Having trouble logging into MySCutilities? Troubleshoot using these questions!

1. Am I using a supported Web Browser?

Please find listed the Web Browsers which are currently supported by MySCutilities:

- **Chrome:** Current available major version + 2 previous releases
- **Firefox:** Current available major version + 2 previous releases
- **EDGE:** Current available major version + 2 previous releases (Chromium based)
- **Safari:** Current available major version + 2 previous releases
- **Microsoft Internet Explorer** browser is not supported

2. Am I using a supported Mobile Web Browser?

Please find listed the Mobile Web browsers which are currently supported by MySCutilities:

- **Safari Mobile:** Current available major version + 2 previous releases
- **Chrome Mobile:** Current available major version + 2 previous releases

3. Am I using a supported Mobile OS and Device?

Please find listed the supported Mobile devices and Android or iOS versions:

- Supported Mobile **iOS** Version and Devices
  - Current available major version + 2 previous releases (Example: iOS 15, 14, 13).
  - iPhone 13, iPhone 12, iPhone 11, iPhone XS, Max iPhone X
- Supported Mobile **Android** Version and Devices
  - Android Current available major version + 2 previous releases (Example: Android 12, 11, 10)
  - Samsung Galaxy S10, S21, S22 etc. Google: Pixel 5, 6 OnePlus 9, 10

4. Am I entering the correct Password?

- Please check if you are entering the correct password and if the CAPS Lock is not left ON while entering your MySCutilities Password.
- If you have forgotten your Password, to recover a forgotten password follow these steps:
  - On the Login screen, click **Forgot Password**.
  - Enter your Account Number and Email address and click **Submit**.
  - Upon successful submission, MySCutilities generates an email with a recovery link and sends it to your primary email address if the Username is validated.
  - Click the password reset link and enter the required field details to complete the password reset process.

5. Am I entering the correct Username?

- Please check if you are entering the correct Username for your MySCutilities account.
- In case if you have forgotten your Username, to recover your forgotten username follow these steps:

- On the Login screen, click **Forgot Username**.
- Enter Account Number and email address/alternate email address (In case user id is same as email id) and click **Submit**.
- Upon successful submission, MySCutilities sends the username to the primary email address/alternate email address.

6. *Am I registered into MySCutilities at the time of logging in?*
- You will not be able to login to MySCutilities if you are not a Registered User on the platform.
- To Register, please click on **Register** on the Login screen, and enter the relevant information to Register on the platform.

7. *Am I not able to login because my Account is locked?*
- If you enter invalid login details on the Login page and click on Submit for more than **5** times within **1 hour,** then your MySCutilities Account will be automatically locked, and you will be denied access to your account.
- In this case, you will have to contact the City of Santa Clara Customer Service at (408) 615-2300 or utilitybilling@santaclaraca.gov to unlock your Account as per the banner visible to you at the time of login attempt.