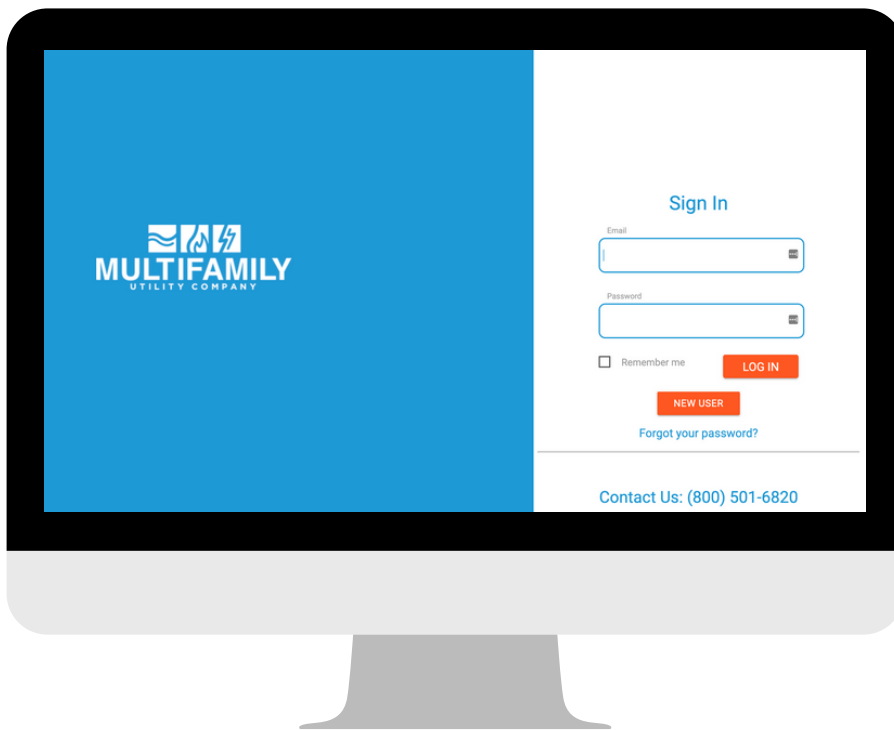


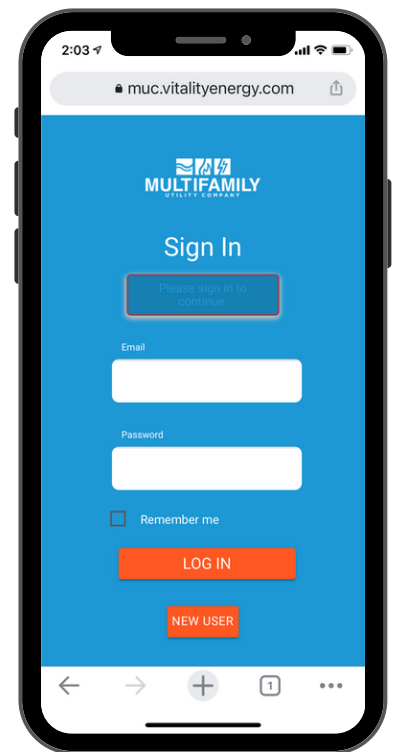
How to Set Up your New Utility Billing Account

Step 1:

Go to https://www.muc.vitalityenergy.com/users/sign_in and click **New User** at the bottom of the form.



Computer Version

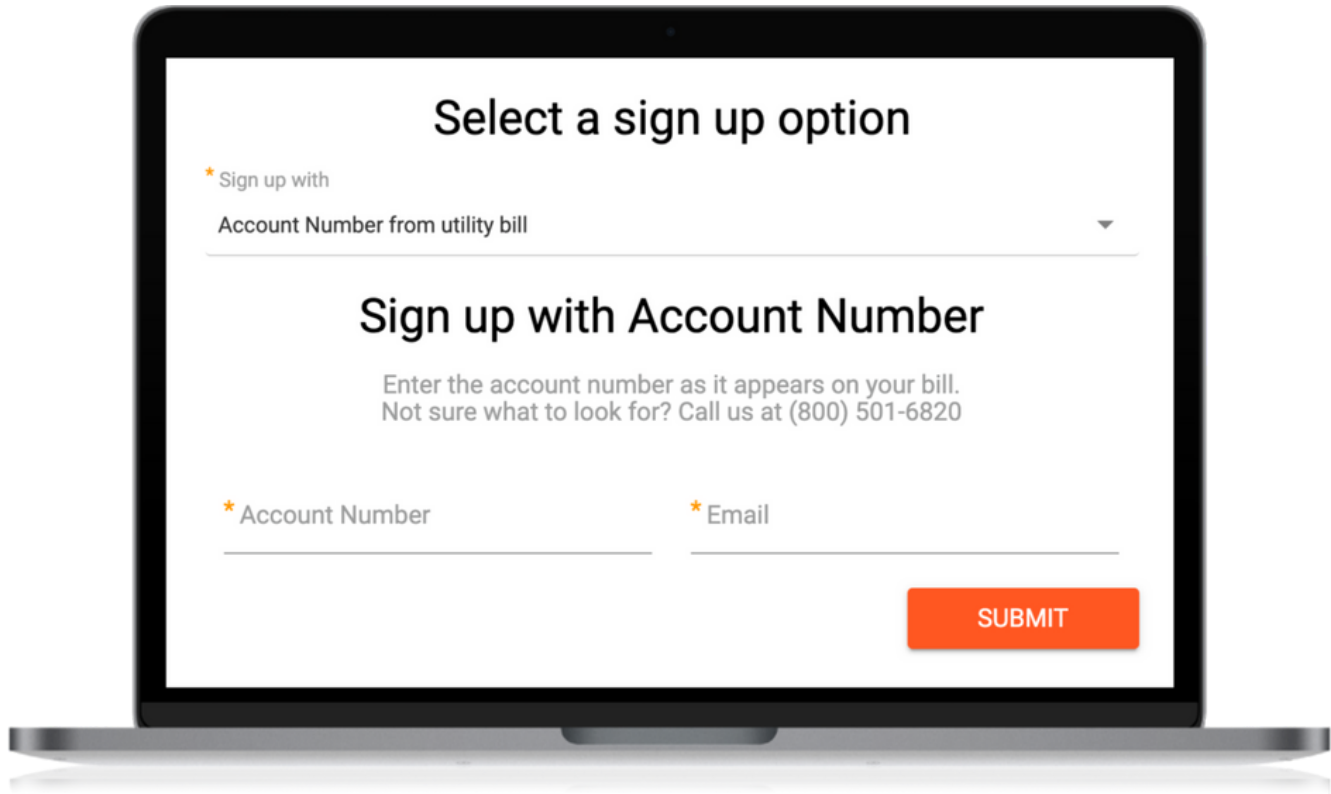


Mobile Version



Step 2:

Enter your account number found on your tenant invoice and the email address where you wish to receive future notifications. If you do not know your tenant account number, call us at 1.800.501.6820.



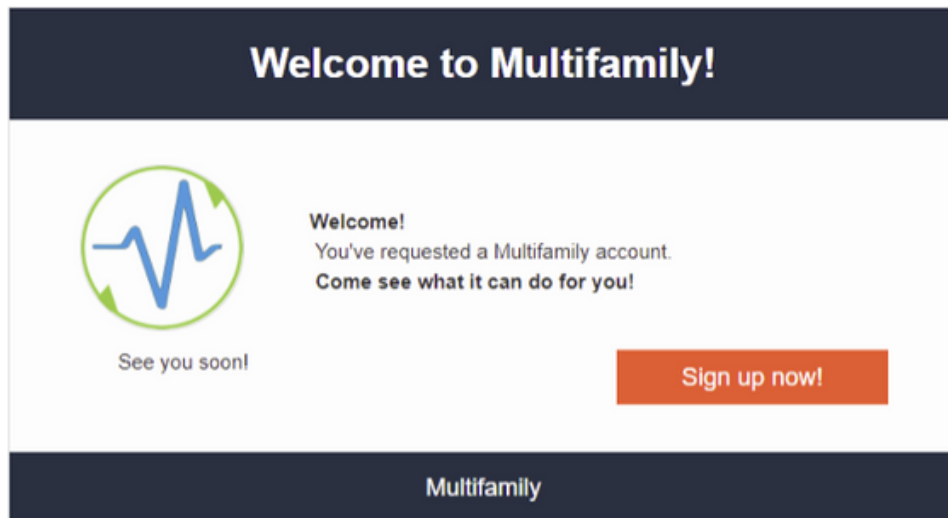
The image shows a laptop screen with a web form. The form has a title "Select a sign up option" and a dropdown menu labeled "* Sign up with" with the selected option "Account Number from utility bill". Below this is a section titled "Sign up with Account Number" with instructions: "Enter the account number as it appears on your bill. Not sure what to look for? Call us at (800) 501-6820". There are two input fields: "* Account Number" and "* Email". A red "SUBMIT" button is located at the bottom right of the form.

Need Help? We're Here for You!

- Call - 1-800-501-6820
- Email - info@multifamilyutility.com
- Pay online - mucpayments.com
- Help site - <https://multifamilyutility.com/residents/>

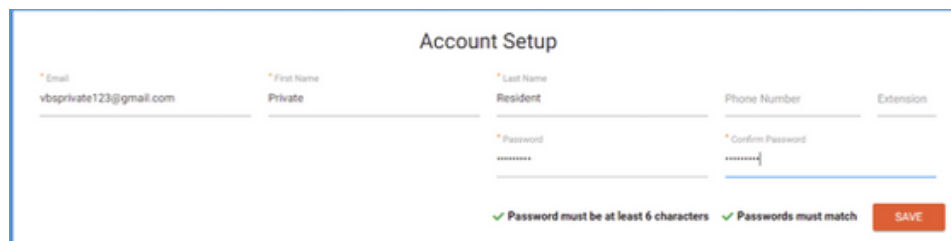
Step 3:

Check your email, you should have an email from info@multifamilyutility.com. Click the “Sign up now!” link in that email. If you do not see the email, please check your spam folder.



Step 4:

You will be directed to the Account setup page. Here you can enter your information as well as create a password for your account. Once done, click “Save.”

A screenshot of an "Account Setup" form. The form is titled "Account Setup" and has several input fields. The "Email" field contains "vbprivate123@gmail.com". The "First Name" field contains "Private". The "Last Name" field contains "Resident". The "Phone Number" field is empty. The "Extension" field is empty. There are two password fields: "Password" and "Confirm Password", both containing asterisks. At the bottom of the form, there are two green checkmarks with text: "✓ Password must be at least 6 characters" and "✓ Passwords must match". To the right of these checkmarks is an orange "SAVE" button.

You're done! If you have any questions or need help setting up your account, call us at 1.800.501.6820.

Cómo configurar su nueva cuenta de facturación de servicios públicos

Paso 1:

Vaya a https://www.muc.vitalityenergy.com/users/sign_in y haga clic en Nuevo usuario en la parte inferior del formulario.

Paso 2:

Ingrese su número de cuenta que se encuentra en su factura de inquilino y la dirección de correo electrónico donde desea recibir notificaciones futuras.

Si no conoce su número de cuenta de inquilino, llámenos al 1.800.501.6820.

Paso 3:

Verifique su correo electrónico, debe tener un correo electrónico de info@multifamilyutility.com. Haga clic en "¡Regístrese ahora!" enlace en ese correo electrónico. Si no ve el correo electrónico, verifique su carpeta de correo no deseado.

Paso 4:

Se le dirigirá a la página de configuración de la cuenta. Aquí puede ingresar su información y crear una contraseña para su cuenta. Una vez hecho esto, haga clic en "Guardar".

¡Listo! Si tiene alguna pregunta o necesita ayuda para configurar su cuenta, llámenos al 1.800.501.6820.

¿Necesitas ayuda? ¡Estamos aquí para tí!

- Llamada - 1-800-501-6820
- Email - info@multifamilyutility.com
- Paga en línea - mucpayments.com
- Sitio de ayuda - <https://multifamilyutility.com/residents/>