+ Add Row

Go Reset

ROCK HILL SOUTH CAROLINA *Always on*

Meters 3 Locations 1

My Dashboard
Library
Reports
Settings

Current Account Numbers:
236 [redacted] 253 [redacted]

Link Additional Accounts:

Account	Last Bill Amount
253 [redacted]	\$ 16457.19
	\$
	\$
	\$
	\$

+ Add Row

Go Reset

Account linked successfully. Account data will be available on next login.

Once you have added an account, and logged back on, the newly added account information is included on your Dashboard.

1. You will still see your primary account in the upper right-hand corner.
2. Now both locations and all 9 meters will show on the upper left-hand side.
3. The Combined Usage Report now shows all electric and all water meters on the same graph, differentiated by color.

To look at data for each individual meter, you can go to the menu, click **Reports**, then click **Meter Usage Chart**. You can then choose a specific meter and the type of data you would like to see.

The screenshot displays the CustomerConnect dashboard interface. At the top left is the Rock Hill South Carolina logo. The top navigation bar includes 'Meters 9' and 'Locations 2' with a red arrow pointing to a box containing the number '2'. On the top right, the user name 'LauraCox' is shown with a dropdown arrow, and a 'Logout' button. A red arrow points to a box containing the number '1' next to the user name. A left sidebar menu contains 'My Dashboard', 'Library', 'Reports', and 'Settings'. The main content area has a blue header 'My Dashboard' and a 'Welcome to CustomerConnect' message. Below the message are two charts: 'Combined Usage Report - Electric - Past 30 Days' and 'Combined Usage Report - Water - Past 30 Days'. A red arrow points to a box containing the number '3' next to the legend of the electric chart.

Electric Usage Report Legend:

Meter ID	Meter Type	Location
76982015	Electric	3106022 - KWH
78256448	Electric	3010505 - KWH
78256560	Electric	3010505 - KWH

Water Usage Report Legend:

Meter ID	Meter Type	Location
17587206	Water	3010505 - GAL
17587669	Water	3106022 - GAL
18002423	Water	3010505 - GAL
18095348	Water	3010505 - GAL
18904152	Water	3010505 - GAL

Linking accounts adds all locations and meters together so you can access all with a single login. As a result, it will take longer for your data to appear when logging on.

To Unlink accounts, select **Accounts** under the **Settings** option on the Dashboard menu.

Click the small X in the upper right hand corner of the added account button located under **Current Account Numbers**.

A box will appear to ask if you're sure you want to unlink accounts. Click **Ok**.

You will need to log off and log back on to complete the unlinking progress.

The screenshot displays the 'Accounts' management page in the Rock Hill South Carolina system. The top navigation bar includes the logo and 'Always on' tagline, along with 'Meters 9' and 'Locations 2' indicators. A left sidebar contains a menu with 'My Dashboard', 'Library', 'Reports', and 'Settings' (expanded to show 'Thresholds', 'Contact Methods', 'Notifications', 'Markers', 'Virtual Meters', 'Meter Groups', 'Meter Indexes', and 'Meter Names'). The main content area is titled 'Accounts' and features a 'Current Account Numbers' section with two buttons: one for '236' and another for '253' with a small 'X' icon. A red arrow points to the 'X' icon. Below this is a 'Link Additional Accounts' table with columns for 'Account' and 'Last Bill Amount', containing five rows with '\$' in the second column. At the bottom of the table are '+ Add Row', 'Go', and 'Reset' buttons. An 'Unlink Account' dialog box is overlaid on the top right, asking 'Are you sure you want to unlink account 253...?' with 'Ok' and 'Cancel' buttons. A red arrow points to the 'Ok' button.

Unlink Account
Are you sure you want to unlink account 253...?

Ok Cancel

Accounts

Current Account Numbers:

236 253 X

Link Additional Accounts:

Account	Last Bill Amount
	\$
	\$
	\$
	\$
	\$

+ Add Row

Go Reset