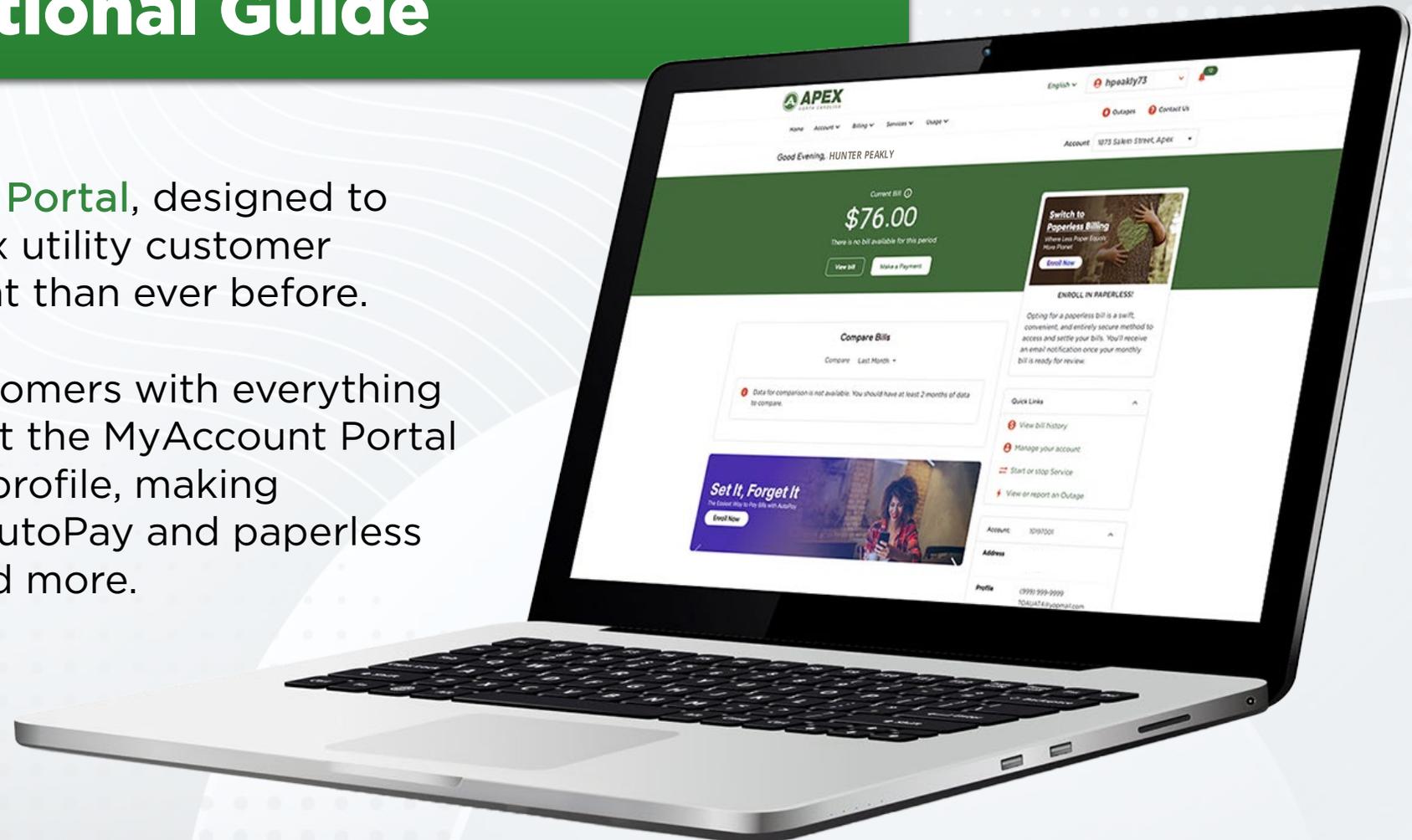


# Welcome to the MyAccount Portal Instructional Guide

Introducing **MyAccount Portal**, designed to make your Town of Apex utility customer services more convenient than ever before.

This guide provides customers with everything they need to know about the MyAccount Portal including creating your profile, making payments, enrolling in AutoPay and paperless billing, setting alerts, and more.



# Getting Started with MyAccount

## Signing Up and Logging In:

### Step 1: Register for MyAccount Portal

Go to the [MyAccount Portal](https://myaccount.apexnc.org/Portal/Register)  
([myaccount.apexnc.org/Portal/Register](https://myaccount.apexnc.org/Portal/Register))

Enter your customer account number  
*without the dash.*

Enter your email address and service  
address zip code.

Click **Next** to proceed.

**APEX**  
NORTH CAROLINA

Home Contact Us

### Register For MyAccount

Step 1: Look Up Account Step 1 Of 2

Customer Account Number

Email Address

Service Address Zip Code

Where I can find my account number?

Already have an account? [Log In](#)

Cancel Next

#### Why Register for an Account?

- Track billing, power and water usage, and payment history
- Manage billing and payment preferences
- Easily update account information
- Manage notification preferences
- Start and Stop Service
- Quickly set up AutoPay

#### What You'll Need

- Your account number

#### Already Have a MyAccount?

- Your account number

[Log In](#)

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Customer Service

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## Register For MyAccount

Profile Information

Step 2 Of 2

First Name  
Hunter

Last Name  
Peakly

Username  
hpeakly73

Password  
.....

Confirm Password

### Verify Your Contact Information

Email Address  
goodliving@peakmail.com

Primary Contact Number  
(919) 249-1873

### Set your Preference

Sign up for billing and payment notifications:  
goodliving@peakmail.com

Yes, I want to enroll in paperless billing

#### Reduce clutter, simplify your life and help the environment.

You'll receive an email notification each month to let you know when your bill is ready, and you can log on to My Account to view and pay your bill.

I agree to the [Privacy Policy](#) and [Terms & Conditions](#)

Back

Register

### Why Register for an Account?

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- Manage billing and payment preferences
- Easily update account information
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### What You'll Need

- Your account number

### Already Have a MyAccount?

- Your account number

[Log In](#)

## Step 2: Create Your Profile Credentials

Set up a username and password of your choice.  
(Be sure to keep a record of them for future use!)

Provide your contact information  
(email address and mobile phone number).

### Step 3: Select Your Preferences

Choose if you want to receive billing and payment notifications via email. (This setting can also be changed after creating your user profile.)

Choose if you want to enroll in paperless billing to receive electronic bill notifications.

Click **Register** to complete your profile registration.

#### Register For MyAccount

Profile Information Step 2 Of 2

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First Name

Last Name

Username

Password

Confirm Password

Verify Your Contact Information

Email Address

Primary Contact Number

#### Set your Preference

- Sign up for billing and payment notifications: goodliving@peakmail.com
- Yes, I want to enroll in paperless billing

**Reduce clutter, simplify your life and help the environment.**

You'll receive an email notification each month to let you know when your bill is ready, and you can log on to My Account to view and pay your bill.

I agree to the [Privacy Policy](#) and [Terms & Conditions](#)

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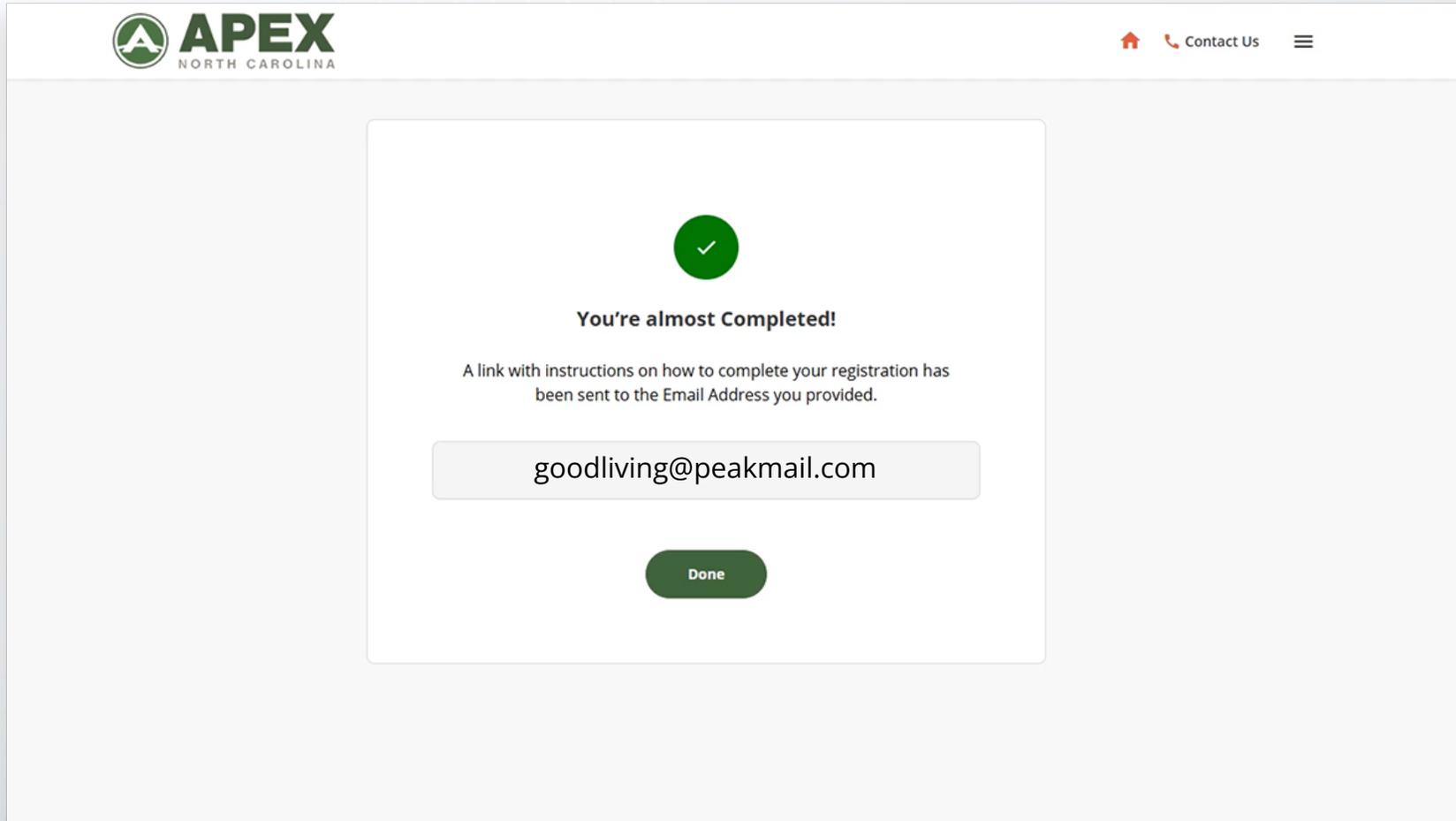
[Log In](#)



## Step 4: Confirmation

Check your email for an activation link.

Click the activation link to complete your registration and activate your account.



The screenshot shows the APEX North Carolina website's confirmation page. At the top left is the APEX North Carolina logo. At the top right are navigation links for Home, Contact Us, and a menu icon. The main content area features a green checkmark icon, the heading "You're almost Completed!", and a message stating that a link with instructions has been sent to the email address "goodliving@peakmail.com". A "Done" button is located at the bottom of the confirmation message.

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Home Contact Us

**You're almost Completed!**

A link with instructions on how to complete your registration has been sent to the Email Address you provided.

goodliving@peakmail.com

Done