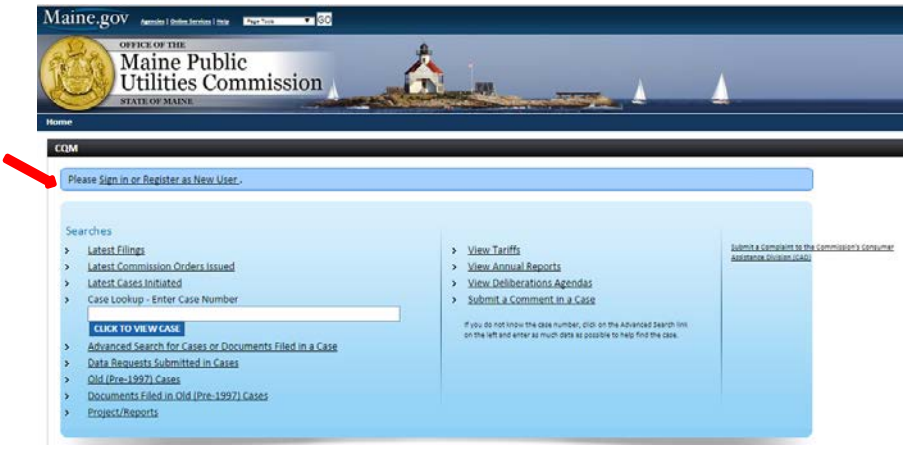
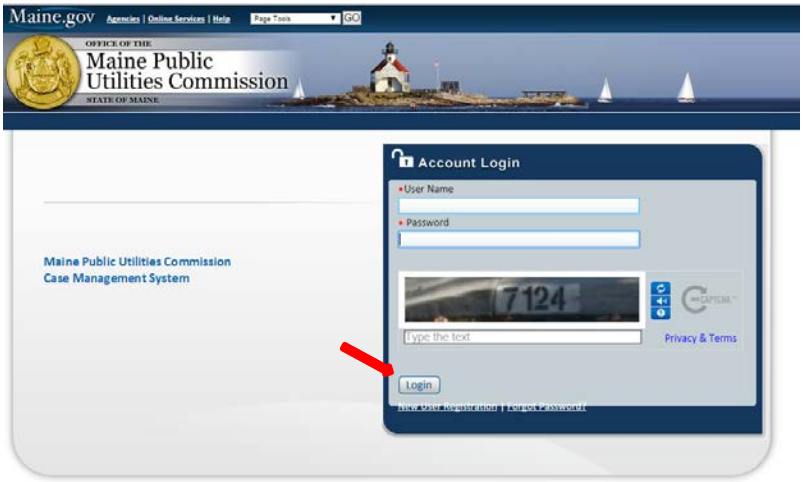
How to create an account on CMS

1) Go to the Public Utilities Commission's Content Management Site: https://mpuc-cms.maine.gov/CQM.Public.WebUI/ExternalHome.aspx

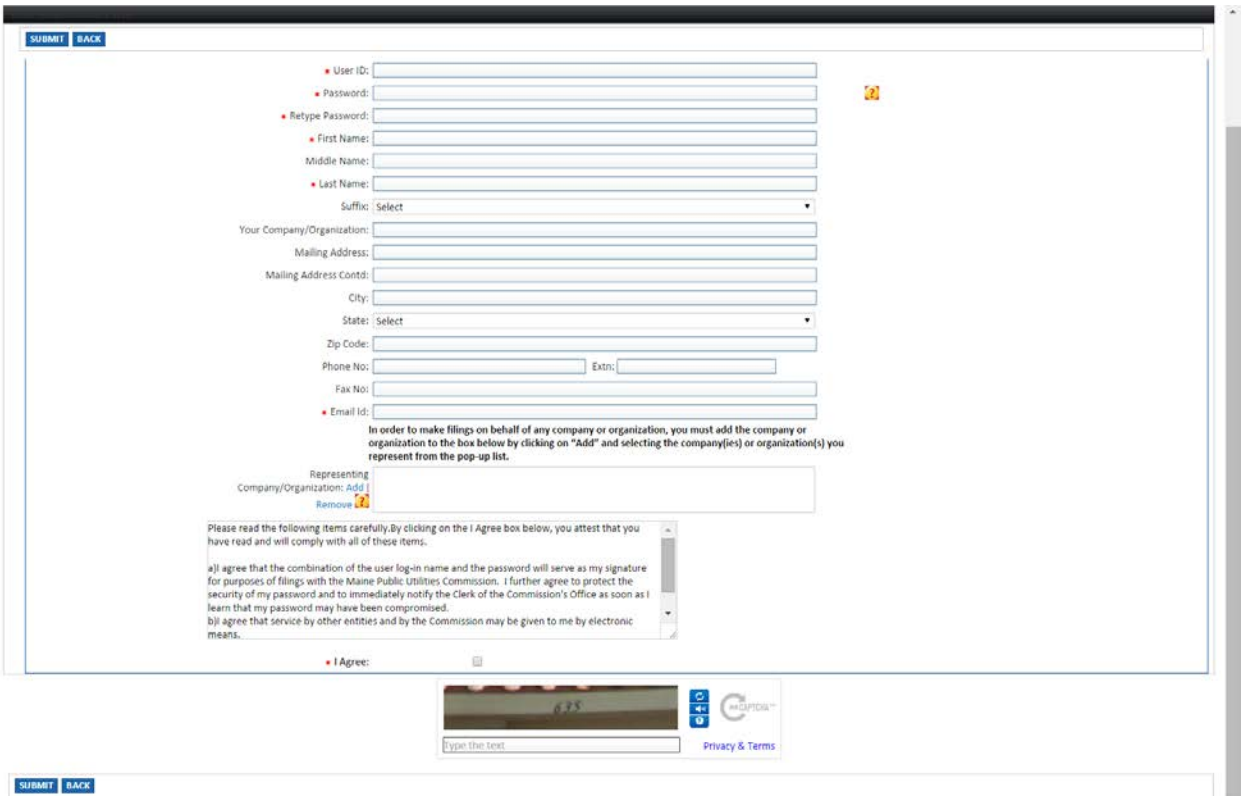
2) Click the link to sign in to the system:



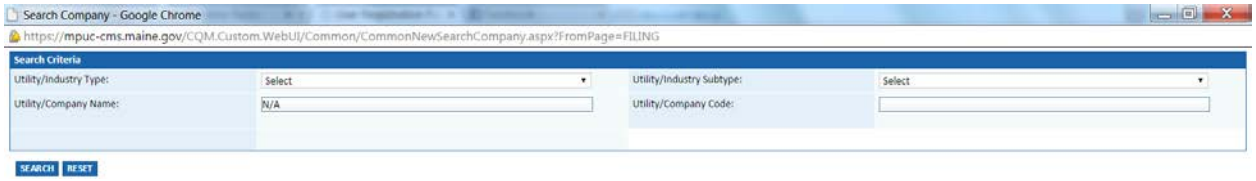
3) Below the Login button, there is a New User Registration link. Click on that to begin your registration.



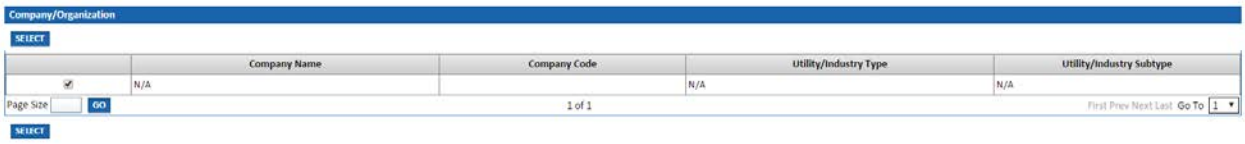
4) A new window will open and ask you to fill out a user profile. All fields with a * are required.



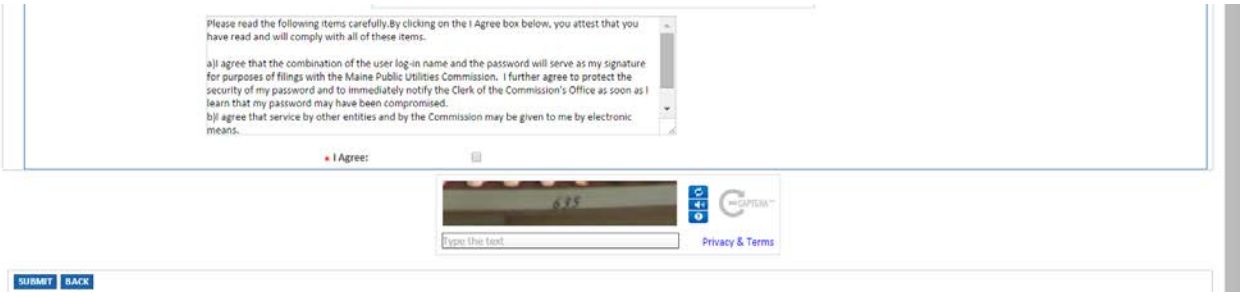
a. The User ID will be used each time you log in to the system.
b. The password must be 8 characters long. It also must include one uppercase letter, one lowercase letter, one number and one special symbol (e.g. *, #, !, @, $, %)
c. Please fill out the Your Company/Organization field with the word: Self
d. You also need to fill out the Representing Company/Organization field. Click the Add link and a new window will appear.
e. In the Utility/Company Name field, type N/A and hit the search button.



f. You should now see the following option appear. Check the box next to Company Name and hit Select again.



g. The window allowing you add a company affiliation should now close and return you to the profile creation page. Read the items in the window and check the box indicating that you agree with the items described above.



h. Directly below the I Agree box, you will see an image with a few randomly generated numbers or letters in it. Retype those characters in the Type the Text box and hit submit.

5) Before your registration is completed, you will receive an email from CQMAdministrator@maine.gov with the subject line: User Registration Confirmation. The email will contain a web link that you need to click on to complete the registration process. If you don't see the email appear shortly, please check your junk mail or spam folders for the message.

6) After clicking on that link, you will receive a second email from CQMAdministrator@maine.gov with the subject line: Registration Notification. Please keep this message. It will contain your User ID and password as well as the web address for the Maine Public Utilities Commission's Case Management System.

You are now registered with CMS! Congratulations!

If you have any questions or problems when creating your account in the CMS, please contact the Office of the Public Advocate at (207) 624-3687 or the Public Utilities Commission (207) 287-3831 for further assistance.