UPDATED ONLINE MEMBER PORTAL

FAQs
Frequently Asked Questions

1. Why did CREC update the online member portal?

The update was completed to make it easier for members to navigate their online account.

2. Can I still use the User ID I created when I set up my account?

Yes -- your User ID will work on the updated site.

3. What are the key changes I need to know about?

Most importantly, if you do not plan to use your User ID to enter the portal, you will need your ENTIRE member number (number and separator) to access your account. For example, instead of just entering 128374 (number only) you would enter 128374001 (number and separator).

While you can always reach the portal from CREC's website, the portal URL itself has changed. If you bookmarked the portal as https://billing.cuivre.com/oscp/, you will need to update it to https://billing.cuivre.com/onlineportal/.

4. Will my alerts and notifications still work?

Yes. If you had already set up alerts or notifications for your online account, you don't need to do anything else, they will still work on the new portal. If you don't yet have any alerts or notifications set up, the feature is still available on the new portal and CREC encourages members to take advantage of this option.

5. What else is new on the updated portal?

One of the first things you may notice is that the Quick Pay link (on the home page of the portal) will allow you to pay online without setting up a profile.

Additionally, the link to where you can set up payment arrangements is more visible on the portal's home page.

QUESTIONS?
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