

Insights & Analytics

myAccount login issues

Part 2

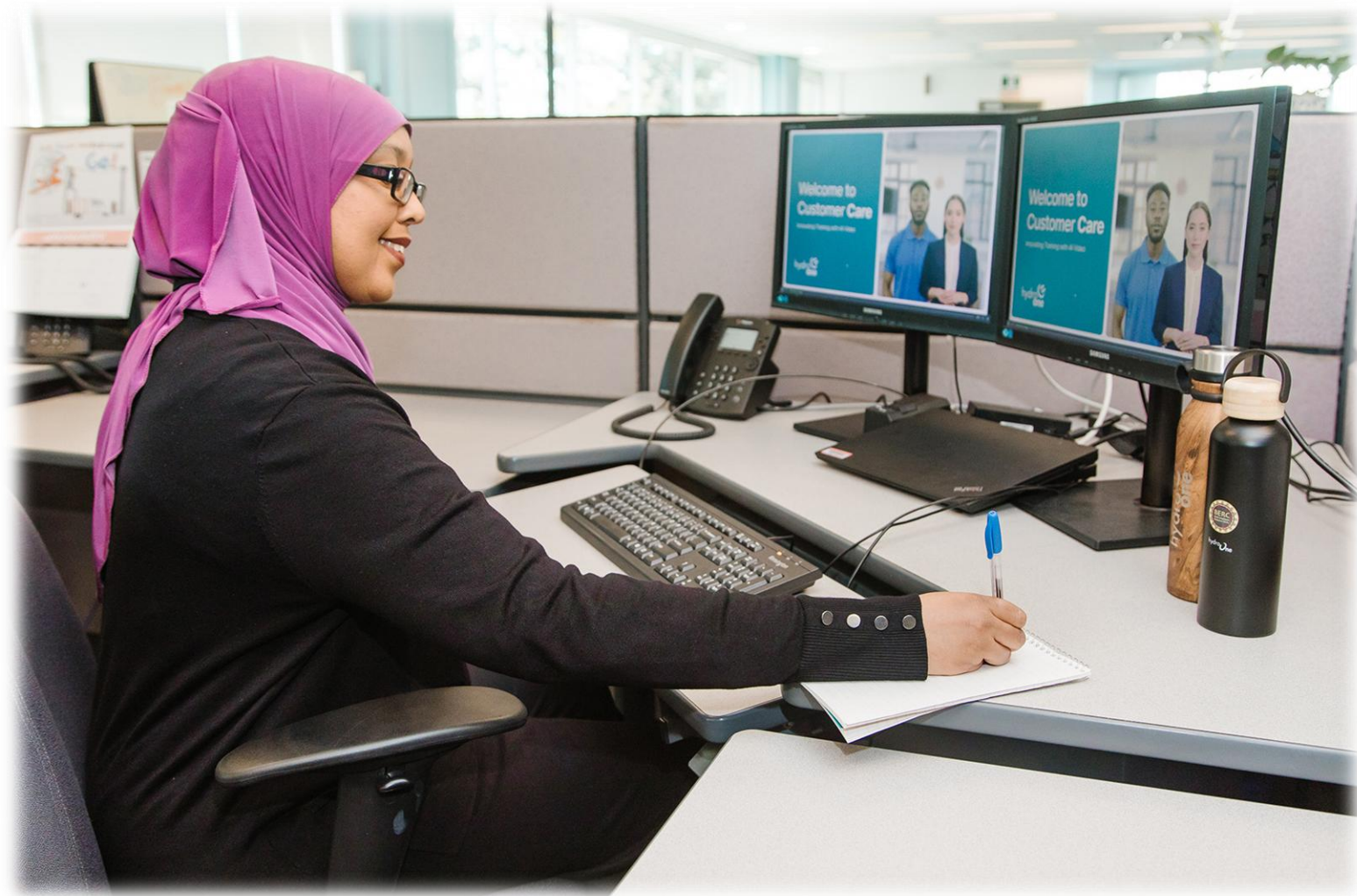
Week of February 24, 2025

Objectives

We launched the first series addressing myAccount login issues during the week of November 25, 2024, and promised to share a second series of troubleshooting videos covering more scenarios. These videos will help you become acquainted with delivering optimal online customer experience and guide you effectively in assisting customers.

Agenda

- Helpful tips
- Video Scenarios
- Need to register
- Inactive account
- Link missing account
- Activation link email
- Resources



Helpful tips to resolve some common website issues

Supported browsers



To improve online security, customers with older versions of web browsers may need to upgrade to a newer version to continue accessing all of the features on HydroOne.com, including *myAccount*. Our website supports the latest browser versions of the following:

Safari



Chrome



chrome

Firefox



Edge

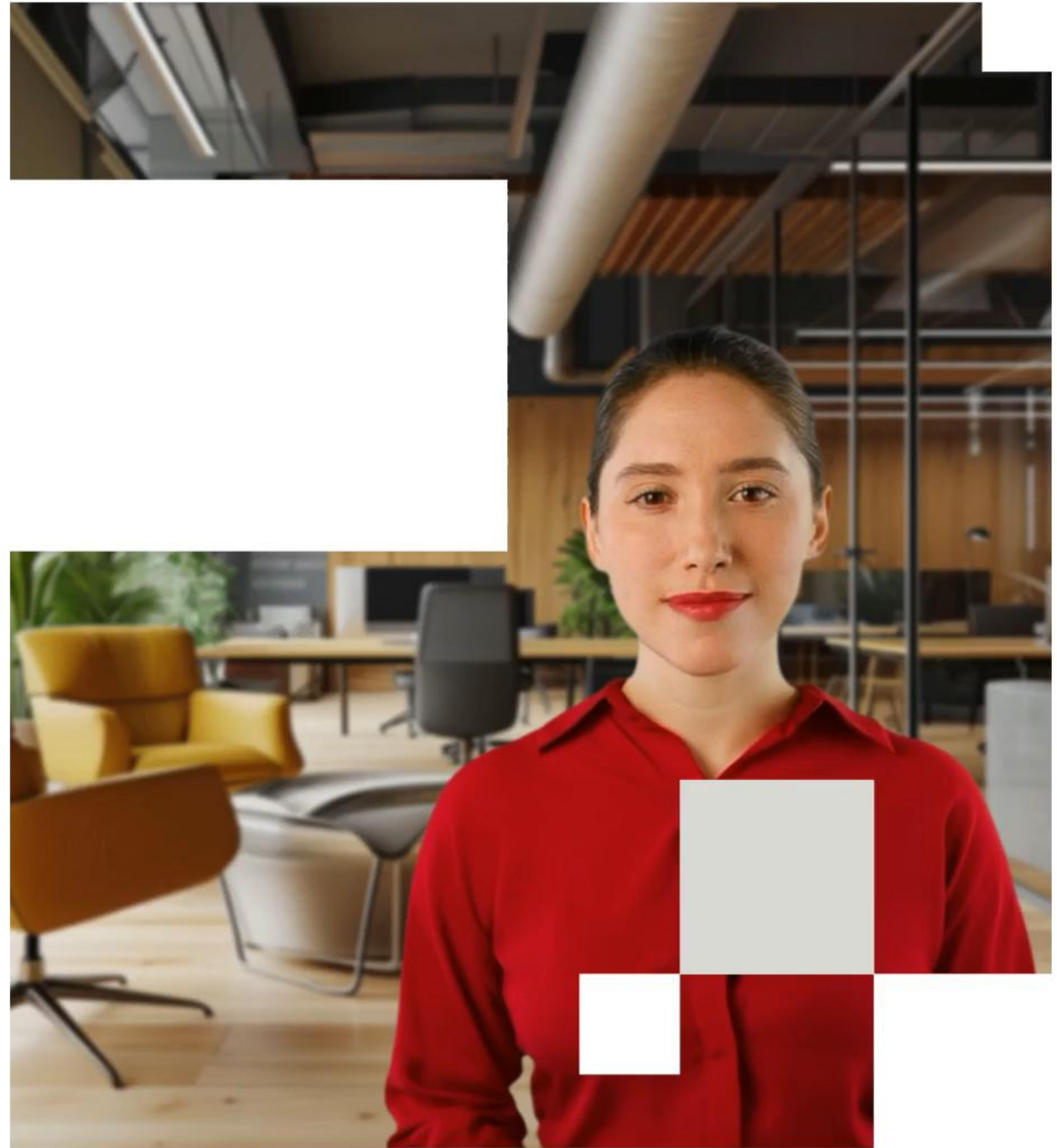


Log in support can be found via the Hydro One website:
<https://www.hydroone.com/login-assistance>

via website, tablet, phone



Dr. Sullivan needs to register



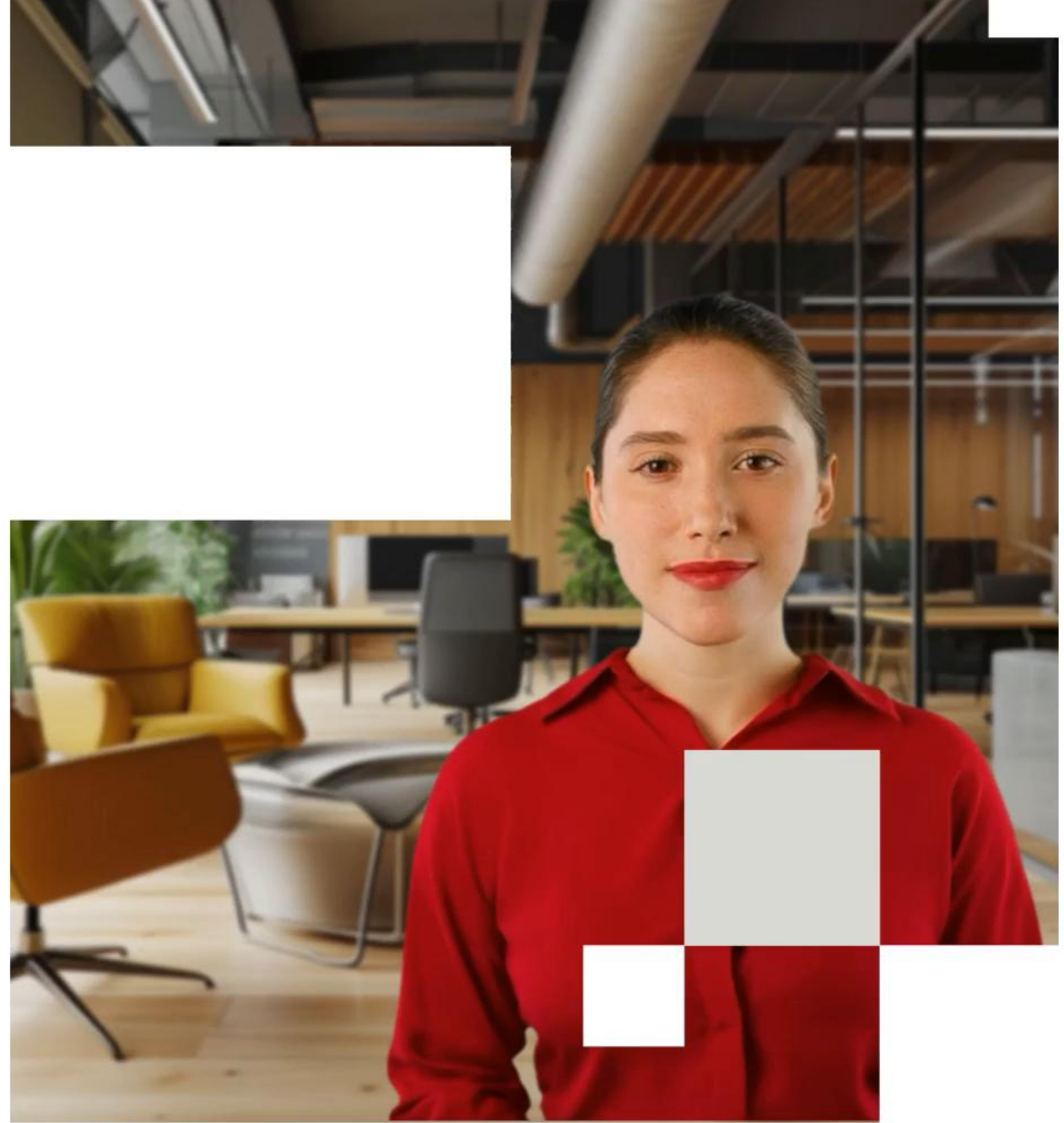
Log in issues Reminders



Login issues can be for different reasons, here are some tips on what to verify that will assist with troubleshooting:

- Always ask probing questions at the beginning to understand the concern
- Check the Customer Preference Centre for the status of myAccount
- Check if there are automated IRECs on the account that can help with the troubleshooting
- Paperless billing doesn't automatically enroll the customer for myAccount
- The customer needs to register for their myAccount profile
-

Back to 2019



Inactive Account Reminders



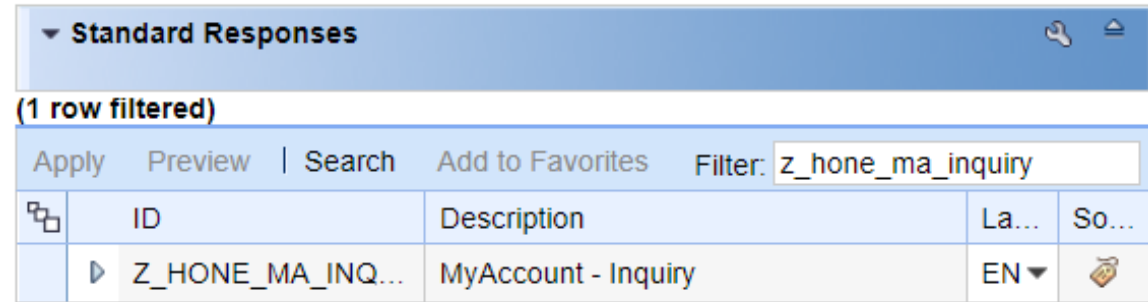
Some tips on what to verify that will assist with this troubleshooting:

- Verify the Customer Preference Centre
 - If the email showing 'Always' the customer can't register
- Check Tivoli
- Check if there is an automated IREC from November 2019
- Further steps have been updated in [myAccount Troubleshooting WI](#)
 - If the customer has not used their myAccount profile and their account became inactive

Inactivate Account

If the email address is showing “Always” under myAccount in CPC (Customer Preference Centre) , the customer cannot register, in the customer’s CA select the email template: Z_HONE_MA_INQUIRY (MyAccount - Inquiry) and select:

- myAccount Inquiry – Investigation and include the following information:
- myAccount Inquiry - Investigation
 - Customer (Caller) Information:
 - Account number
 - Email address used in Profile
 - Name of caller
- Inquiries (include the details)
 - Unable to Login: (Account was de-activated in 2019)
- Enter the ‘To Address’: MyAccountHelp@HydroOne.com
Subject: Login
- Note: If the email showing “Do not use”, direct the customer to re-register



▼ Standard Responses 🔍 ⚙️

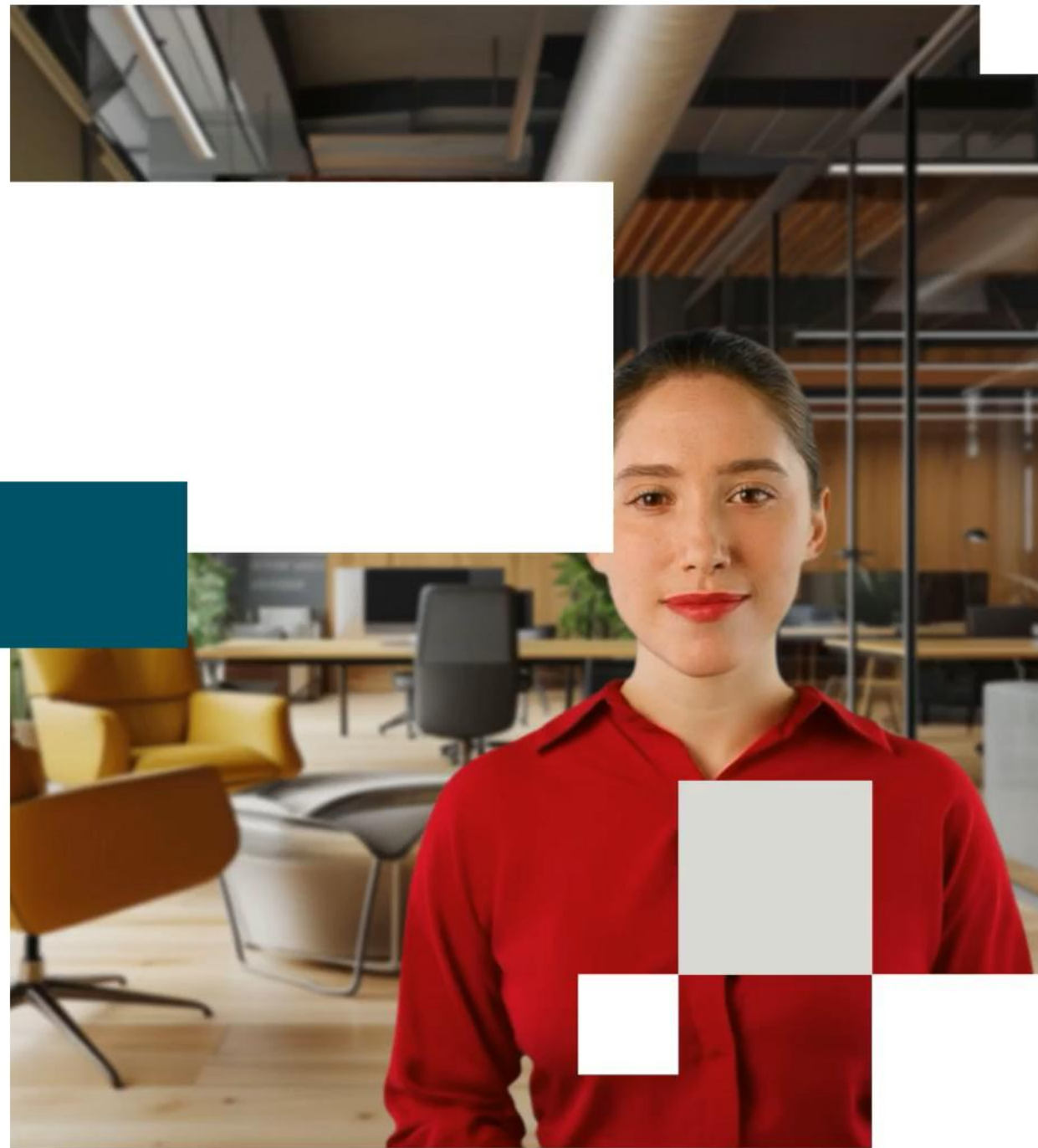
(1 row filtered)

Apply Preview | Search Add to Favorites Filter:

	ID	Description	La...	So...
	Z_HONE_MA_INQ...	MyAccount - Inquiry	EN ▼	

Snow White is missing an account

Can't see account(s)



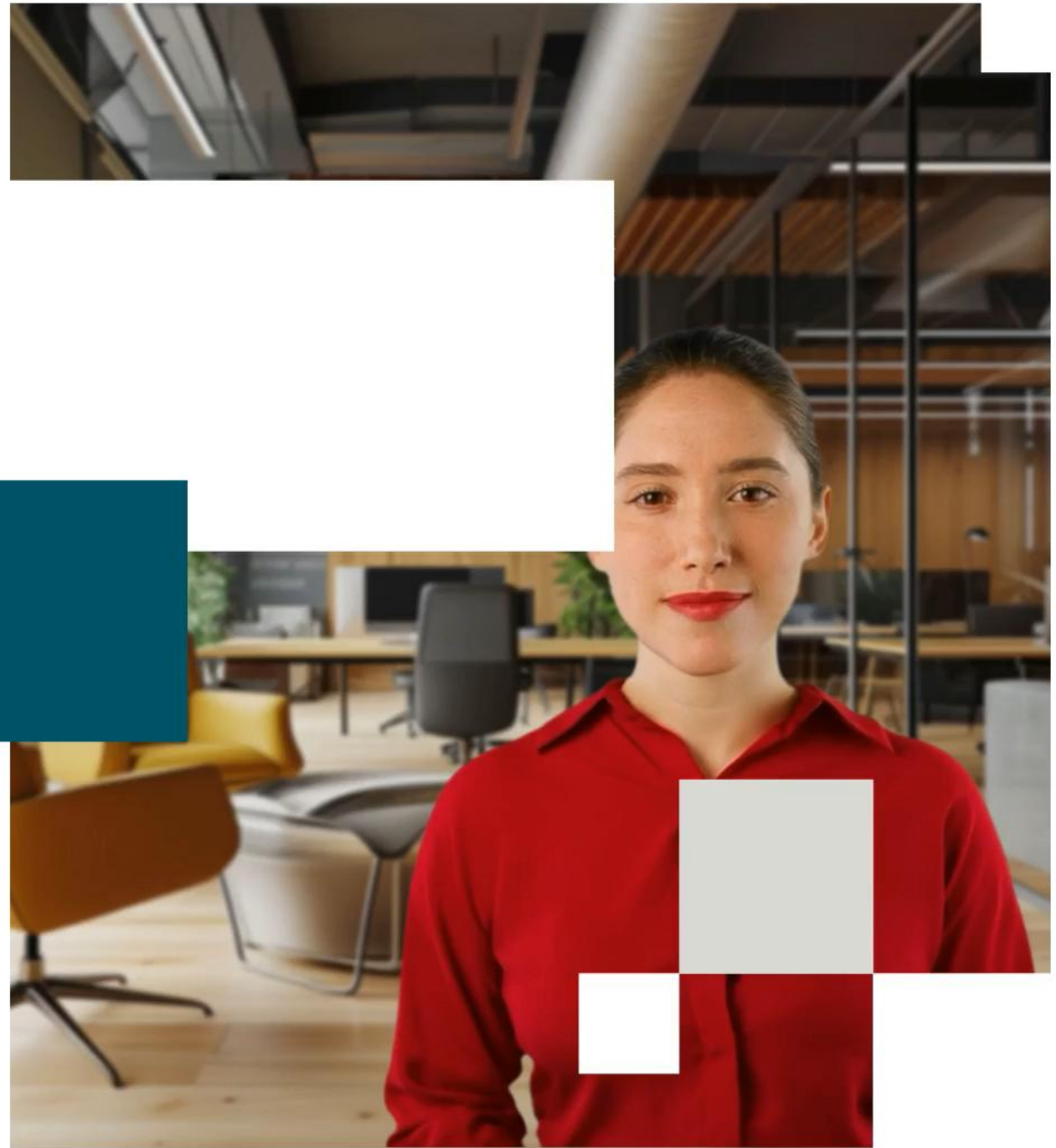
Link Missing Account(s) Reminders



Some tips on what to verify that will assist with this troubleshooting:

- Check Customer Preference Center
- Review mock site
- Review the bp name and number on the inaccessible account
- Send an email to My Account Help Team to link the missing account to online profile

Daisy Duck trying to access her new myAccount



Wait for the second email



Some tips on what to verify that will assist with this troubleshooting:

- Verify if both emails went out to the customer, through the automated IRECs
- Direct customer to check inbox/junk folder for the second email that has the activation link
- Customer to click on the activation link email and follow prompts to activate their account

Resources

Resources

[My Account Troubleshooting WI](#)

[Hydro One Website – myAccount help resources](#)
(supported browsers and clear cache/cookies)

The words "The End" are written in a large, bold, white sans-serif font. The text is positioned on the left side of the frame, with a solid yellow vertical bar to its immediate left. The background is a night sky with a vibrant aurora borealis in shades of teal and green, and the dark silhouettes of evergreen trees at the bottom.