

# New [www.enmaxservices.com](http://www.enmaxservices.com) customer portal first login steps

## Steps

1. Login to the <a href="http://www.enmaxservices.com">www.enmaxservices.com</a> portal using the username and password provided .....	2
2. Request to your email address username .....	2
3. Email confirmation sent .....	3
4. Email with link to complete the email confirmation .....	4
5. Prompt to change password .....	5
6. Confirmation of password change.....	6
7. Login with your confirmed email address username and new password .....	6
8. Error message if the email used for confirmation has expired .....	7

1. Login to the [www.enmaxservices.com](http://www.enmaxservices.com) portal using the username and password provided

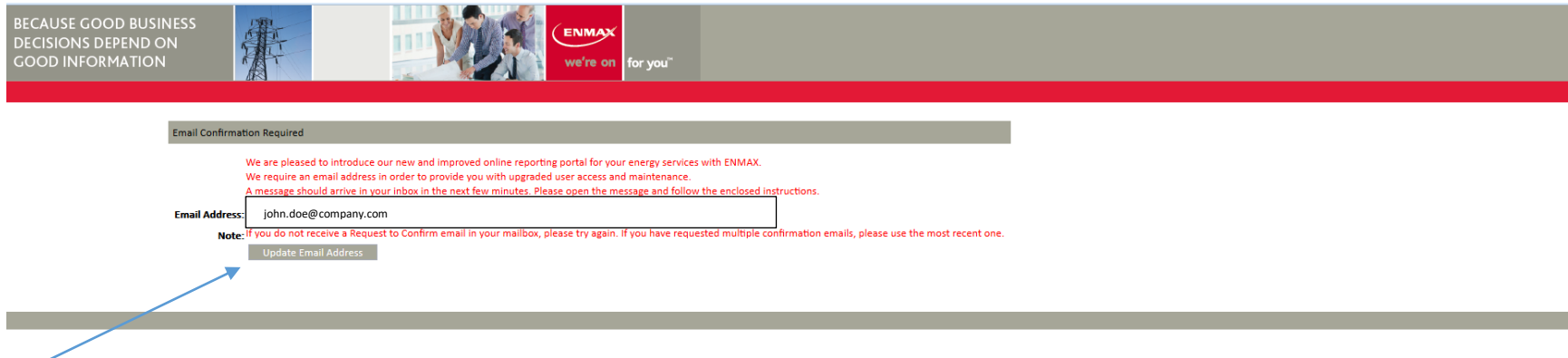


User Name

Password

Login

2. Request to confirm your email address username



Click on the 'Submit' button as opposed to hitting Enter on your keyboard

### 3. Email confirmation sent

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#### Email Confirmation Sent

**Note:** You will be unable to access any reports until the confirmation process has been completed.

A confirmation email has been sent to email address that you have provided.

Please follow the instructions in the email to complete the confirmation process.

[Go to Login](#)

#### 4. Email with link to complete the email confirmation

**Request to confirm your access to [www.enmaxservices.com](http://www.enmaxservices.com)**

donotreply@enmaxservices.com

Sent: Wed 4/16/2014 2:23 PM

To: john.doe@company.com

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Thank you for choosing ENMAX. We are pleased to introduce our new and improved online reporting portal at [www.enmaxservices.com](http://www.enmaxservices.com) for your energy services with ENMAX.

Included is an upgraded user access and maintenance process with your username now changed to

[john.doe@company.com](mailto:john.doe@company.com)

Please click [here](#) to confirm this change and re-set your password.

If you have sent multiple confirmation emails, only the most current is valid. Password reset requests are only valid for one hour.

## 5. Prompt to change password



Create a New Password

Please enter new password below.

Username:


New Password

Confirm Password

Password is case sensitive, must be at least 6 characters long and can be made up of letters, number and printable characters except spaces  
Click on the 'Submit' button as opposed to hitting Enter on your keyboard

## 6. Confirmation of password change

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**New Password Request Successful**

Your password has been successfully updated.  
**Please note: Your username has been updated to your email address. Your old username is no longer valid.**

[Click here to go to Login Page](#)

## 7. Login with your confirmed email address username and new password

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User Name

Password

[Login](#)

## 8. Error message if the email used for confirmation has expired

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### Email Address Confirmation Failed

The link used for email address confirmation is either invalid or out-of-date.

If you have attempted multiple updates to your email address, please make sure you are following the link from the latest confirmation email.

Otherwise, please contact support at: RC Test