

Introduction to Neptune My360

How to Register Your Account

- 💧 Neptune My360 is an easy-to-use Consumer Portal which provides consumers with a convenient, proactive way to monitor their own water consumption 24/7.
- 💧 Users can set water thresholds and out-of-town alerts for greater peace of mind.
- 💧 Convenient bill viewing and easy payment options through InvoiceCloud - right in the portal!
- 💧 Neptune My360 is web-based to work on all devices (laptop, tablet, and mobile devices) and is always up-to-date.

HOW TO USE THIS GUIDE

Follow pages with **BLUE HEADERS** if you have an existing account (username & password) with InvoiceCloud

Follow pages with **YELLOW HEADERS** if you do not have an account set up with InvoiceCloud

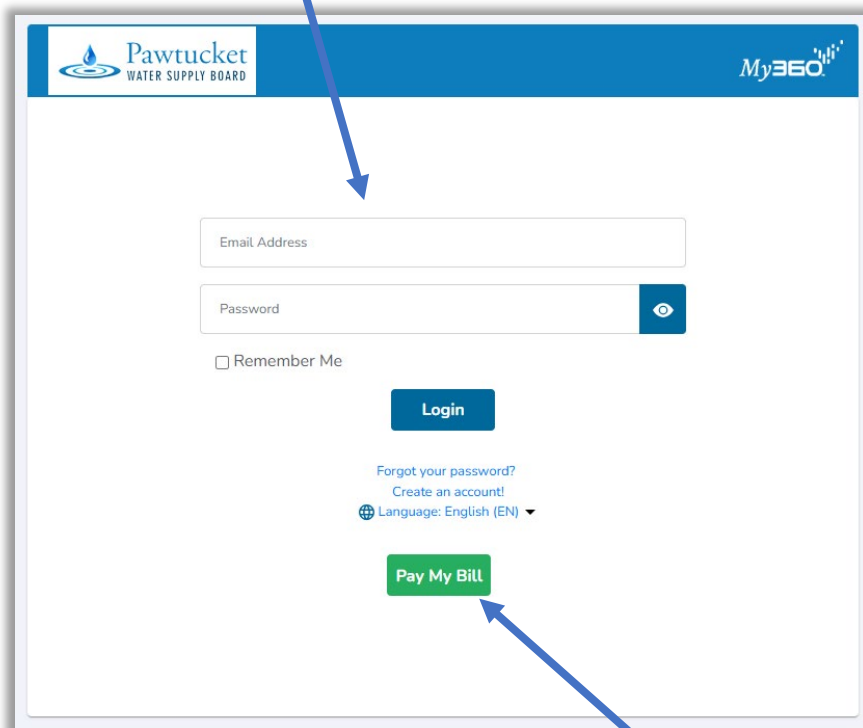
Introduction to Neptune My360

STEP 1: Migrate your InvoiceCloud account into My360

FOR THOSE CUSTOMERS WHO CURRENTLY HAVE AN INVOICECLOUD ACCOUNT/LOGIN

Enter the URL: <https://pwsb.my360-app.com>

Enter your current InvoiceCloud Email Address & Password
The login you use to view and pay invoices online



The screenshot shows the Pawtucket My360 login interface. At the top left is the Pawtucket Water Supply Board logo, and at the top right is the My360 logo. Below the logos are two input fields: 'Email Address' and 'Password'. The 'Password' field has a blue eye icon to its right. Below the input fields is a checkbox labeled 'Remember Me'. A blue arrow points from the text box above to the 'Email Address' field. Below the input fields is a blue 'Login' button. Underneath the 'Login' button are links for 'Forgot your password?', 'Create an account!', and a language dropdown menu set to 'English (EN)'. At the bottom of the form is a green 'Pay My Bill' button, with a blue arrow pointing from the text box below to it.

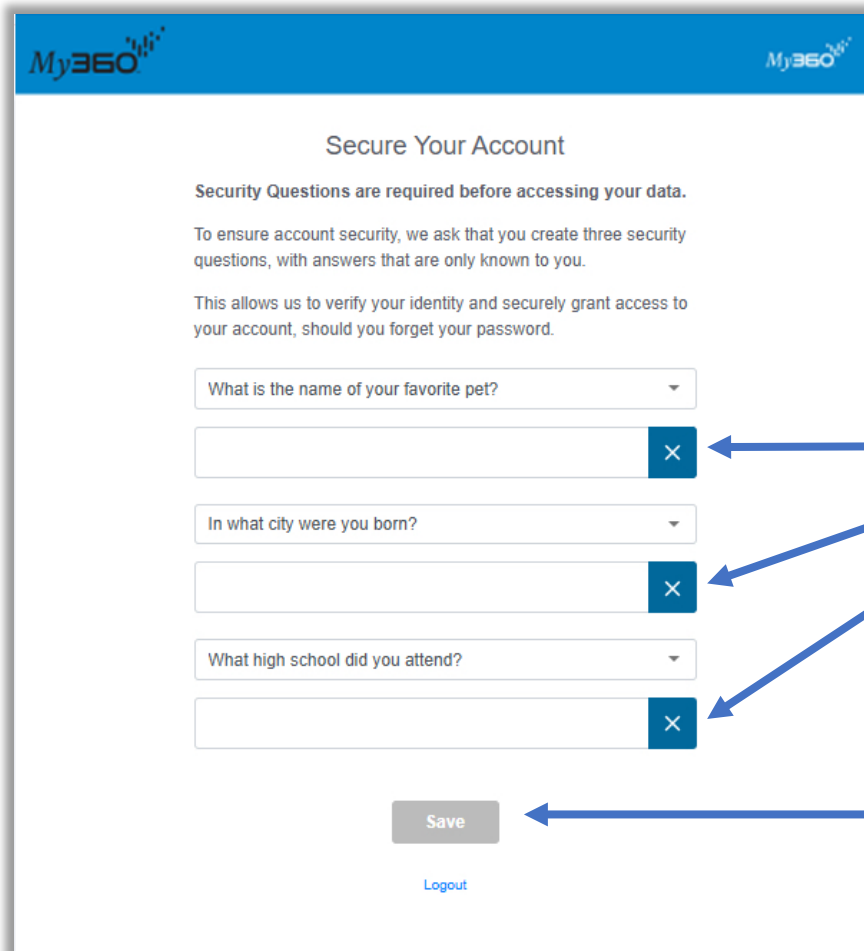
If your InvoiceCloud password does not meet the requirements for the Consumer Portal, you will be prompted to create a new password

Note that consumers can always pay a bill without needing an account by clicking Pay My Bill

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STEP 1: Migrate your InvoiceCloud account into My360

FOR THOSE CUSTOMERS WHO CURRENTLY HAVE AN INVOICECLOUD ACCOUNT/LOGIN



Next, select and answer three security questions.

Click on the “Select and Answer 3 Security Questions” drop down three times to select the three questions.

Make sure you remember your answers – if you forget your password you would need to answer one of these questions to unlock your account

Click “Save” and you will be taken to the Consumer Portal dashboard!

What's next? To view the step-by-step guide for how to use the features in the Portal, please visit www.pwsb.org/consumer-portal/

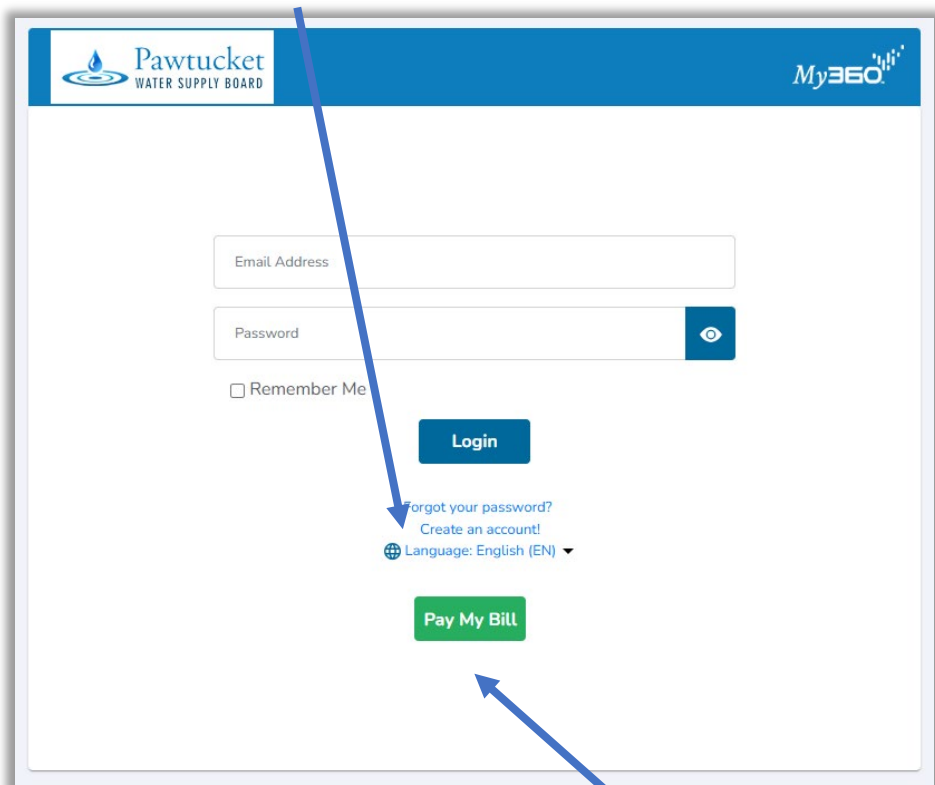
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STEP 1: Create your My360 account

FOR THOSE CUSTOMERS WHO DO NOT ALREADY HAVE AN INVOICECLOUD ACCOUNT SET UP

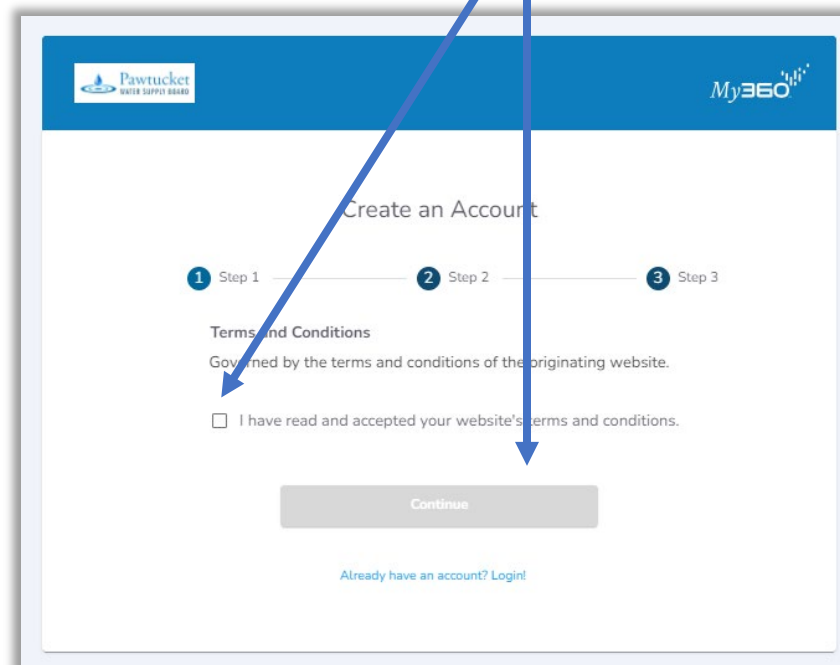
Enter the URL: <https://pwsb.my360-app.com>

Click "Create an account"



The screenshot shows the Pawtucket My360 login page. At the top left is the Pawtucket Water Supply Board logo, and at the top right is the My360 logo. The main content area contains a login form with fields for "Email Address" and "Password" (with a toggle for visibility). Below the password field is a "Remember Me" checkbox. A blue "Login" button is positioned below the form. Underneath the login button are links for "Forgot your password?" and "Create an account!". A language dropdown menu is set to "English (EN)". At the bottom of the page is a green "Pay My BILL" button. A blue arrow points from the "Create an account" link to the "Create an account" text box above.

On the next screen, click the "I have read and accepted the terms & conditions" then click "Continue"



The screenshot shows the "Create an Account" page. At the top left is the Pawtucket Water Supply Board logo, and at the top right is the My360 logo. The page has a progress indicator with three steps: "1 Step 1" (active), "2 Step 2" (current), and "3 Step 3". Below the progress indicator is the "Terms and Conditions" section, which states "Governed by the terms and conditions of the originating website." There is a checkbox labeled "I have read and accepted your website's terms and conditions." Below this is a grey "Continue" button. At the bottom of the page is a link that says "Already have an account? Login!". A blue arrow points from the checkbox to the "I have read and accepted the terms & conditions" text box above.

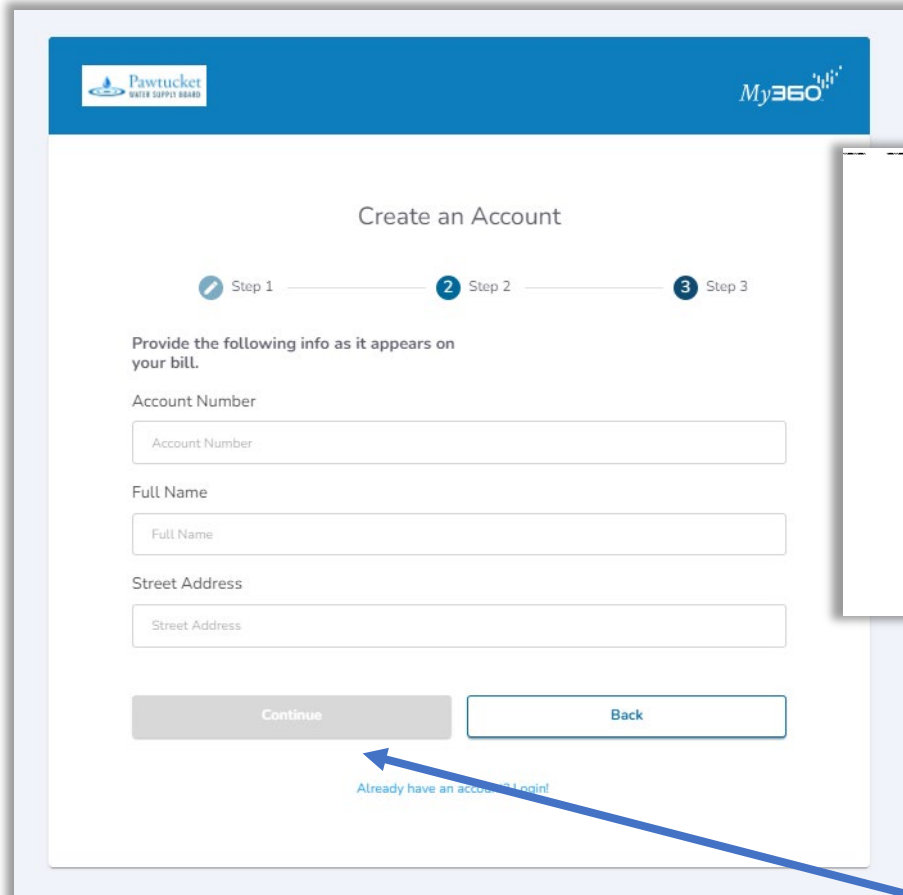
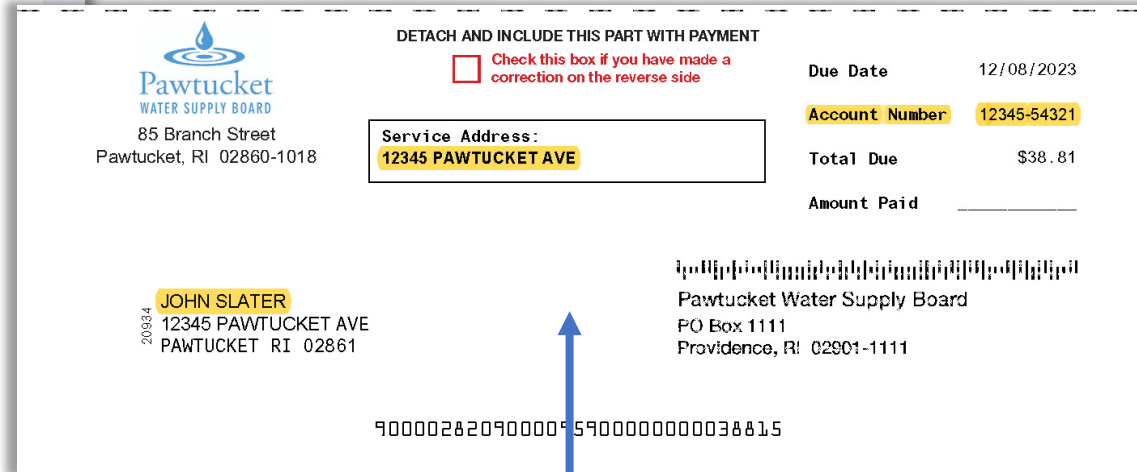
Note that consumers can always pay a bill without needing an account by clicking Pay My Bill

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STEP 1: Create your account

FOR THOSE CUSTOMERS WHO DO NOT ALREADY HAVE AN INVOICECLOUD ACCOUNT SET UP

Enter the following information (exactly as it is written on your water bill!)

Your account number, service address, and full name can be found at the bottom of your water bill (on both print & digital bills)

Enter the information then click "Continue"

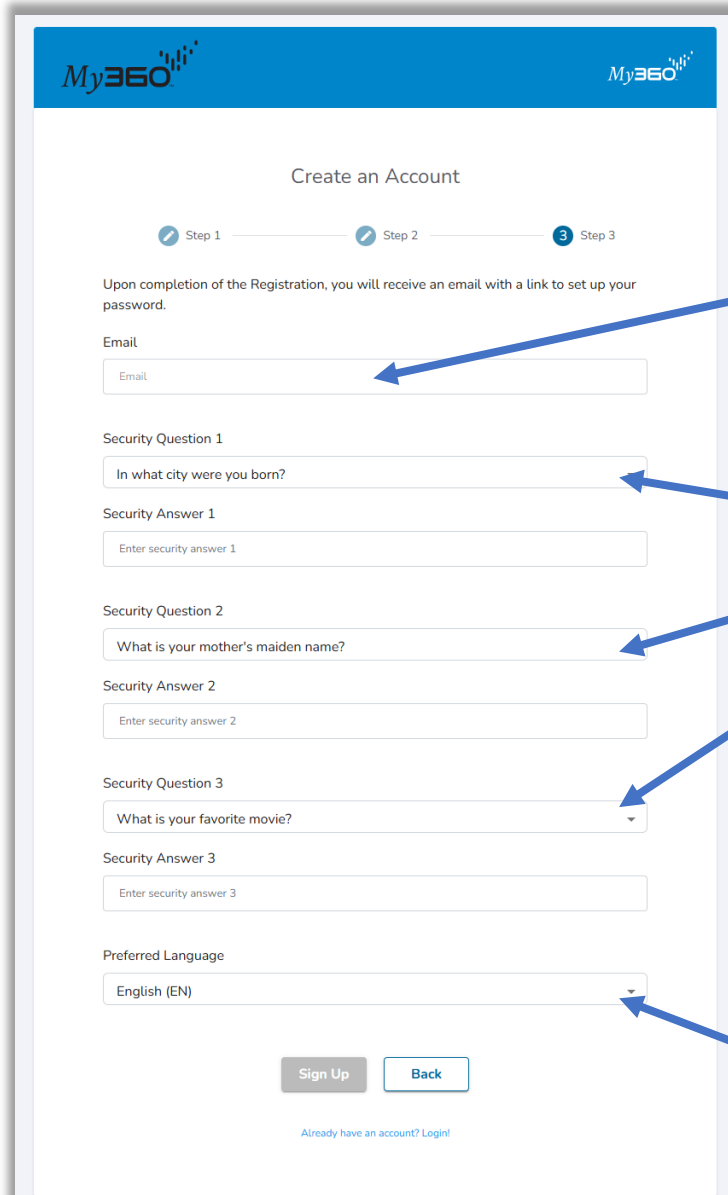
****IMPORTANT NOTE****

You must enter your Full Name as Last name, First name. If your name on your water bill is Jane Doe, it would need to be entered as Doe, Jane in My360

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STEP 1: Create your account

FOR THOSE CUSTOMERS WHO DO NOT ALREADY HAVE AN INVOICECLOUD ACCOUNT SET UP



My360 My360

Create an Account

Step 1 Step 2 Step 3

Upon completion of the Registration, you will receive an email with a link to set up your password.

Email

Security Question 1

Security Answer 1

Security Question 2

Security Answer 2

Security Question 3

Security Answer 3

Preferred Language

Sign Up Back

[Already have an account? Login!](#)

Enter the email address that you want to be associated with this account. This email will receive all system notifications and will also become your User ID for login

Next, select and answer three security questions.

Click on the “Select and Answer 3 Security Questions” drop down three times to select the three questions.

Make sure you remember your answers – if you forget your password you would need to answer one of these questions to unlock your account

Select your preferred language

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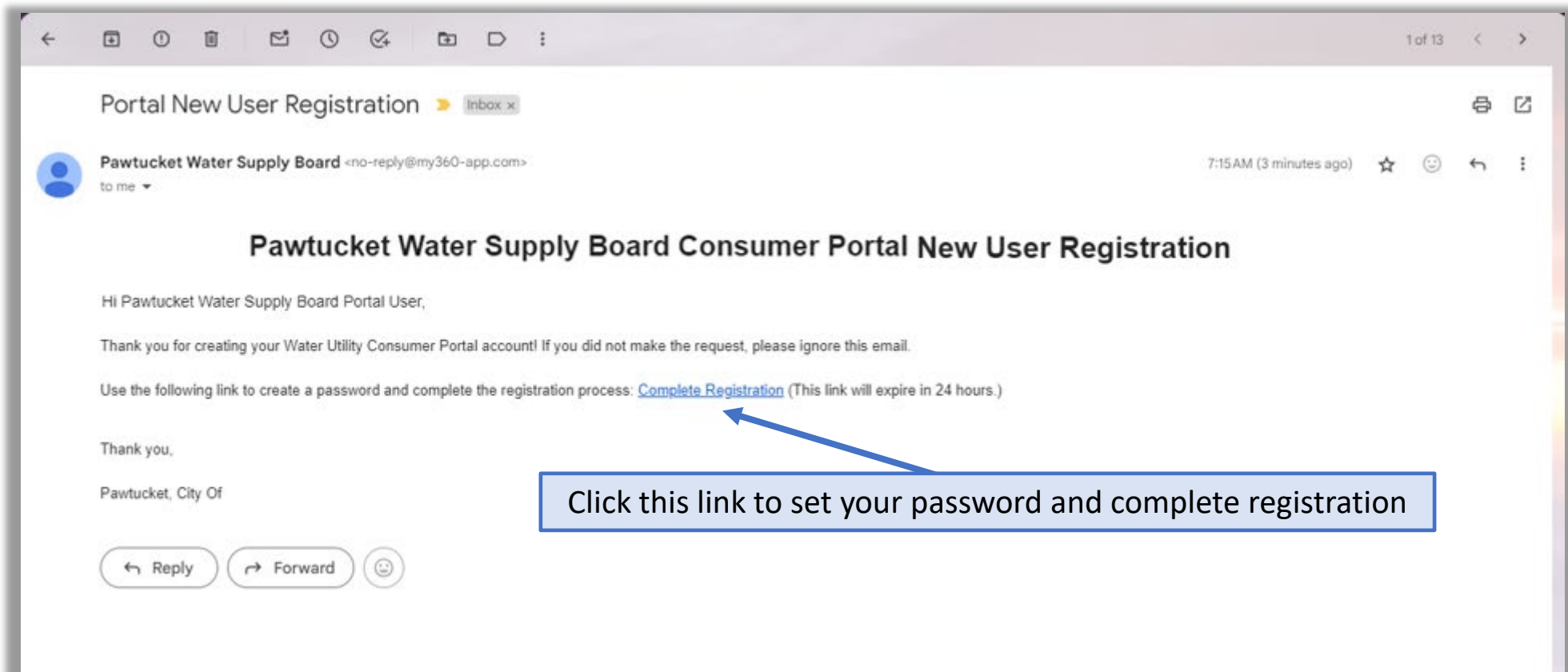
STEP 2: Create your password

FOR THOSE CUSTOMERS WHO DO NOT ALREADY HAVE AN INVOICECLOUD ACCOUNT SET UP



After you have created your account, you will receive an email with a link to set up your password and complete the registration process

The link will be available for 24 hours



Click this link to set your password and complete registration

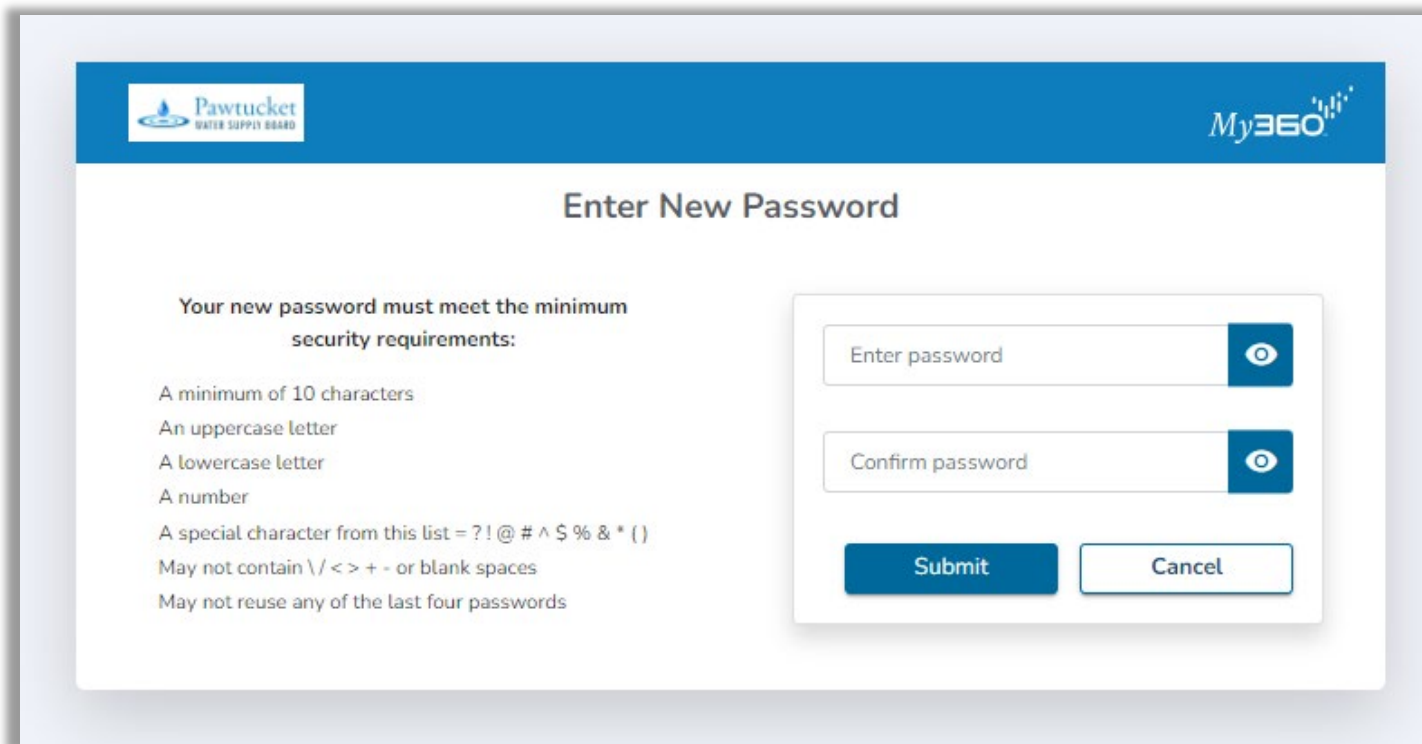
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STEP 2: Create your password

FOR THOSE CUSTOMERS WHO DO NOT ALREADY HAVE AN INVOICECLOUD ACCOUNT SET UP

After clicking on the “Complete Registration” link in your email, you will be directed to a new page to create a password

Enter your desired password (following the security requirements on the left side of the screen) and then click “Submit”



The screenshot shows a web form titled "Enter New Password" with the Pawtucket Water Supply Board logo and My360 branding. The form includes a list of security requirements on the left and two password input fields with "Submit" and "Cancel" buttons on the right.

Enter New Password

Your new password must meet the minimum security requirements:

- A minimum of 10 characters
- An uppercase letter
- A lowercase letter
- A number
- A special character from this list = ? ! @ # ^ \$ % & * ()
- May not contain \ / < > + - or blank spaces
- May not reuse any of the last four passwords

Enter password

Confirm password

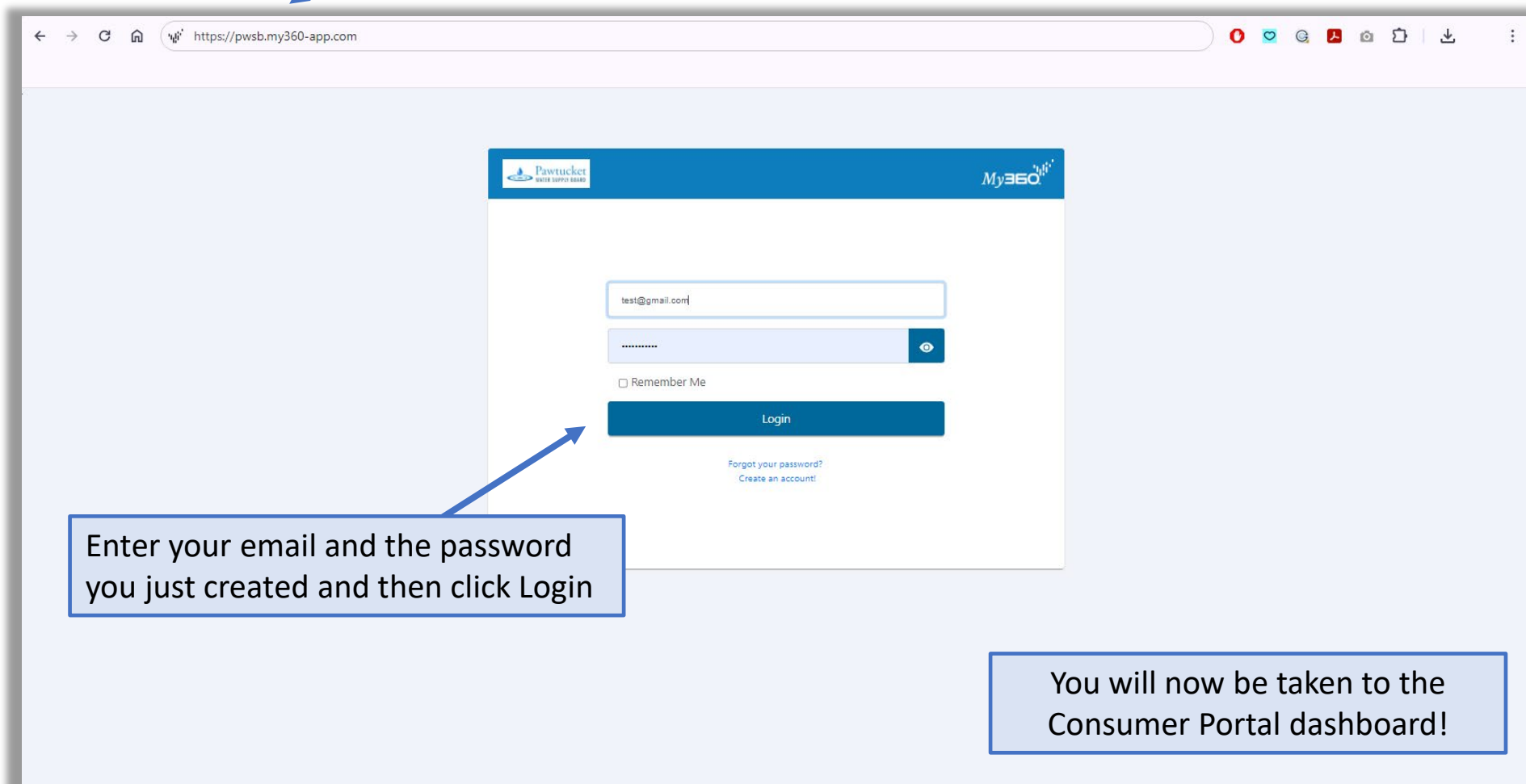
Submit Cancel

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STEP 3: Login to your Consumer Water Portal

FOR THOSE CUSTOMERS WHO DO NOT ALREADY HAVE AN INVOICECLOUD ACCOUNT SET UP

Enter the URL <https://pwsb.my360-app.com> in your browser to return to the login page



The screenshot shows a web browser window with the address bar displaying <https://pwsb.my360-app.com>. The page content includes the Pawtucket Water Supply Board logo and the My360 logo in the top right corner. Below the logos is a login form with the following elements: an email input field containing 'test@gmail.com', a password input field with a toggle eye icon, a 'Remember Me' checkbox, a blue 'Login' button, and two links: 'Forgot your password?' and 'Create an account!'. A blue arrow points from the top instruction box to the browser's address bar. Another blue arrow points from the bottom-left instruction box to the 'Login' button.

Enter your email and the password you just created and then click Login

You will now be taken to the Consumer Portal dashboard!

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And that's it! Your account with My360 is ready to go.

You now have access to your water consumption data anytime, anywhere, from any device.

What's next? View our guide on How to Use Your Consumer Portal to learn about analyzing water usage, setting up alerts, as well as billing and payment options.

If you have further questions, please reach out to our customer service department at 401-729-9050, PWSB_CustomerService@pwsb.org or visit www.pwsb.org/consumer-portal/.