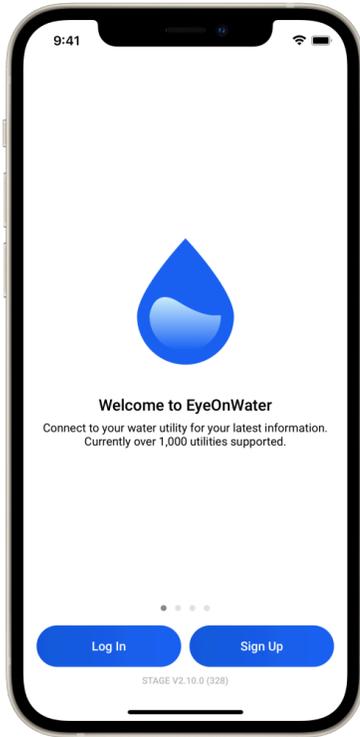


Home > App > Sign Up

Sign Up

Posted on May 23, 2018 by dmlanobadgermeter



The Welcome screen greets you the first time you open the app. From this screen you can:

- Log In to an existing account
- Sign Up for a new account
- Preview the full functionality of the app via a demo account.

Need Help?

search here ...

[SIGN UP!](#)

Get the Mobile App



Language Translation Disclaimer:
 We use an automated translation plug-in to make EyeOnWater help available to users from all over the world. Translation accuracy may vary.

Sign Up

Tap **Sign Up** to begin creating a new EyeOnWater account.

Enter the ZIP or Postal Code of the location where your utility delivers water or with Location Services on tap **Use my current location** to allow EyeOnWater to look up the utilities that deliver water service to the area.

NOTE: EyeOnWater does not use your location for any purpose other than to find your utility.

Tap to select your utility from the list. If you don't see your utility, check that you entered the right ZIP or Postal Code. If you still don't see your utility, contact them to verify that they use the system that powers EyeOnWater.

TIP: If your water service is in Canada, use the Country selector under the **Service Location Postal Code** field and set your country to Canada.

Review and **Confirm** your selection or tap **Go Back** to pick a different utility.

Enter your account number as it appears on your water bill.

TIP: Some utilities use a "customer" number in place of an "account" number. Others just use the digits before or after a hyphen. When in doubt, ask your utility which number to use when creating an EyeOnWater account.

If you don't know where to look for your account number, tap **Help?**

When you are done, tap **Close**, finish entering your account number and then tap **Continue**.

Review and verify your account number by tapping **Yes, That's Me** or tap **Go Back** to enter a different account number.

Finish creating your account by entering a username, email address and a password. Passwords must be a minimum of 12 characters and contain at least:

- 1 lower case character.

The best passwords are easy to remember and difficult to guess. We suggest using a simple phrase or life-long goal as the basis of your password. Remove or add spaces, randomly capitalize letters, and include one or more special characters.

Special characters:

^ \$ * . [] { } () ? " ! @ # % & / \ , > < ' : ; | _ ~ ` ' = + -

Read and check the box to accept the Terms of Use, and tap **Submit**. Follow the on-screen instructions to send a verification email. After opening the verify link in the email, return to the EyeOnWater app and, if prompted, tap **I've Verified My Email**, or login from the **Welcome** screen.

Log In

Use this button if you already have an EyeOnWater account. Enter your Username and Password, then tap **Log In**.

TIP: Tap the icon in the Password field to toggle the visibility of your password.

If you forget your password, from the **Log In** page, tap **Forgot Password** and follow the prompts to reset your password.

TIP: If you open the reset password email on a phone, be sure to swipe left to reveal the fields that let you enter a new password.

Link More Accounts – iOS

If you have more than one water account with your utility and want to link them all to your EyeOnWater, do the following:

1. Tap the gear-shaped **Settings icon** in the upper right corner of the screen.
2. Tap **Link more accounts**.
3. Enter your account number and Service Location Postal Code.
4. Tap **Continue**.
5. Confirm that the system located your account by tapping **Link Account**.
6. Tap **Continue** to complete the process.

After the system has finished processing the additional links, you can view each additional account via the app by tapping the top portion of the app screen and selecting the meter of interest.

Link More Accounts – Android

If you have more than one water account with your utility and want to link them all to your EyeOnWater, do the following:

1. Use a web browser to log into <https://eyeonwater.com>.
2. Click **Link more accounts**.
3. Enter your account number and Service Location Postal Code.
4. Click **Next**.
5. Confirm that the system located your account by clicking **Link Account**.
6. Click **Continue** to complete the process.

After the system has finished processing the additional links, you can view each additional account via the app by tapping the top portion of the app screen and selecting the meter of interest.

← Creating an Account

Set Leak Alerts →

Tagged with: Account number, customer number, demo, link more accounts, postal code, zip code
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