

## *ACCOUNT SERVICES HELP*

### 1. How do I create an on line account?

Before you can view your on line account information you first need to register a username profile. You do this by clicking on the Register Now button where you will be asked to enter your Des Moines Water Works account number, your registration key, your user name, your password, and your email address. Once this information has been entered you will need to click on the Continue with Registration button. If all information was entered correctly you will receive a confirmation page where you will be instructed to login to your email account to complete the registration process. If you entered any piece of information incorrectly you will be given an error message and instructed to reenter the failed piece of information.

Before you can login to your new online account, you must login to the email account you used for account registration, open the registration email from Des Moines Water works and then click on the link provided. This link will take you to the login page where you can enter your login information. This process “authenticates” you registration. You will not be able to login until this process has been completed. .

### 2. What is a registration key?

Within our data base we associate your account number with a 10 digit registration key. It is used as an additional security check during the on line account registration process. Since this number is used as a security check Des Moines Water Works does require that you obtain your registration number from one of your three most recent statements.

### 3. Where do I find my registration key?

Your registration key is printed on the front side of your Des Moines Water Works Water statement in the lower right hand corner and is labeled “Registration Key” Only your 3 most recent statements include an “active” registration key.

### 4. How long is a registration key active for?

Des Moines Water Works maintains a maximum of 3 active registration keys. Only the 3 most recent keys are kept. Every time a new statement is generated for your account a new registration key is created. The new key replaces the oldest registration key tied to your account.

### 5. What account information is available to me within my on line account?

#### Account Home Screen

- Name on account
- Property address
- Account Number
- Email Address
- Account Balance

- Last Paid Amount
- Last Paid Date
- Select Account
- List My Accounts

#### Payment Options Screen

- Schedule online payment
- Make one time payments today
- Recurring Credit Card Payments
- Direct Pay
- View Payment Summary

#### Billing / Meter Reading Options Screen

- View Bills
- View Meter Reads
- E-Statements

#### Account Services Screen

- Consumption Alert
- Stop Service
- Transfer Service
- Update existing account information

#### My Web Profile Screen

- Edit Profile (email/password)
- Add Des Moines Water Works account
- Remove Des Moines Water Works account
- Manage Bank & Credit Card accounts
- View Profile Audit History

#### 6. I have created an on line account but have not received an email with my password. What should I do?

The password is sent from the address [DMWWCSEmailRegistration@dmww.com](mailto:DMWWCSEmailRegistration@dmww.com) and it has a title of “DMWW Account Registration” Des Moines Water Works recommends checking your spam filter, deleted mail box and any junk email folders you have for a message from this address. Some security packages and some ISP’s confuse our password email with SPAM and send the password email to a designated junk email folder. Typically in this situation you can find the email in a junk, deleted or SPAM folder. If you still cannot find the email we recommend that you add DMWW.com as a safe website. Doing this will enable the email with the password to get through to you. After adding dmww.com as a safe website, we would suggest going through the registration process again.

## 7. How do I sign into my on line account?

After you have created an on line account you can sign into it by entering your username and password in the login section of [www.dmww.com](http://www.dmww.com) . Simply enter your Des Moines Water Works User name and password and click the “login” button.

## 8. I am trying to login to my account and I keep getting the error message of “Account not found” What is this and why can’t I login?

The error message of “Account not found” is the error message you get when the User name you are entering does not match the password we have on file for you. When you get this message verify your User Name and your password and attempt login again.

## 9. I forgot my password. What can I do?

You can click on the “Forget Your Password?” link then enter your profile username and then click submit. An email containing a link will be emailed to the email address on file for your profile. Login to your email account, click the link and follow the on line instructions to reset your password.

## 10. Can I update my email address?

Yes, login to your online account and click the “My Web Profile” link. Once there, click the “Edit Profile” feature. Enter your new email address, confirm it and then click the save button.

## 11. I am logged into my online account, but I am having difficulties viewing my statement, do you have any suggestions?

When you view an on line statement you are viewing a PDF file. To read a PDF file, you need Adobe Reader installed on your PC. Adobe frequently releases new versions of its free reader. If you are having difficulties viewing your on line statement, Des Moines Water Works highly recommends downloading the latest version of Adobe Reader to your PC. Des Moines Water Works statements are compatible with all Adobe Reader versions; however, sometimes components of Adobe Reader files are accidentally deleted by a user which causes failure in viewing a PDF files. Downloading the latest version will insure that your Adobe Reader has all the necessary components on your PC to allow you to view your on line statement. Below is a link you can use to download the latest version of Adobe Reader for free.

<http://www.adobe.com/products/acrobat/readstep2.html>

Another suggestion would be to clean your temporary internet files on your PC. You can do this by clicking the tools option from any internet browser and selecting, “internet options.” Once there you can click to delete your temporary internet files including off line content.

## 12. How do I sign up for Recurring Credit Card payments?

Login to your online account and click the “Recurring Credit Card” feature button on the main page. Enter the following information:

Effective date - (Date you want Recurring Credit Card” payments to begin).  
Card Member Name – (Name on your credit card)  
Credit Card Number – (16 digit credit card number)  
Expiration Date – (Date your credit card expires)  
Noneffective Date - (Date you want Recurring Credit Card” payments to stop)

Click the continue button, confirm your card information and click accept.

### 13. I am having troubles viewing information on your web site. Do you have any suggestions?

It is important that you use up to date browsers. While the website will work using any browser, optimal performance will be realized if your browser is up to date.

**Clear your browser cache-** Browser caching occurs when your internet browser saves copies of web pages you visit onto your computer hard disk. Caching occurs in order to help you access regularly visited web pages more quickly as your computer remembers that you have been to that webpage already. Browser caching can cause problems as the browser will display older versions of the pages you access. Some customers have been able to resolve login and other issues by clearing their browser cache.

**Enable cookies in your browser-** Cookies are files often set by websites in your browser to record certain information about your movements within a website. Cookie files may record the pages you have visited within a website in order to remember you the next time you visit, tailoring marketing or advertising to your interests. Cookies can also record username and password details. Cookies need to be enabled in your browser to use your Des Moines Water Works on line account.

**Pop-up blockers-**Pop-ups are small windows that open up on top of your current browser window. Pop-ups are generally used for advertising and many people find them annoying and turn on their pop up blocker. However, Des Moines Water Works and many legitimate web technologies also use pop-ups. You’re on line account uses pop-up windows for you’re on line statement so if you are having difficulties viewing your on line statements you may need to disable any pop-up blockers.

### 14. I am having problems with drop down menu options when trying to fill out a form. Do you have any suggestions?

Download the most recent version of Java and enable your browser’s JavaScript support. If you already have the most recent version you may want to update the download again which would

repair any missing files that may have accidentally been deleted. You can download the most recent version from the Java website at: <http://www.java.com/en/download/manual.jsp> Once there you can select the download appropriate for your operating system.