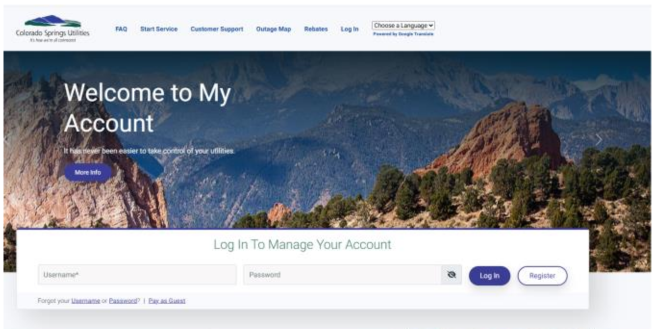
Welcome to the My Account User Guide for Property Managers

Managing multiple properties and clients can be complex—but with the right tools, it doesn't have to be. This guide is designed to help property managers like you get the most out of the **My Account** platform, streamlining your workflow and enhancing your ability to manage accounts efficiently and securely.

Registration & Login

Registration

To get started, navigate to [My Account](#) on the Colorado Springs Utilities website and click the **Register** button to create a profile.

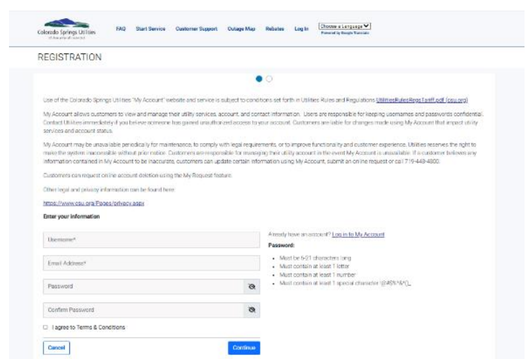


Complete the registration form using a **unique email address** for each User ID and Password combination. Each email address can only be associated with one user profile. We recommend setting up a **separate profile for each customer** for easier account management.

Best Practice: Create a Profile for Each Customer

To simplify account management and maintain control over sensitive information, we strongly recommend setting up a **separate profile for each of your customers**. This approach allows you to:

- **Control access** by limiting who has credentials to each profile
- **Ensure security** by avoiding shared logins across clients
- **Easily manage client accounts** from a single dashboard
- **Monitor energy or water usage** across properties
- **Pay bills** and track payment history
- **Enroll in and manage convenience programs** like eBill and automatic payments



Each profile must be associated with a **unique email address**, which helps maintain clear boundaries between accounts and ensures accurate communication and record-keeping.

Whether you're onboarding new clients or managing long-term relationships, following this best practice will help you stay organized, secure, and in control.

After you agree to the Terms and Conditions, you will need to access the email you registered with to verify and activate your profile. The activation link will be available for 15 minutes. Once the email address is verified, you will receive a Welcome email that the registration is complete.

Adding Client Accounts

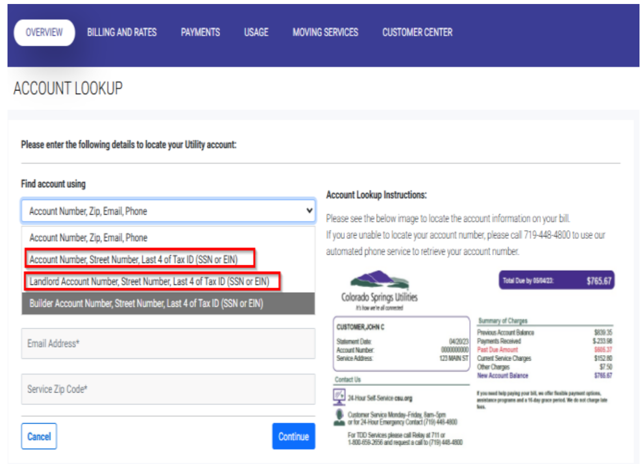
After logging in with your newly created User ID and Password, you can begin associating your clients' utility accounts with your profile.

As a Property Manager, you have **two options** for adding accounts:

Option 1 – Standard Account Association

- Account Number
- Service Zip Code
- Last 4 digits of the account holder's Social Security Number or EIN

Establishes access to the Multi-Account Overview



Option 2 – Landlord Account Association

- Landlord Account Number
- Service Zip Code
- Last 4 digits of the landlord's Social Security Number or EIN

Note: Option 2 is ideal if you manage multiple properties or handle landlord/tenant utility arrangements.

If you're unable to successfully associate an account, please contact a Customer Account Specialist at (719) 668-7763 for help.

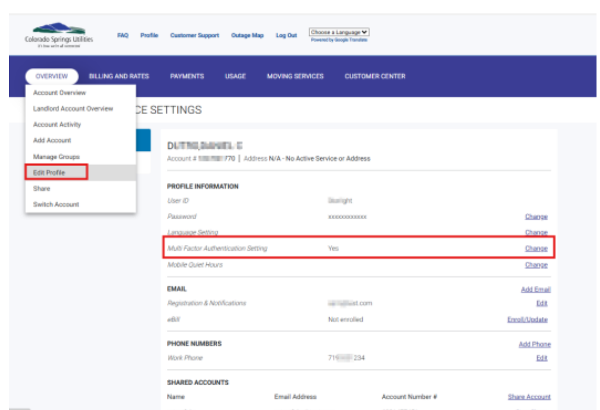
Managing Multi-Factor Authentication (MFA) Logins

For enhanced security, each time you log in, you'll be required to verify your identity through **Multi-Factor Authentication (MFA)**. This means that in addition to entering your **User ID and Password**, you must also confirm the login via a **verification email** sent to your registered address.

Updating MFA Settings

Once your initial login is successfully verified, you can manage your MFA preferences by following these steps:

1. Go to the **Overview** section of your account.
2. Select **Edit Profile**.
3. From there, you can update your MFA settings as needed.

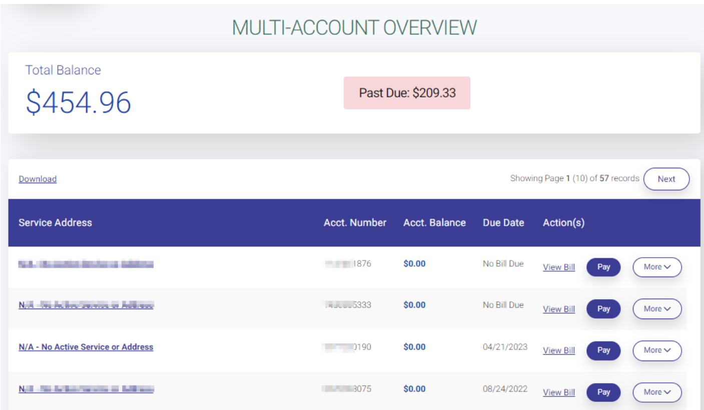


Tip: Be sure to keep your email address up to date to avoid login issues.

Account Management

Multi-Account Overview

When you add accounts to your profile using the Standard Account Association method, the **Multi-Account Overview** becomes your default landing page upon login. This dashboard is specifically designed to help you manage multiple utility accounts efficiently from a single view.



What You Can See

Each account listed in the overview provides a quick snapshot, including:

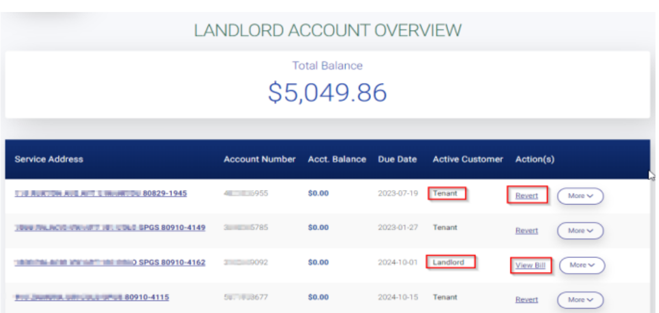
- **Service Address**
- **Account Number**
- **Current Account Balance**
- **Due Date**

Landlord Account Overview

When you add accounts using the Landlord Account Association method, the **Landlord Account Overview** becomes your default landing page upon login. This dashboard is specifically designed to support Property Managers in overseeing landlord/tenant utility arrangements.

Key Features of the Landlord Overview:

- **Quickly assess current balances due** across all associated properties
- **View active service status** for both owners and tenants
- **Revert service to owner** when a tenant moves out
- **Determine tenant eligibility for disconnection** based on account status



Important:
Once an account is added using the Landlord Account Association, **all accounts linked to that customer** will only be accessible through the Landlord Overview.
This view cannot be switched back to the standard Multi-Account Overview.

Single Account Management

To review a specific account:

1. Click the **More** button next to the account to see available task options- OR-
2. Select the account to access the main account for more details or in depth management.