

## Procedure for a new portal customer account(s):

Open a browser window and enter the new portal address or copy and paste the link: <https://billing.greenwoodutilities.com/mscp/>. Also make sure you include the “s” on “https.”

**Screen 1:** Click on ‘**Create an account**’ link and enter the following information on the next screen:

- **Account Number:** Enter account number provided by the utility for your account
- **Username:** Your username can consist of letters, numbers, at signs (@), underscores ( \_ ), and periods. ***Other special characters and spaces are not allowed.***
- **E-mail:** You will receive a confirmation email to the address specified. Your username & password will not be active until the account is activated by clicking the link included in the confirmation email. ***(Confirm email; email must be exactly in the previous field)***
- **Password:** J@n3Do3 (example: must contain 6 or more characters including upper & lower case, one (1) number & one (1) special character. ***(Confirm password)***
- Click the radio button for **Latest Bill Amount** (for example type ‘36525’ it will show in the field as ‘365.25’.). The last two digits will be assigned to a decimal position. **Phone Number,** enter the last four (4) digits of the phone number listed on your account, they must match the last four (4) digits on your existing bill.

Click the **Create My Account** button.

Next, check your email for a ***confirmation email*** and click “**click here to complete account creation**”. Next “**Account Creation**” screen will appear with “**Congratulations!**” below that, click the blue “**Return to Portal Login**.” There you will be prompted to enter the user name and password you created earlier. Once logged in, click the small “**arrow**” under “**View Service Detail**.” That will populate a menu window on the left side of the screen to view detail account activity.