



# State of Hawaii Public Utilities Commission

The Case and Document Management System (CDMS) also known as eServices.

We have improved the experience for our users, and are hoping that it will streamline filing documents, cases, tariffs and payments. On the main page, you will notice that there are 8 categories within the orange banner; Home, **Calendar**, Consumer Assistance, Regulated Entities, **Submit a Filing, Reports, Search Cases & Filing, Contact, PUC Home**.

You are able to view these different categories without having to signup or login; however, in order to be able to file documents, make payments, etc., you will need to signup. There is no fee for you to signup, and this video will walk you step by step for the signup process.

At the top right corner of your page, you will notice that there is a login/signup area; please click on this.



Once you have clicked on the signup, you will then be directed to a webpage that looks like this:

The registration form includes the following fields:

- First Name
- Last Name
- Email
- Phone
- Title
- Street
- City
- Country (dropdown menu, currently set to United States)
- State (dropdown menu, currently set to Select an Option)
- Zip/Postal Code

At the bottom right of the form is an orange "Next" button. At the bottom left, there is a link: "Already have an account? Login Here".

On the signup page, you will be asked to provide your first and last name, a valid email address, your phone number, what your title is within your company, the address of where the company is located, the city and state that it is in and a valid zip code.

After inputting this information, please click next.

The next screen that you will see, is asking if you would like to have the Multi-factor Authentication enabled.



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This is not a requirement in order to signup for eServices. Should you choose this option, you will be directed to use an authenticator of your choice (i.e., Microsoft Authenticator App 2FA Authenticator, Authy, Duo, LastPass Authenticator, etc.)

After choosing to enable or not selecting the MFA (Multi-factor Authentication), you will click next. The next screen that is shown, will be asking if you are joining a Regulated Entity or not.

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\* Are you looking to join a Regulated Entity?  
--None--

Back Sign Up

Already have an account? Login Here

If you choose Yes, it will then proceed to have you search for that Entity that you are a part of:

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\* Are you looking to join a Regulated Entity?  
Yes

\* Select Regulated Entity  
Search Accounts Search

Back Sign Up

Already have an account? Login Here

Once you have searched for and chosen your entity, click on the box that is to the left of the entity name.



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\* Are you looking to join a Regulated Entity?  
Yes

\* Select Regulated Entity  
windpower

Accounts (1)

Account Name
WINDPOWER ASSOCIATION OF HAWAII, INC., ET AL, PROTESTORS VS. HECO, HELCO, MECO, KE AND MOECO, RESPONDENTS

Showing Rows 1 - 1 of 1

Back Sign Up

Already have an account? Login Here

After you have chosen the entity name, you will then see the signup button at the bottom of the screen.

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\* Are you looking to join a Regulated Entity?  
Yes

\* Select Regulated Entity  
WINDPOWER ASSOCIATION OF HAWAII, INC., ET AL, PROTE... X

Back Sign Up

Already have an account? Login Here

When you click on the signup button, the next screen that will appear will state that you need to go to your email to finish the registration process.

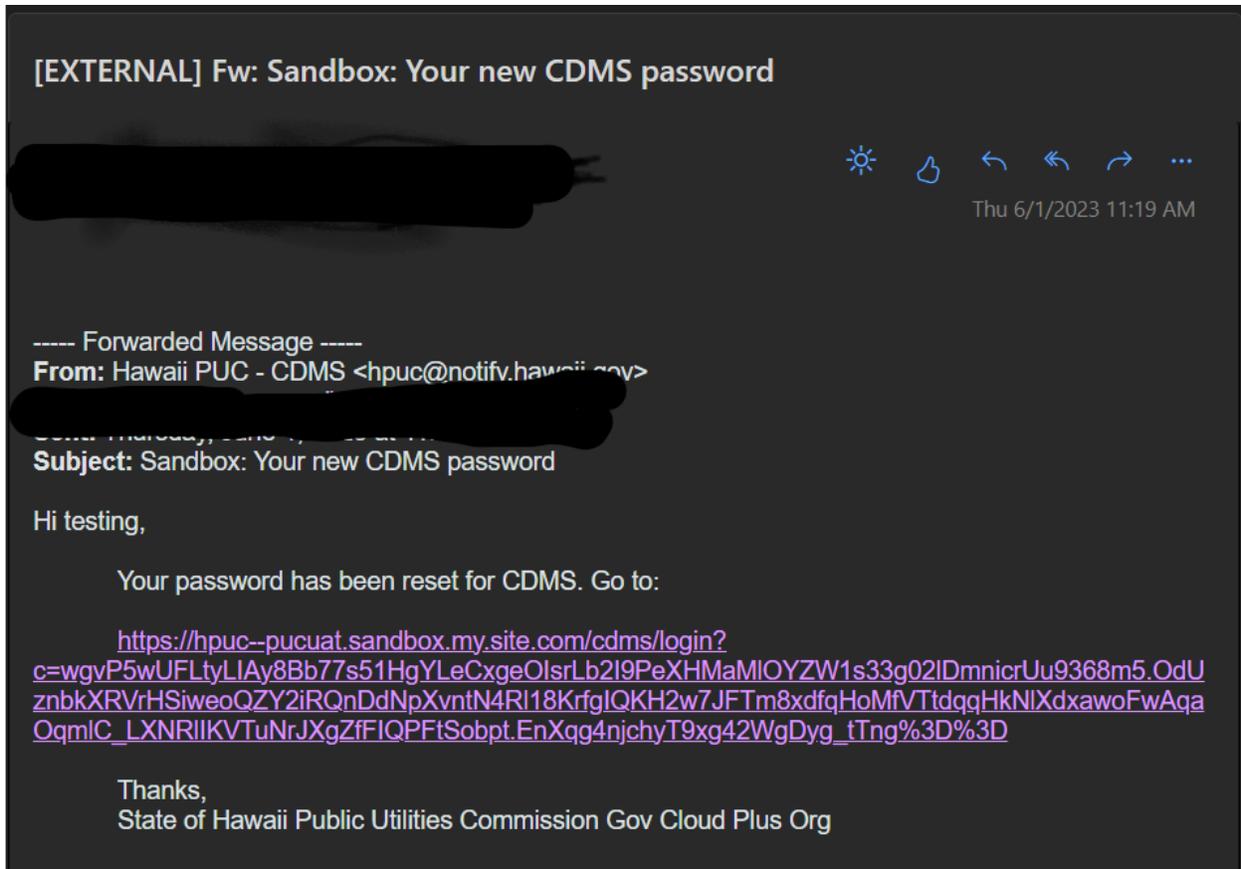


### Check your email to complete registration

To complete your CDMS eServices account registration, please check for an email from [puc.cdms@hawaii.gov] for instructions on resetting your password. Once you reset your password, you'll be able to log in to CDMS eServices.

[Back to login](#)

The email that is sent to you, will be asking for you to reset your password. The system automatically generates a temporary password, so you will need to set your own password by clicking on the link within the email:





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Your password has been reset for CDMS. Go to:

[https://hpuc--pucuat.sandbox.my.site.com/cdms/login?  
c=wgvP5wUFLtyLIAy8Bb77s51HgYLeCxgeOlsrLb2I9PeXHMAMIOYZW1s33g02IDmnicrUu9368m5.OdU  
znbkXRvRHSiweoQZY2iRQnDdNpXvntN4RI18KrfglQKH2w7JFTm8xdfqHoMfVTdqqHkNIXdxawoFwAqa  
OqmIC\\_LXNRllKVTuNrJXgZfFIQPFtSobpt.EnXgg4njchyT9xg42WgDyg\\_tTng%3D%3D](https://hpuc--pucuat.sandbox.my.site.com/cdms/login?c=wgvP5wUFLtyLIAy8Bb77s51HgYLeCxgeOlsrLb2I9PeXHMAMIOYZW1s33g02IDmnicrUu9368m5.OdUznbkXRvRHSiweoQZY2iRQnDdNpXvntN4RI18KrfglQKH2w7JFTm8xdfqHoMfVTdqqHkNIXdxawoFwAqaOqmIC_LXNRllKVTuNrJXgZfFIQPFtSobpt.EnXgg4njchyT9xg42WgDyg_tTng%3D%3D)

Thanks,  
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This link will take you directly to the verification code page. This code will have been emailed to you using the email address that you provided during signup:

You will need to check your email for this code and enter it into the verification code box:



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**Sent:** Thursday, June 1, 2023 at 12:39:21 PM HST  
**Subject:** Sandbox: Verify your identity in CDMS

You recently attempted an action in CDMS.  
 Action: Log In to CDMS

Browser: Chrome  
 Operating System: Windows 10  
 Username: [rochell3@yahoo.com](mailto:rochell3@yahoo.com)

To ensure your account's security, we must verify your identity. Enter the following code where prompted by CDMS.

Verification Code: 722971

If you didn't attempt this action in CDMS, or you don't recognize this browser or operating system, contact your CDMS administrator.

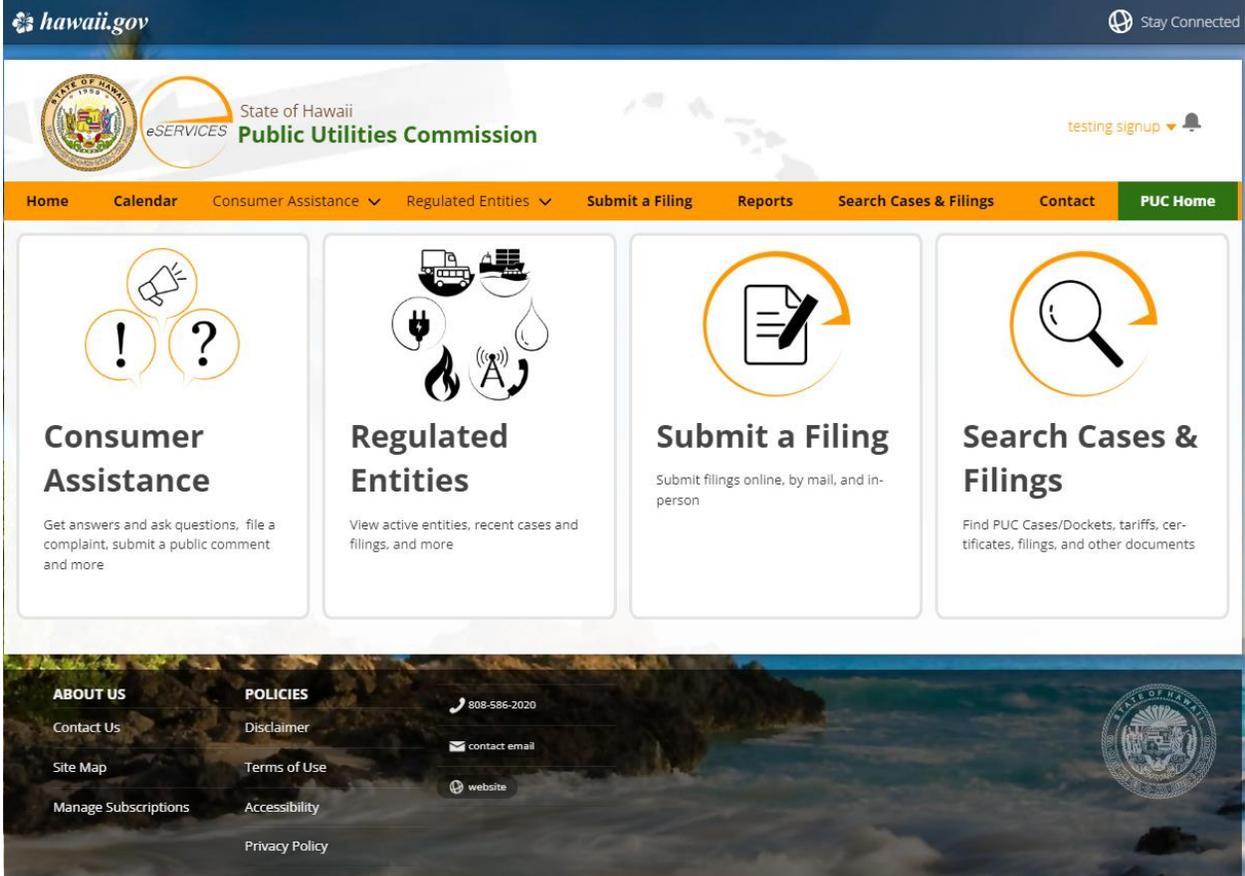
After you have put in the verification code, you will then be taken to the password screen so that you can change the password. The requirements for the password is 8 characters, 1 letter and 1 number.

Once you have selected your password, you will need to type it in both new password and confirm password box and then click Change password:

After you click Change Password, you will then be directed to the **Home** page of the new **eServices** website:



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You will notice in the top right-hand corner that it will have your name that you signed up with and a drop down arrow that is the same color as your name along with a bell. The Bell icon is used for notification purposes, and lets you know when you have received a new message, action or inquiry:



You have now completed the registration process and can enjoy using the new eServices website to its full extent.

Mahalo nui loa iā 'oe no kou manawa



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Thank you for your time

MAHALO NUI LOA



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FROM ALL OF US AT THE PUBLIC UTILITIES COMMISSION WE THANK YOU FOR YOUR  
TIME. HAVE A GREAT DAY!