

# eStatement Documentation

## Forgot Password

Note: WCTA cannot see your password. To retrieve a forgotten password follow the steps below.

1. From the WCTA home page ([www.wctatel.net](http://www.wctatel.net)) click on the **Bill Pay** link located on the left side of the screen.
2. From the Login screen click on the **Forgot Password** link.

Username

Password

Login Forgot Password?

Sign Up

You will need your most recent invoice

3. On the Retrieve Password screen enter the username you created your eStatement account with. Then click **Continue**. You will then be prompted to answer your security question.

Retrieve Password

Enter your username and click "Continue" to get your password hint question, then answer the password hint and click "Email Password" to have your password emailed to your email address

Question:  
From which high school did you graduate?

Answer:

Email Password

4. Once the security question has been answered, the eStatement system will send an e-mail the e-mail address you used when you registered your eStatement account. The e-mail will contain information about your password.