

NEW User REGISTRATION PROCESS

1. In Click2GovCX, click on 'Create New User'



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2. Enter email address. This will be the user id/logon for your account.

Create New User

* = Required

* eMail Address:

* Confirm eMail Address:

* Password:

* Confirm Password:

* First Name:

* Last Name:

* Address 1:

Address 2:

* City:

* State:

* Zip Code:

At least one phone must be entered

Home Phone:

Work Phone:

Work Ext:

Cell Phone:

Security Questions

* 1. Question:

Answer: [Remove](#)

* 2. Question:

Answer: [Remove](#)

* 3. Question:

Answer: [Remove](#)

[Add Another Question](#)

You will also need to enter your address and at least one phone number. You will be prompted to select from a variety of security questions. The answers to these questions are used if you forget your login information and you need to reset your password. You will be prompted to answer these questions.

NEW User REGISTRATION PROCESS

Click on the 'Create New User Button' when all fields have been successfully filled out.

The following message will display.

The screenshot shows the Click2Gov Utility Billing website. The header includes the logo and navigation links: Contact Us | Create New User | Login. A left sidebar contains links for Home and One Time Payment. The main content area is titled 'Create New User' and features a red asterisk indicating a required field. A yellow message box states: 'Your user has been created. A confirmation email has been sent to the eMail Address specified containing a link to enable your user.'

3. You will receive an email that contains a link. You will click on this link to complete the registration process.
4. Once the registration process is complete, you can log into your account with your newly created user id and password. Then click on the 'Logon' button.

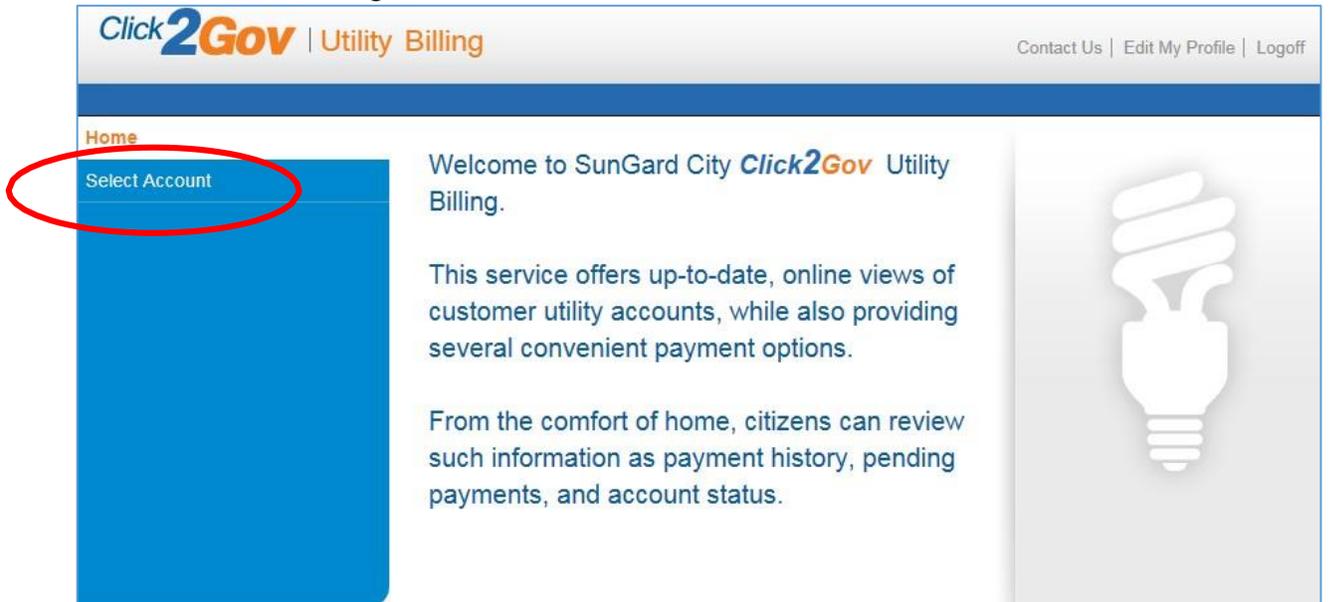
The screenshot shows the Click2Gov Utility Billing website. The header includes the logo and navigation links: Contact Us | Create New User | Login. A left sidebar contains links for Home and One Time Payment. The main content area is titled 'User Login' and features a red asterisk indicating a required field. Below the title, instructions state: 'In order to log into the system, you will need to enter your user ID or primary email address and your password. Please enter them in below and click on the "Logon" button.' The form includes two input fields: '* eMail Address:' with the placeholder 'someone@somewhere.com' and '* Password:' with a masked password '●●●●●●●●'. A 'Logon' button is located at the bottom right of the form. A 'Reset Password' link is located below the form.

NEW User REGISTRATION PROCESS

The following screen will display.



5. To add accounts to the login, click on the 'Select Account' button on the left side of the screen.



NEW User REGISTRATION PROCESS

6. When the screen for Utility Accounts Displays, select 'Edit Master Account'.

The screenshot shows the 'Click2Gov | Utility Billing' header with links for 'Contact Us', 'Edit My Profile', and 'Logoff'. The left sidebar contains 'Home', 'Select Account', and 'Edit Master Account' (circled in red). The main content area is titled 'Utility Accounts' and displays the message: 'No locations are associated with your User ID.'

7. Click on the link 'Add Account'

The screenshot shows the 'Click2Gov | Utility Billing' header. The left sidebar contains 'Home', 'Select Account', and 'Edit Master Account'. The main content area is titled 'Add/Delete Account' and displays the message: 'No accounts associated with your User ID. You can add accounts to your User ID by clicking on the link: [Add Account >](#)' (the link is circled in red).

8. Enter the customer account number and bill due date.

The screenshot shows the 'Click2Gov | Utility Billing' header. The left sidebar contains 'Home', 'Select Account', and 'Edit Master Account'. The main content area is titled 'Add Account' and contains the following form fields:
* = Required
User ID: someone@someplace.com
* Account ID: -
* Due Date: e.g. MMDDYY
A 'Submit' button is located at the bottom right. A red note at the bottom states: '* Account ID must be entered exactly as it appears on your monthly statement (configurable).'

NEW User REGISTRATION PROCESS

9. The account is now added to the login.

Click2Gov | Utility Billing Contact Us | Edit My Profile | Logoff

Home
Select Account
Edit Master Account

Add Account

* = Required

User ID: someone@someplace.com

The account was added successfully.

* Account ID: -

* Due Date: e.g. MMDDYY

* Account ID must be entered exactly as it appears on your monthly statement (configurable).

NEW User REGISTRATION PROCESS

To view the accounts attached to the logon, click on 'Select Account'

Click2Gov | Utility Billing Contact Us | Edit My Profile | Logoff

Home

Select Account

Edit Master Account

Utility Accounts

Select the location you would like to work with:

Account Number	Location Address	Total	Auto Pay	Tender Acct #	Cash Only?
000000875-000012878	123 MAPLE STREET	\$40.27	None		

Showing 1 to 1 of 1 entries

Click on the link of the Account Number to view the Account Information.

Click2Gov | Utility Billing Contact Us | Edit My Profile | Logoff

Home

Select Account

Account Information

Payment History

Make Payments

Auto Pay

Consumption Report

Billing History

Service Summary

Edit Account

Manage eBilling

Account Information

Account Number: 000000875-000012878	Location Address: 123 MAPLE STREET SOME CITY, FL
Customer Name: JOHN SMITH	Phone Number: (000) 000-0000

Account Status

[View Actual Bill](#)

Account Status: ACTIVE Payments are allowed

Account Balance: \$40.27 *

Amount Past Due: \$40.27

Cash Only: No

Your last bill was sent on 05/31/2001 in the amount of \$40.27 due on 06/11/2001. You can view your last bill by clicking [here](#).
Your last payment was received on 05/07/2001 in the amount of -\$41.10.

* Transactions that have been authorized but not yet posted may be included.

[Pay Now »](#)