



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.

You may be having trouble with your Account Number, Due Date or Total Amount Due.

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 Due Date also needs to be entered in a specific format. For example if your Due Date is 01/25/11 it should be entered without slashes (e.g., 012511).
3. If your Due Date has passed, a new bill may be in the mail which will change your Due Date and Amount Due. Call (760) 391-9601 to get assistance with updated account information.
4. Be sure that you are entering the same Total Amount Due that is on your bill stub. If you have a credit you will have to enter your amount due with a minus symbol in front (e.g., -35.00).

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. Please contact (760) 391-9601 to get assistance.

PROBLEM: I already enrolled but I can't seem to log in.

Your Account Number and Password needs 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 at least one uppercase letter, one lowercase letter, one number and be at least 6 characters long.
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.