



## How do I sign in to My Account?

Basic FAQ information can be found at [CommercialService.com/AccountFAQ](https://CommercialService.com/AccountFAQ)

### Q: How do I login to my account?

A: To login to your account, go to [CommercialService.com/MyCS](https://CommercialService.com/MyCS) and use the credentials found in your email inbox.

All Commercial Service residential customers are sent an email within 24 hours of account creation if they provide a valid email address.

### Q: I didn't receive an email with my login credentials.

A: If you did not receive an email with your login credentials, check your spam or junk folder in your email inbox or try resetting your password and use the email address you provided to Commercial Service.

Go to [CommercialService.com/MyCS](https://CommercialService.com/MyCS) and select **Forgot your password?** under the login button to reset your password.

### Q: How do I change my email address?

A: If your email is incorrect or needs to be updated, send a request at [CommercialService.com/RequestEdit](https://CommercialService.com/RequestEdit)

A change in email address will update your username on your MyCS account. You will only receive a confirmation email if your email address is updated.

### Q: How do I change my password?

A: Go to [CommercialService.com/MyCS](https://CommercialService.com/MyCS) and select **Forgot your password?** under the login button to reset your password.

### Q: How do I update my profile information on my account?

A: If your email, phone number, or address is incorrect or needs to be updated, send a request at [CommercialService.com/RequestEdit](https://CommercialService.com/RequestEdit)

A change in email address will update your username on your MyCS account. You will only receive a confirmation email if your email address is updated.

### Q: How long will it take for my information to be updated?

A: All updates will be made within 2-3 business days on your account.