

Register: Account

Go to <https://www.mvwa.us/MyAccount/Register.aspx>

Register - Create User Profile

MVWA Account Number - from bill <input type="text"/>	Choose User Name - between 6 to 16 characters <input type="text"/>
Property Address Number (NOT STREET NAME!) <input type="text"/>	Choose Password - minimum of 6 characters <input type="text"/>
Telephone Number 10 digits only (no dashes) <input type="text"/>	Confirm Password <input type="text"/>
Email Address - to associate with your account <input type="text"/>	<input type="button" value="Register My Account"/>

Complete the form as indicated, select the "Register My Account" button. You will receive an automatic email from administrator@mvwa.us (do not block this email). Select the "[Confirm](#)" link in the email to validate the address is correct.

If you do not receive this email, please sign in to your account, then select the Update Profile <https://www.mvwa.us/MyAccount/Profile.aspx> to verify the email address provided is correct.

MVWA confirmation email

 administrator@mvwa.us
To:

Phish Alert

Start your reply all with:

Addressee Override.
To was:

Dear Customer,

Thank you for registering with the Mohawk Valley Water Authority.
In order to confirm the email address that you have registered with please click on the following link.
[Confirm](#)

Do not reply to this email as it is an automatic mailing address and is not monitored.

Best Regards,

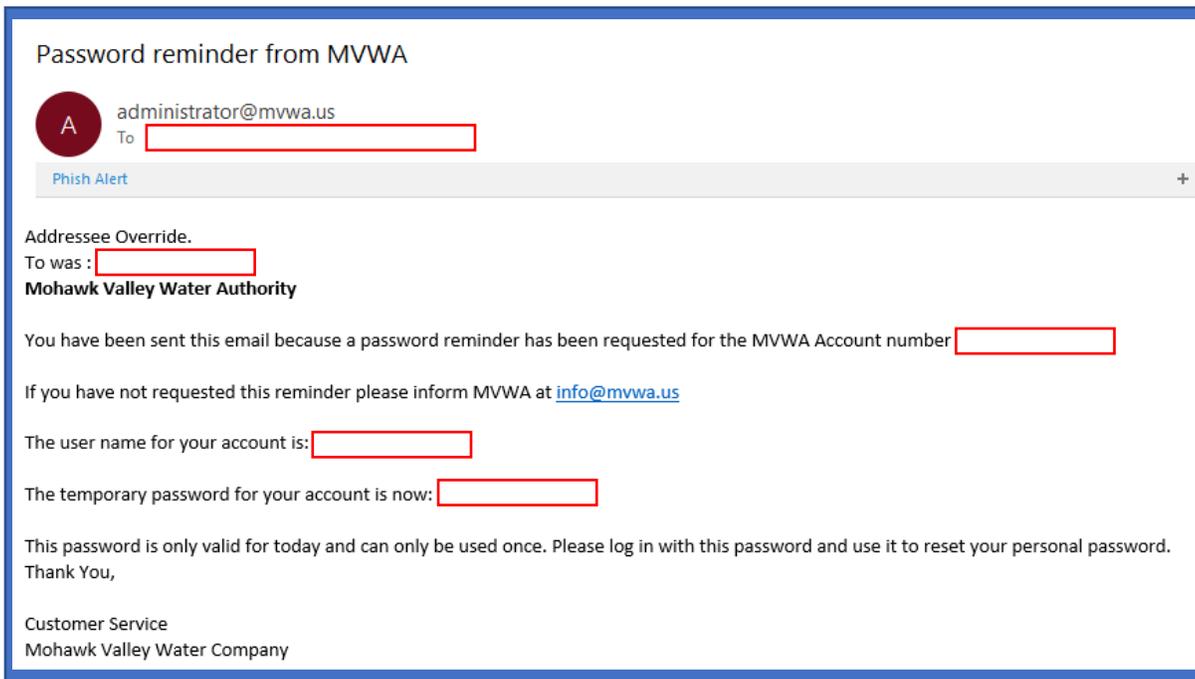
Customer Services
Mohawk Valley Water Authority

Sign In : MyAccount

Go to <https://www.mvwa.us/MyAccount/SignOn.aspx>

<h2>My Account</h2> <ul style="list-style-type: none">Sign InRegisterForgot Username/PasswordWater AlertsPayment InstructionsContact UsPayment Locations	<h2>Sign In</h2> <p><i>To access your account information and make secure online payments, sign into your account</i></p> <p>User Name - as registered <input type="text"/></p> <p>Password - must be at least 6 characters long <input type="password"/></p> <p><input type="button" value="Sign-In"/></p>
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Enter your registered user name and password. **If you do not remember either of these requirements**, select the **Forgot** link to the left of the page. You will receive an automatic email from administrator@mvwa.us (do not block this email) with a temporary password and your username. If the system does not let you log in, please select the Forgot Username/Password. After 4 wrong attempts you will be locked out, and will need to call 315-792-0301 during normal business hours to be unlocked.



Once you have logged into your account, you will be on the Account Summary page. This page provides both User Detail and Premise details along with Current Account and Year to Date billing information. There is also a Consumption History snapshot. On the left are hyperlinks that will be discussed below. To pay your bill, select the **Make Payment** button to open up the Customer Service portal.

What Can be updated:

Password: Must be a minimum of six (6) characters in length. Enter your old password, and your new password twice, select the update button to change your password.

Email Address & Phone Number: We do not share your information with any other organizations for any reason. If you forget your password, we will email you a temporary password email address for electronic billing.

Electronic Bill: Please select this option to start/stop receiving paper bills. 1) Ensure your email address is current. 2) Allow email from MVWAEBill@mvwa.us, and; 3) Check your spam and junk filters regularly.

My Account

Make Payment 

- Account Summary
- Update Profile
- Account History
- Detailed Consumption
- Register for Water Alerts**
- Payment Instructions
- Contact Us
- Payment Locations

Update User Profile

Account Number
User Name

Old Password
Password
Confirm Password

Email Address
Phone Number

Electronic Bill

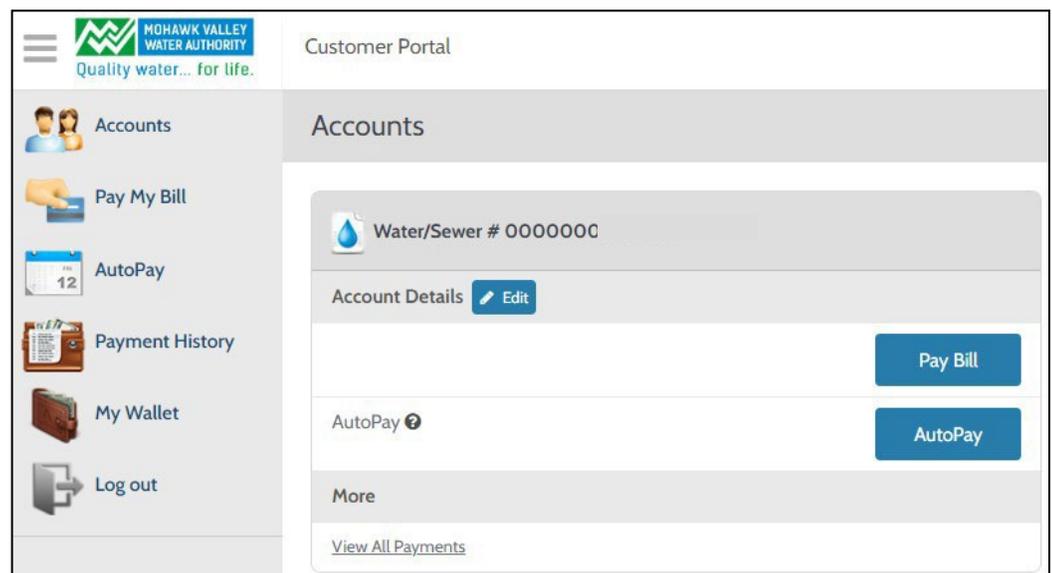
Select here to register for water notifications listed in your area.

Make a Payment

Make Payment 

Selecting the Make Payment button takes you to the Paymentus Portal sponsored by JP Morgan Chase.

Selecting the Pay Bill in center of page will open up payment details for your account.



The screenshot shows the Mohawk Valley Water Authority Customer Portal. The header includes the logo and tagline "Quality water... for life." and the text "Customer Portal". The main content area is titled "Accounts" and displays "Water/Sewer # 0000000". Below this, there are buttons for "Account Details" (with an "Edit" link), "Pay Bill", and "AutoPay". A "More" section at the bottom contains a link for "View All Payments". The left sidebar contains navigation options: Accounts, Pay My Bill, AutoPay, Payment History, My Wallet, and Log out.

Payment Details

Payment Amount
561.24

Payment Date
 Now Later

 Add new

[Back to Accounts](#) [Continue](#)

You will have the option to pay Now or Later. Selecting later will open a menu box to select the requested date

Schedule payment for
 

You will need to select a method of payment. The Add new will open the payment options.



Payment methods include E-Check, Debit, or Credit. Please note there is a 2.5% service fee that is collected by the processing agency for all card transactions. There is no fee added to the E-Check option.

Enter Data as applicable.

Add Payment Method

E-Check Debit Credit

 eCheck

Where can I find my routing and account number?
Routing Account Check OR Routing Check Account

Account Type
 Checking Savings

Routing Number Account Number

Bank Name Name on Account

[Back](#) [Add](#)

Add Payment Method

E-Check **Debit** Credit

Card Number CVV 

Expiration Date
 MM YYYY

Card Holder Name
 Card holder name

Click to read the Payment Authorization Terms

I authorize payment and agree to the Payment Authorization Terms

[Back](#) [Add](#)

Add Payment Method

E-Check Debit **Credit**

Card Number CVV 

Expiration Date
 MM YYYY

Card Holder Name
 Card holder name

Click to read the Payment Authorization Terms

I authorize payment and agree to the Payment Authorization Terms

[Back](#) [Add](#)

My Wallet



Select the My Wallet link to **add payment** methods for now or future payments. If you added a payment method while paying your bill, it will appear in in this section.

You can add a payment method or edit your current saved payment method(s). Multiple payments accounts can be added.

My Wallet



[Add Payment Method](#)

VISA *****4448 Edit

Card Number CVV 

Expiration Date
 01 - January 2023

Card Holder Name
 Tester 42842

Click to read the Payment Authorization Terms

I authorize payment and agree to the Payment Authorization Terms

[Cancel](#) [Confirm](#) [Remove Payment Method](#)

To remove a payment method:

On the payment image select Edit
 Select Remove Payment Method
 Select the Confirm button.

VISA *****4448

Please confirm removal of this payment method.

Please note all AutoPay schedules associated with this payment method will be removed as well.

[Cancel](#) [Confirm](#)