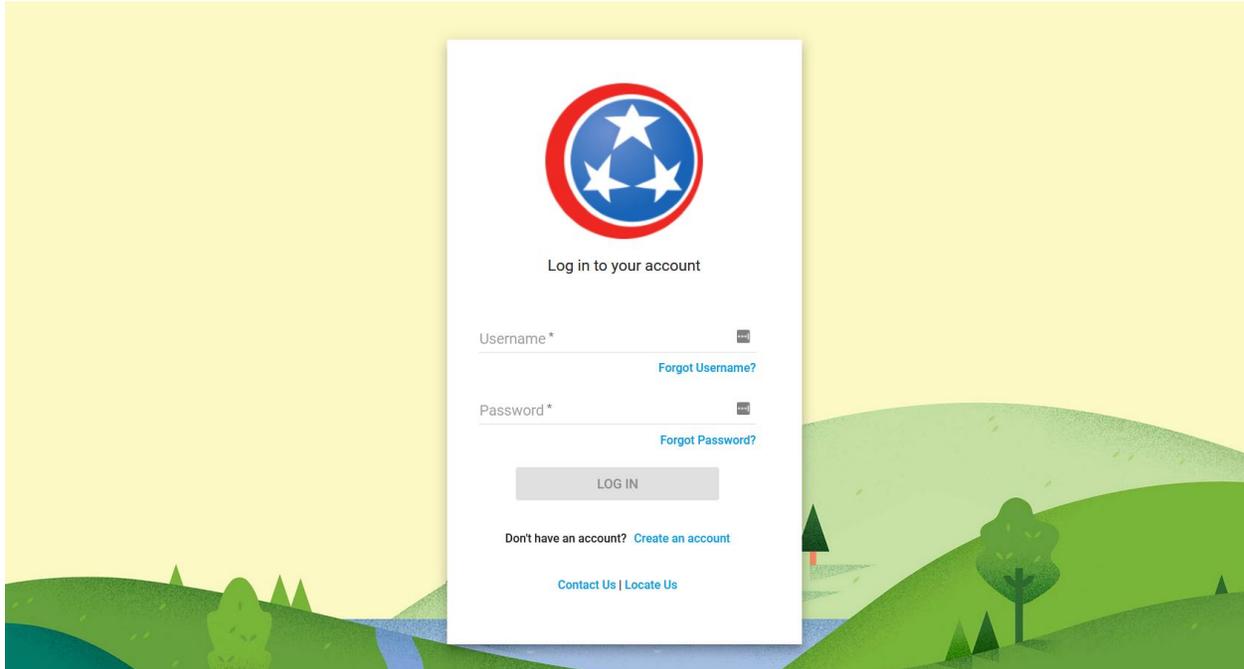


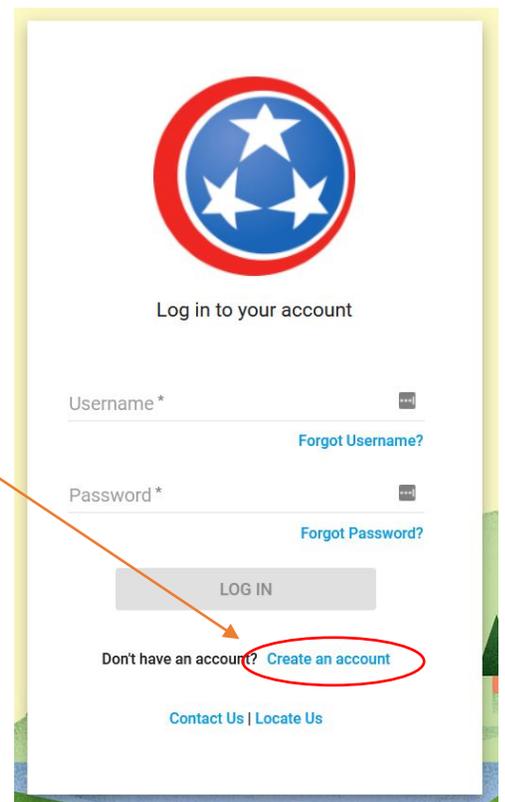
# New Online Utility Account Setup

Thank you for choosing to use the online utility portal. There are several steps that need to be completed so you can use the online system.

1. Please visit the following address to get started: <https://billing.cookeville-tn.gov/mscp/auth/login> . You will be presented with a login screen.



2. Please choose the "Create an account" link near the bottom of the login box.



3. Enter your new 5-digit account number located at the top of your new utility bill or by calling customer service at 931-526-9591 and selecting option 1.
4. Enter a username. This will become your login credential on the new system.
5. Enter a valid and working email address. The system will require verification from the email address you enter in here. This email address will also be used when needing to reenter your account in the event of forgotten usernames and passwords.
6. Enter the email address again to ensure the correct email address was entered the first time.
7. Enter a Password of your choosing. The password has certain requirements to be valid, these are:
  - a. Must be at least 6 character long.
  - b. Must include at least 1 upper case letter.
  - c. Must include at least 1 lower case letter.
  - d. Must include at least 1 number.
  - e. Must include at least 1 special character (!, @, #, \$, %, &, etc.)
  - f. An Example would be "ConcreteBoatFeather01!". We would suggest a password you don't use on other websites and bank accounts, etc.
8. Reenter your password to make sure it matches the first one you typed in. If you find they don't match please retype both passwords again until they do match. The system will let you know if they are matching or not.
9. Part of the confirmation in creating the account requires information about the account. You will either need to know the latest bill amount (on your new bill) or the last 4 digits of the phone number we have in our system for you. If you don't know either of these, you will need to call customer service at 931-526-9591 and select (option 1). If you have changed phone numbers since signing up for service trying your old number may allow you to get your account created. Select the option you want to use to validate by selecting the radio button for that option.
10. Choose "CREATE MY ACCOUNT" to create the account. If successful you will be taken to an account creation screen that says it was successful.
11. **IMPORTANT!!!** – The account will not be active until you have confirmed your account via email. Once you've received the email (from: SEDC-Notifications@Cookeville-tn.gov) you will need to click the button link in the email to finish setting up the account.
12. You may now return to login screen and use the information you supplied earlier to login and view your account information, pay your bill, view past bills and payments. **NOTE: A convenience fee will be added by our payment processor when paying by credit/debit card.**