

Registering with eTower

eTower is Pacific Waste's online customer portal. First time users will need to register with either the phone number on file or the most recent invoice number.

Once you log in, you can:

- Pay your bill – You have the option to pay one bill at a time or set up recurring payments
- Confirm your collection day(s)
- Review your services

Refunds and/or credits cannot be processed online.

eTower Home Page

The screenshot shows the Pacific Waste logo on the left with the slogan "Keeping Hawaii Beautiful" and the phone number "808-326-4911". Below the logo are two input fields for "Username:" and "Password:". The password field has a small note "Password is case sensitive" below it. A blue "Log In" button is positioned below the password field. To the right of the login fields are three links: "First Time? Click here to register.", "Forgot your password? Click here for assistance.", and "Waiting for your confirmation email? Click here to resend." The "Click here to register" link is circled in orange, and an orange arrow points from it to a separate orange-bordered box on the right that contains the text "Click here to register a new user to eTower".

Welcome to the our Web Payment System. First time users will need to register with either the phone number on file or the most recent invoice number.

We take your privacy seriously and will take all measures to protect your personal information. We will not share your information with any third parties and all account information is kept confidential.

Once you log in, you can:

1. Pay your bill – You have the option to pay one bill at a time or set up recurring payments.
2. Confirm your collection day(s)
3. Review your services



Username can be numbers and letters. Special Characters are not allowed.

Password must be at least 7 characters, must include 1 lowercase character, 1 uppercase character, 1 special character, 1 number.

First Name	<input type="text"/>	<div style="border: 1px solid orange; padding: 5px;"> <p>Create a username It can be made up of numbers and letters, but cannot include any special characters</p> </div>
Last Name	<input type="text"/>	
Email	<input type="text"/>	<div style="border: 1px solid orange; padding: 5px;"> <p>Create a password Must be at least seven characters Must include:</p> <ul style="list-style-type: none"> one lowercase character one uppercase character one number </div>
Confirm Email	<input type="text"/>	
User Name	<input type="text"/>	<div style="border: 1px solid orange; padding: 5px;"> <p>Security question: select one</p> <div style="border: 1px solid gray; padding: 2px;"> <p>What was the name of your first pet? ▾</p> <p>What was the name of your first pet?</p> <p>In what city were you born?</p> <p>What is your favorite color?</p> </div> </div>
Desired Password	<input type="password"/>	
Confirm Password	<input type="password"/>	<div style="border: 1px solid orange; padding: 5px;"> <p>This is a six digit number</p> </div>
Security Question	<input type="text" value="What was the name of your first pet?"/> ▾	
Security Question Answer	<input type="text"/>	<div style="border: 1px solid orange; padding: 5px;"> <p>This is a ten digit number</p> </div>
Customer Account Number	<input type="text"/> <small>Leading zeros are required</small>	

Please confirm your account authenticity with either the phone number on file or last invoice number.

Phone Number	<input type="text"/>
Invoice Number	<input type="text"/> <small>Leading zeros are required</small>

Register
Reset
Return To Log In

Other Notes

After you register one customer account, you can add additional accounts without creating additional usernames.