

CCWU – Instructions for existing customers first time accessing Silverblaze after go live.

1. Click Forgot your password to reset your password.

### My Account Login

**Email Address**

**Password**

 

Remember me

[Forgot your password?](#)

[Forgot your User Name?](#)

[Contact Us](#)

[Log In](#) 

[Quick Pay](#) 

### Reset Your Password

If you have forgotten your password you can reset it.

**STEP 1: Enter your Email**

Please enter the email address you used to register for online access then click continue. We will send you further instructions.

**E-Mail**  [← Cancel](#) [Email me →](#)

I'm not a robot   
reCAPTCHA  
[Privacy](#) - [Terms](#)

2. An email will be sent to the customer. Select Reset you password.

**Reset Password Request**

We received a request to reset the password associated with this e-mail address. If you made this request, please follow the instructions below.

If you did not request to have your password reset you can safely ignore this email.

Click the link below to go to Step 2 to reset your password using our secure server:

[Reset your password](#)

3. After clicking the “Reset your password” link in the email above, customers will be prompted to answer their security questions to continue.

**Reset Your Password**

If you have forgotten your password you can reset it.

**STEP 1: Enter your Email**

E-Mail

**STEP 2: Answer your Security Question**

Answer the security question presented below and then click Continue. You will be able to set a new password.

Security Question  Security Answer  [Continue >](#)

Note: We are importing Paymentus User Profiles into Silverblaze. For Privacy of Information, First name and Last name are masked. Security question, and Security answer are defaulted to 'x' and 'x' respectively.

4. A successful answer to the security question will allow customers to enter a new password with a password strength indicator.

### Reset Your Password

If you have forgotten your password you can reset it.

**STEP 1: Enter your Email**

**E-Mail**    dmair@silverblaze.com

**STEP 2: Answer your Security Question**

**Security Question**    DOG NAME?  
**Security Answer**    FIDO

**STEP 3: Enter a New Password**

Enter your new password below.

**Password** ⓘ

..... ✓

**Good password**

**Confirm Password**

..... ✓

**Reset Password**

5. Once a strong password has been provided and confirmed, the customer will be notified with a link to the login page. The new password will be applied, and the login profile will be set to active.

Your password has been reset.  
Click Login below to continue.

### Reset Your Password

Your password has been reset. Click the login button to continue.

**Login** ➔

6. At initial login, customers should go to My Profile to review their profile in Silverblaze. Please update First Name and Last Name because the names are masked during profile import from Paymentus. Please change Security Question and Security Answer. Also, please check Account List to make sure linked account is correct.

The screenshot displays the 'My Profile' page in the Silverblaze system. On the left is a navigation menu with options: Home, Bills & Payment, Transactions, Billed Usage, Compare, Service Requests, Profile (highlighted), Forms, and Forms. The main content area has tabs for 'My Profile', 'Account List', and 'Guest Access'. A notification banner at the top asks if the user needs to update their mailing address or pre-authorized payment details, with a link to 'Use our online Forms'. Below this is the 'Profile & Security' section. Under 'Required Information', the 'User Name' is 'rchiang@cayenta.com' with a 'Change My User Name' dropdown. The 'First Name' and 'Last Name' fields are masked with 'x' and 'To\*\*\*on' respectively. The 'Security Question' is a dropdown menu set to 'x', and the 'Security Answer' is also masked with 'x'. The 'Change Password' section includes 'New Password' (with a strength indicator '8 to 60 characters') and 'Confirm New Password' fields. At the bottom, there is a 'Your current password' field and an 'Update My Profile' button.