

myAccount Customer Portal

Registration Help Guide – McDougall Energy



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Steps to register for myAccount

myAccount

Step 1

Navigate to <https://www.mcdougallenergy.com/myaccount>

Step 2

Click “Sign Up”

To sign up, you must already be a McDougall Energy Customer. Ensure your Customer ID is available for easy sign-on. This can be found on your most recent invoice, customer statement or delivery slip.

Step 3

To register, please provide your **Customer ID** and **either** your primary phone number **or** a recent invoice number & click “submit”.

Step 4

If your account has been found a "Great News!" message will appear to indicate that your account registration was successful. Click the “Click here to continue” button.

McDougall myAccount

Great News!

Your account has been verified and you're set up with an account for our myAccount Customer Portal. Please click the button below to complete the login process.

Click here to continue

Oops!

There was an error in processing your request. Please verify your information and try again.

If you continue to encounter errors, please reach out to portalsupport@mcdougallenergy.com.

Try again ↺

OOPS ERROR

If you receive an “Oops” message, the account was unable to be located, and you should try to register again either with a new phone number or a different invoice number.

Verification code

Verify code Send new code

New Password

Confirm New Password

Create Cancel

Please activate your registration using the emailed verification code immediately upon receipt, to avoid expiration.

Password Requirements

Passwords must be 8-64 characters in length, containing 3 out of 4 of the following:

- A lowercase letter
- An uppercase characters
- A number (0 - 9)
- One special character, such as ! @ or ^

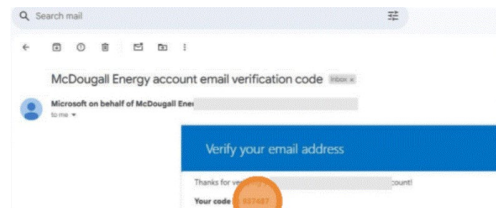
Step 5

Before entering a password you will need to verify your email address. Enter the email address you would like to use for sign-on and click "Send verification code". **Do not close your browser** after completing this step.

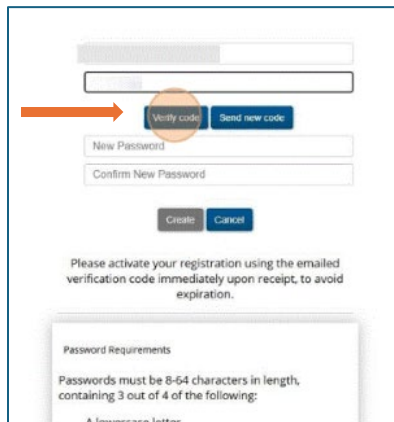
*Once you click “Send Verification Code,” you will have **only 5 minutes** to obtain and verify the code. If the 5 minutes are exceeded, a new code will need to be sent.*

Step 6

Shortly after, you will receive an email from McDougall Energy in your inbox that will contain your verification code. Copy and paste your verification code into the Verification Code field & click “Verify Code.”



If you close your browser window to myAccount, you will need to click “Send New Code” before you are able to move on to the next step & create a password.



Verify code Send new code

New Password

Confirm New Password

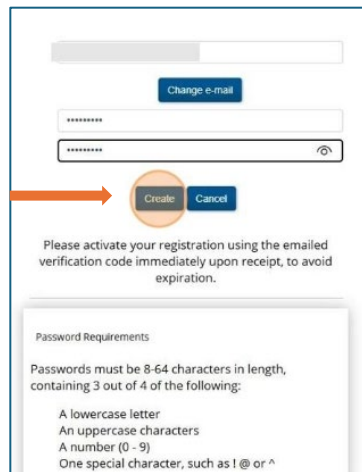
Create Cancel

Please activate your registration using the emailed verification code immediately upon receipt, to avoid expiration.

Password Requirements

Passwords must be 8-64 characters in length, containing 3 out of 4 of the following:

- A lowercase letter



Change e-mail

Create Cancel

Please activate your registration using the emailed verification code immediately upon receipt, to avoid expiration.

Password Requirements

Passwords must be 8-64 characters in length, containing 3 out of 4 of the following:

- A lowercase letter
- An uppercase characters
- A number (0 - 9)
- One special character, such as ! @ or ^

Step 7

You are now ready to log in and begin using myAccount! Ensure that you keep your username (email address associated with your account) and password in a secure location for use when logging in to your account.

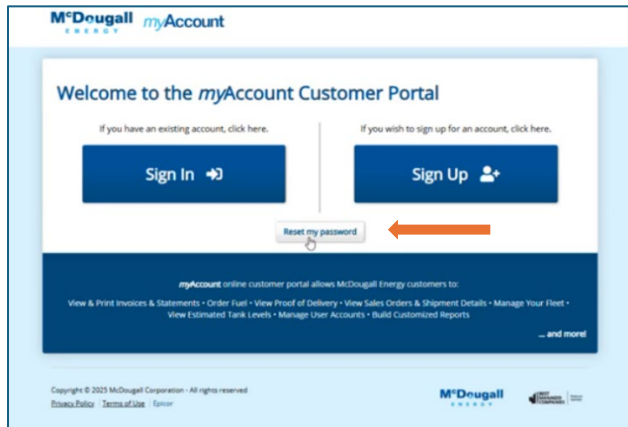
Congratulations you have registered for myAccount!

To login, visit www.mcdougallenergy.com/myaccount & click "Sign In."

Encountering Errors when trying to Register?

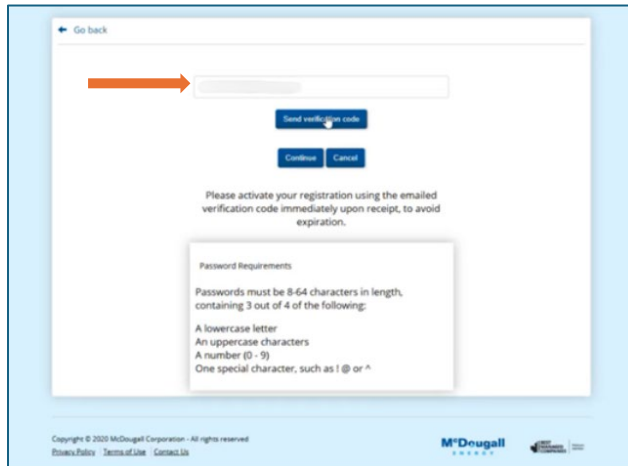
If you are trying to register for my account and are receiving an error message and have exhausted all other resources, please contact portalsupport@mcdougallenergy.com.

Steps to reset your password



Step 1

Navigate to <https://www.mcdougallenergy.com/myaccount> & click "Reset my password"



Step 2

Please enter your email address into the highlighted field. Confirm that you are entering the email address linked to your current account. Click on the "Send verification code" button.

Please do not close the window once you have clicked "Send Verification Code". You will have 5 minutes to obtain and verify the code before it expires; a new code will then be sent to your corresponding email.

Step 3

You will receive an email to the associated email from “Microsoft on behalf of McDougall Energy” with your verification code. **Please make a note or copy the code for use in the next step.**

Step 4

Input the code that was sent to your email into the "Verification code" field. Ensure that no additional spaces are added and that the code matches the one in the email. Click “Verify Code.” Once the code has been verified, click “Continue”.

Step 5

Once the Code has been confirmed, please enter a new password. Click “continue”. Ensure you follow the password requirements listed below.

Once your password has been reset, make sure to keep a note of it for future use.

Frequently Asked Questions

What is myAccount?

myAccount is a convenient online energy management portal.

McDougall Energy customers can manage their account online 24/7. myAccount provides easy access to account information and makes managing energy needs simple and convenient.

High level benefits and features include:

- 24/7 account access
- Ability to make secure online payments
- Order fuel and view delivery slips
- Track fuel usage (Automatic Delivery customers)
- View & print invoice and statement details
- View billing and order history
- View & print delivery slips
- Build customized reports
- And more

Who can register for myAccount?

McDougall Energy is proud to offer myAccount Customer Portal access to homeowners, commercial customers and independent gas station owners.

Where can I sign in to myAccount?

Customers can sign in here: www.mcdougallenergy.com/myaccount

They can also visit <https://www.mcdougallenergy.com/> and look for the “myAccount” button in the top right corner on any page of the website.

How long would you consider a “recent” invoice to be?

A recent invoice is one that has been produced within the last six months.

I encountered an error while trying to register. What do I do?

If you continue to encounter issues while attempting to register for myAccount, please reach out to our Portal Support team at portalsupport@mcdougallenergy.com

I closed my browser during the verification process. Now what?

If you accidentally closed your browser before verifying your email, you will be required to repeat the registration process and click the “Send new verification code” button. **Please note the original verification code in your email will no longer be valid.**

What do I do if I forget my password?

If you forget your password, click the “Reset my Password” button at <https://www.mcdougallenergy.com/myaccount>. You will be required to re-verify and enter in a new password that meets the password requirements.