Customer Portal Setup Instructions

Setting Up Your Account

First-time users must set up an account.

By using this Customer Portal, you are indicating your agreement to the Terms of Use. If you choose not to accept the Terms of Use, you will not be able to use the Customer Portal.

1. The Customer Portal website requires the use of a supported web browser. Below is a list of supported browsers:

   a) Internet Explorer

   b) Google Chrome

   c) Safari

   d) Firefox

If your browser is not one of the supported browsers, you will need to download the supported browser of your choice. For example, if you prefer to download Google Chrome, you can go to https://chrome.com/chrome/. ***If you do not use a supported browser, the customer portal software may not work at all, or the functionality will be substantially limited.***

2. Using a supported browser (as describe in 1 above), go to https://my-gnvl.sensus-analytics.com/ and click "Need to set up an account?" Accept the Terms and Conditions and enter your email address.

   a) If you intend to have multiple users log into the portal, you may want to set up a distribution email list. For information on doing that, please do a web search "how to set up an email distribution list" since instructions will vary widely based on your email client.

   b) You can add as many alert recipients as you wish once registered but you may only have one email registered to the account sign in. This will allow multiple people to monitor the alerts that you wish to receive.

3. An email invitation with a link will be sent to the email address you enter. Click the link to finish account set up.

4. Input your account information.

   a) If you have multiple accounts, choose one account to set up initially. Additional accounts can be added after sign-in on the **User Settings** page.

   b) Your account number can be found on your bill; be sure to enter it exactly as it appears.

      i. Some examples are: 012345-000 or 009876-003 (include the – and preceding zeros.

   c) **If your account shows your first and last name (not a business) please enter your last name then your first name with a space between them. If you are a business, enter the name as it appears on your bill. (i.e. Doe John)**

5. You will then be returned to the sign-in page.

6. Sign in using the email address and password you created.

7. If you input a cell phone number, an activation code will be sent as a text message. Once you have signed in you will be prompted to enter the code.