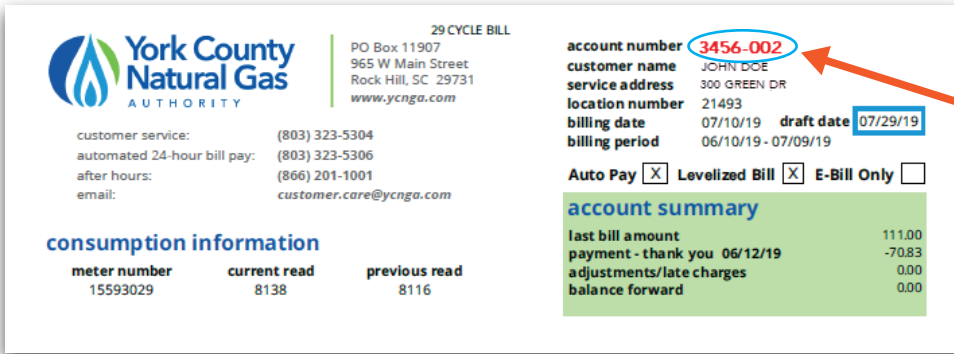


# How to Create an Online Account



**1 Find your account number on your most recent bill.**

When entering your account number into the ycnga online portal, remove the dash.

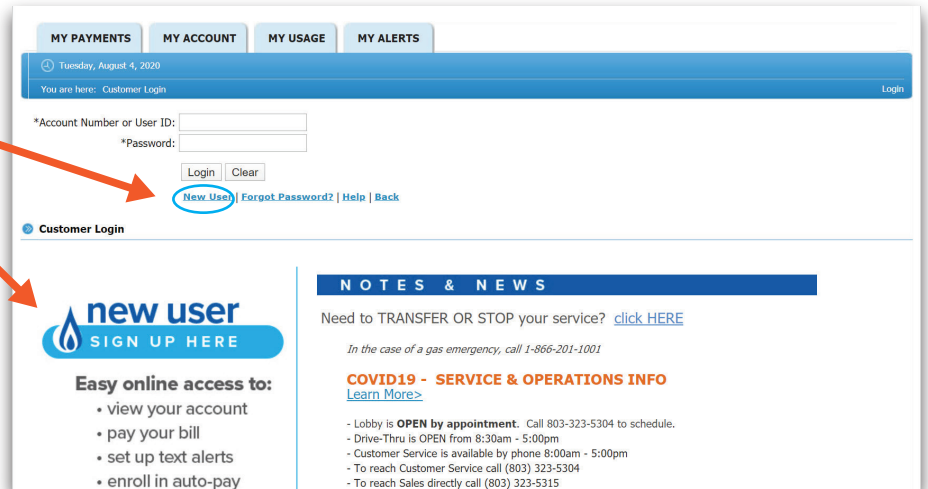
**EX: 3456-002 would be entered as 3456002**

**2 Go to [www.ycnga.com](http://www.ycnga.com)**

Select **LOGIN** button in the **Manage My Account** box found in the top sliding image, or click on the **Bill Pay** link



**3 Select one of the NEW USER links**



**4 Continue to the Create NEW USER screen**

- Scroll down to the **Required Fields** section and enter your account number (remove dash) and other required information.

- Create a **User ID** of your choice, but it **must be ALL CAPS**

- Create a **password** between 1 and 10 characters long.

- Click on **Submit** to create your New User ID

## CONTACT US IF YOU NEED ASSISTANCE | (803) 323-5304

Customer Service  
 (803)323-5304 Option 1  
 customer.care@ycnga.com  
 toll free: 1-866-578-4427 Option 1

965 West Main Street  
 Rock Hill, SC 29730  
 M-F, 8:30am-5:00pm  
 www.ycnga.com

## REMINDER

Be sure to keep your online account up to date with current mailing address, email address, phone numbers, bank account information, credit card changes, expiration dates, etc.

# How to Set up E-bill & Alerts

- 1 LOGIN** to your online account at [www.ycnga.com](http://www.ycnga.com)
- From the main landing page, choose the **MY ACCOUNT** tab at the top of the page  
From the dropdown menu, select E-Notifications, **E-Bill**

If you have **more than one account**, or you've had a past account, you will be asked to select the account you wish to enroll



- From the **BILL METHOD** dropdown menu, select **E-bill**

Enter your email address, then confirm your email. *Enter a second email address if you wish.*

After email address is entered, click **SUBMIT**

The screenshot shows the 'Selected Account' page. At the top, there are tabs for 'MY PAYMENTS', 'MY ACCOUNT', 'MY USAGE', and 'MY ALERTS'. The 'MY ACCOUNT' tab is active. Below the navigation bar, there is a date 'Monday, June 8, 2020', a user ID '98715', and a 'Logout' link. The page title is 'Selected Account'. Below this, there is a table with columns: Account, Name, Status, Service Address, Meter, Billing Method, and Account Balance. The table contains one row with the following data: Account: 3454-002, Name: JOHN DOE, Status: INACTIVE, Service Address: 1552 GREEN DR, Meter: 17677313, Billing Method: E-Bill, Account Balance: 35.78. Below the table, there is an 'Instructions' section. The instructions state: 'To enroll the selected account in E-Bill, change the Billing Method to 'E-Bill'. An e-mail address is required. Changes to the billing method may be made at any time by updating your preference. To stop receiving E-Bill Notifications at any time, simply change the Billing Method to 'Paper'. Please note if you have multiple accounts, you will need to go to each account separately to make the preferred billing method changes.' Below the instructions, there is a form with the following fields: '\*Bill Method:' (dropdown menu set to 'E-Bill'), '\*E-mail 1:' (text input field with 'jdoe@com' entered), '\*Confirm E-mail 1:' (text input field with 'jdoe@com' entered), 'E-mail 2:' (text input field), and 'Confirm E-mail 2:' (text input field). A 'Submit' button is located at the bottom of the form.

The screenshot shows the 'MY ALERTS' page. At the top, there are tabs for 'MY PAYMENTS', 'MY ACCOUNT', 'MY USAGE', and 'MY ALERTS'. The 'MY ALERTS' tab is active. Below the navigation bar, there is a date 'Tuesday, August 4, 2020', a user ID '38659002', and a 'Logout' link. The page title is 'Alerts & Reminders'. Below this, there is a section titled 'Alerts & Reminders' with the following text: 'Alerts and Reminders can be used to help monitor your account activity. This feature gives you a choice of how you would like us to inform you about account activity. To enable, change, or disable Alerts and Reminders for a particular account, select an account from the list below and then click the Continue button to proceed. The next page will allow you to enable, change, or disable specific alert types.'

**\* IMPORTANT \***

- Then, select the **MY ALERTS** tab to set reminders and never miss a payment.

The screenshot shows the 'Select alerts & reminders preferences' page. The page title is 'Select alerts & reminders preferences:'. Below this, there is a text box that says 'Please select preferences for alerts & reminders which can be modified later if required by re-visiting this page.' Below the text box, there is a table with columns: Alert Type, Description, Text Message, Email, and Voice. The table contains the following data:

Alert Type	Description	Text Message	Email	Voice
Due Date Reminder	Remind me [5] day(s) before.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Past Due Date Reminder	Alert me when due date has passed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Account Profile Change	Alert me when the profile is updated.	<input type="checkbox"/>	<input type="checkbox"/>	
Returned Check Alert	Alert me when a check is returned or rejected.	<input type="checkbox"/>	<input type="checkbox"/>	
Payment Confirmation	Send me a confirmation when a payment is submitted.	<input type="checkbox"/>	<input type="checkbox"/>	
Customer Support Case Alert	Alert me when customer support case is responded or closed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrangement Installment Due	Remind me [Select] day(s) before the due date.	<input type="checkbox"/>	<input type="checkbox"/>	

A 'Submit' button is located at the bottom of the page.