How Your Customers Manage Multiple Accounts

If your customers have multiple accounts with you, they can manage all of these accounts with one login on PSN rather than having a different login for each of their accounts. Your customers will then be able to view and make payments to multiple accounts on one visit to expedite their payment process.

To link multiple accounts together

1. Customer will log into their account; select "My Profile" tab
2. Select "Manage Additional Profiles"
3. To add additional accounts, select "Add New Account"
   a. If adding an account from your customer base, your customer will select "Add account from [Your Company Name]
   b. If adding an account from a different company they will select "Add New Company" *(an example would be if they paid their water bill to one company who works with PSN, and then paid their rent to a company who also works with PSN)*
4. If adding an account from your company, your customer will need to locate the account they wish to add by searching by their account number and their last name; then selecting "Next"
   a. If adding one from a new company, your customer will first need to search for the new company (ABC Apartments); then they will need to locate their account
5. They will choose their account in the list that is generated and select "Next"
6. Lastly, your customer needs to select "Confirm" to finalize adding the new account

To change which account is primary (the primary account is the one which they will log into first)

1. Your customer will log into their account; then go to the "My Profile" tab
2. Select "Manage Additional Profiles"
3. Select "Options" next to the account that your customer would like to be their primary account
4. From the list of options, select "Make Primary Account"

Troubleshooting

✓ "Will my customers be able to pay both accounts at the same time?" Yes, your customers will be able to choose to pay one or multiple accounts at the same time.
✓ "I no longer want these accounts grouped together." You can remove one of the accounts by selecting "Options" next to the account in the "Manage Additional Profiles" section and select "Remove Account"

Still need assistance…

If you require additional help, please submit a TICKET by logging into the PSN Account Management Center; in QUICK LINKS, select "Submit/Monitor Tickets." Your question will be addressed within one business day.