CVWD Manage My Account Common Problems

A list of common problems for new users.

**PROBLEM:** I am having trouble viewing the account management webpage.
We recommend that you use Internet Explorer on a laptop or desktop computer. Some handheld devices may not display the account management webpage correctly.

**PROBLEM:** I get an error that says "Internet Explorer cannot display the webpage."
You may not have the TLS security setting enabled in Internet Explorer.

1. In Internet Explorer go to the "Tools" drop down and select "Internet Options."
2. In the new window click on the "Advanced" tab to the right.
3. Scroll to the bottom and check the box next to "Use TLS 1.X." TLS has several different versions 1.0, 1.1 and 1.2 Please check the lowest number.
4. Click "Apply" then "Ok." That should resolve the problem.

**PROBLEM:** I’m creating an account and nothing is happening when I click submit.
Please check that you are entering your Account Number in the same format that is on your bill stub, including the dash (e.g., XXXXXX-XXXXXX).

**PROBLEM:** I attempted to access my account more than three times and received a message to contact my administrator.
Restarting your browser will clear your attempts and will let you try again.

**PROBLEM:** I enrolled but never received a confirmation email.
There could be a couple reasons why you didn’t receive a confirmation email.

1. Check your email account to see if the confirmation email got caught in your spam filter.
2. If your email address was misspelled, your account will need to be reset. For assistance, please call (760) 391-9601 Monday through Friday from 8 a.m. to 5 p.m.

**PROBLEM:** I already enrolled but I can’t seem to log in.
Your Account Number and Password need to be entered in a certain format.

1. Please check that you are entering your Account Number in the same format that is on your bill stub, including the dash (e.g., XXXXXX-XXXXXX).
2. Your password is case sensitive and it must contain a minimum of 4 characters with a maximum of 10 characters.
3. If you are still having trouble click on the "Forgot Password" link to receive an email with your current password.

For other problems please call our Web Help Line at (760) 391-9601 Monday through Friday from 8 a.m. to 5 p.m.