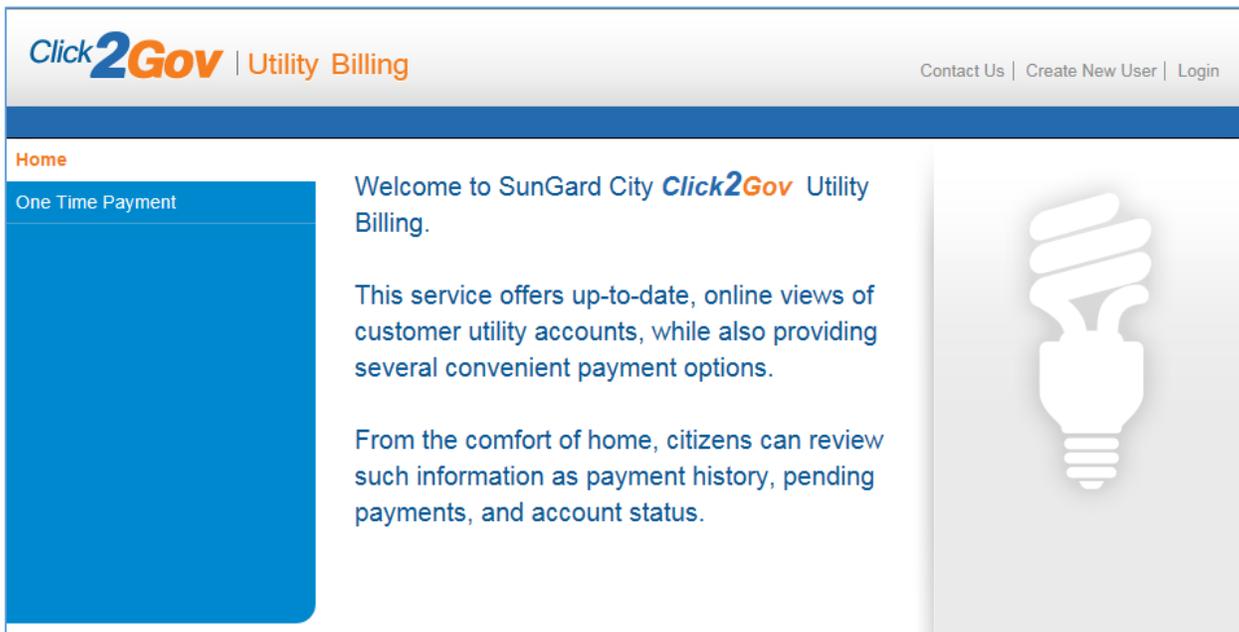
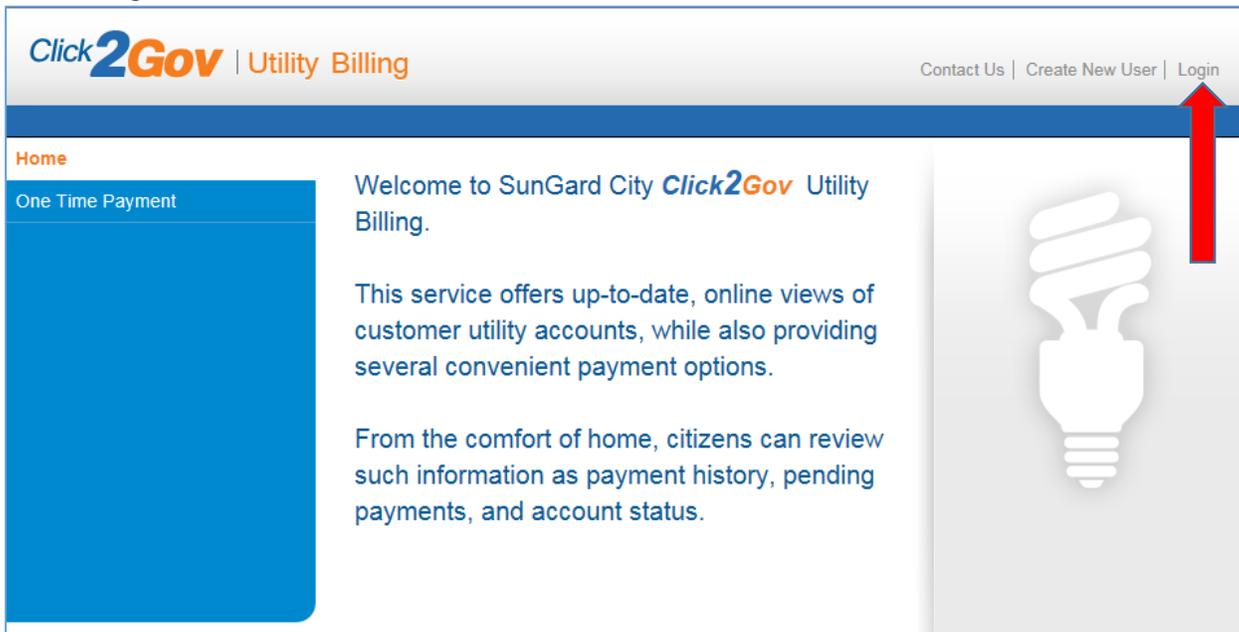


FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

1. Access the Click2Gov Site as normal. The new landing page will display as illustrated below.

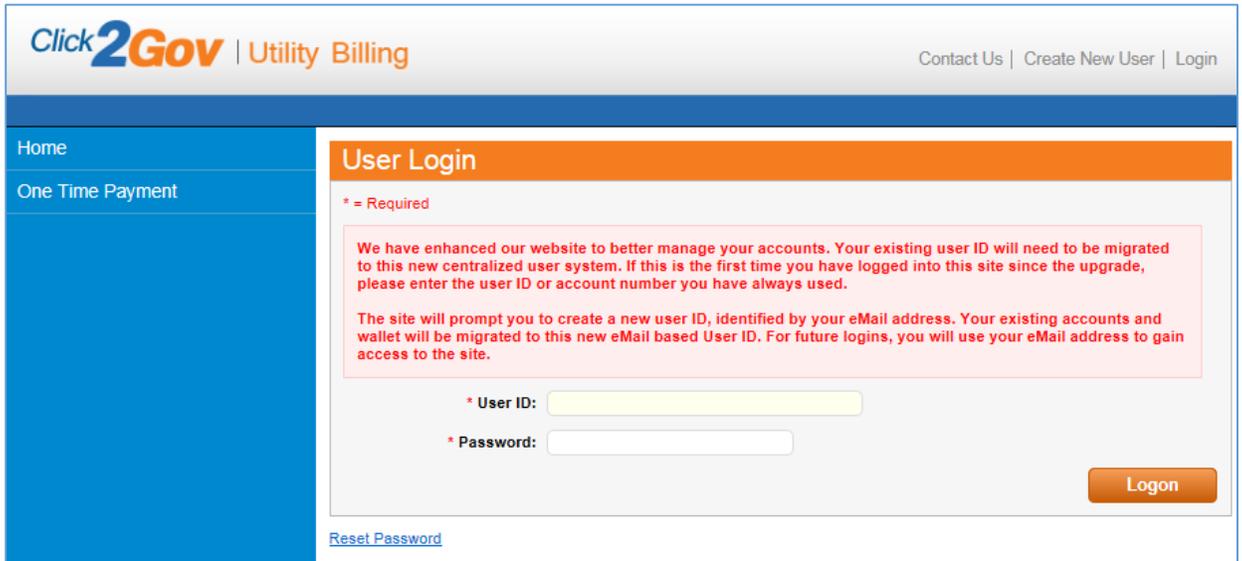


2. Click on Login



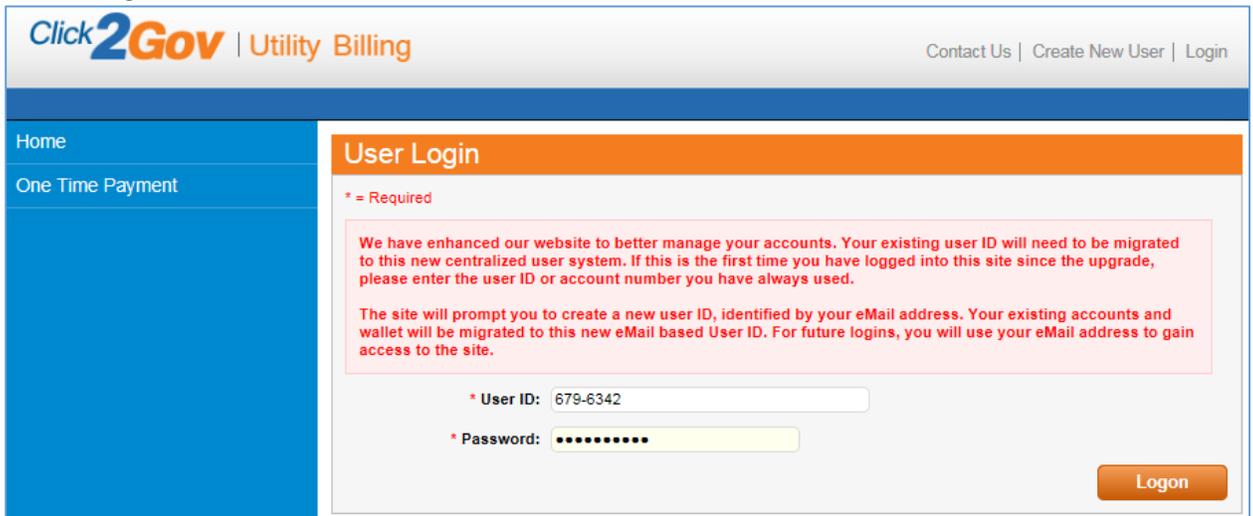
FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

3. The login screen will display



The screenshot shows the Click2Gov Utility Billing website. The top navigation bar includes the logo and links for 'Contact Us', 'Create New User', and 'Login'. A left sidebar contains 'Home' and 'One Time Payment' links. The main content area is titled 'User Login' and features a red-bordered message box with the following text: '* = Required' followed by 'We have enhanced our website to better manage your accounts. Your existing user ID will need to be migrated to this new centralized user system. If this is the first time you have logged into this site since the upgrade, please enter the user ID or account number you have always used.' Below this, a second paragraph states: 'The site will prompt you to create a new user ID, identified by your eMail address. Your existing accounts and wallet will be migrated to this new eMail based User ID. For future logins, you will use your eMail address to gain access to the site.' The login form includes two input fields: '* User ID:' and '* Password:', both currently empty. A 'Logon' button is positioned at the bottom right of the form, and a 'Reset Password' link is located at the bottom left.

4. The citizen will enter their account number and pin as they registered it in the previous version of Click2GovCX. If the citizen has created a master account in the previous version, they may use this login information.



This screenshot is identical to the previous one, showing the same 'User Login' page with the migration message. However, the '* User ID:' input field is now populated with the text '679-6342'. The '* Password:' input field is filled with a series of dots, indicating that the password has been entered and is being masked. The 'Logon' button and 'Reset Password' link remain in the same positions.

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

5. The following popup message will display. Click 'OK' to continue.

User Upgrade

 As part of our ongoing efforts to provide security, reliability and availability for our customers, we are upgrading our online systems. To ensure smooth transition of your data we need you to complete the following fields and submit the information. Upon completion, you will automatically logged-out and receive an eMail prompting you to complete the process.

6. The following message will display for the citizen to enter their new information.

Home

Select Account

Account Information

Payment History

Make Payments

Auto Pay

Consumption Report

Billing History

Service Summary

Edit Account

Manage eBilling

Migrate User Profile ?

* = Required [Maintain Wallet](#)

New Password is required.

Name and Address

* eMail Address: [Change](#)

* 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:

Change Password

Password:

Confirm Password:

Security Questions

* 1. Question:
Answer: [Remove](#)

* 2. Question:
Answer: [Remove](#)

* 3. Question:
Answer: [Remove](#)

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

The process use the email address that is already associated with the account number. If the citizen wants to use a different email address, they may click on 'Change'.

7. Citizen will enter their address information, phone number and questions. If the citizen wants a new password under the new system, they may change it at this time.

Account Information

Payment History

Make Payments

Auto Pay

Consumption Report

Billing History

Service Summary

Edit Account

Manage eBilling

New Password is required.

Name and Address

* eMail Address: [Change](#)

* 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:

Change Password

Password:

Confirm Password:

Security Questions

* 1. Question:

* Custom Question:

Answer: [Remove](#)

* 2. Question:

* Custom Question:

Answer: [Remove](#)

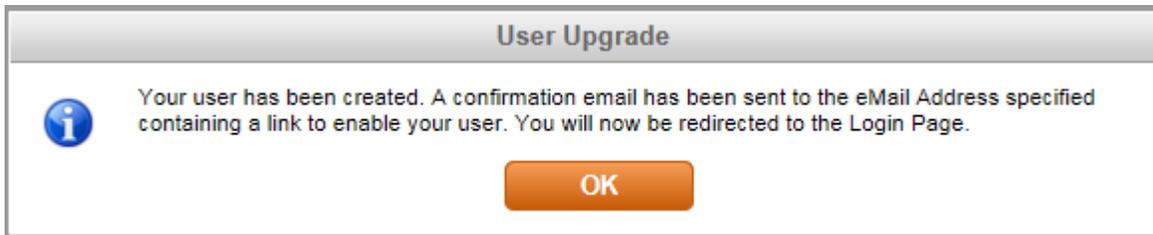
* 3. Question:

* Custom Question:

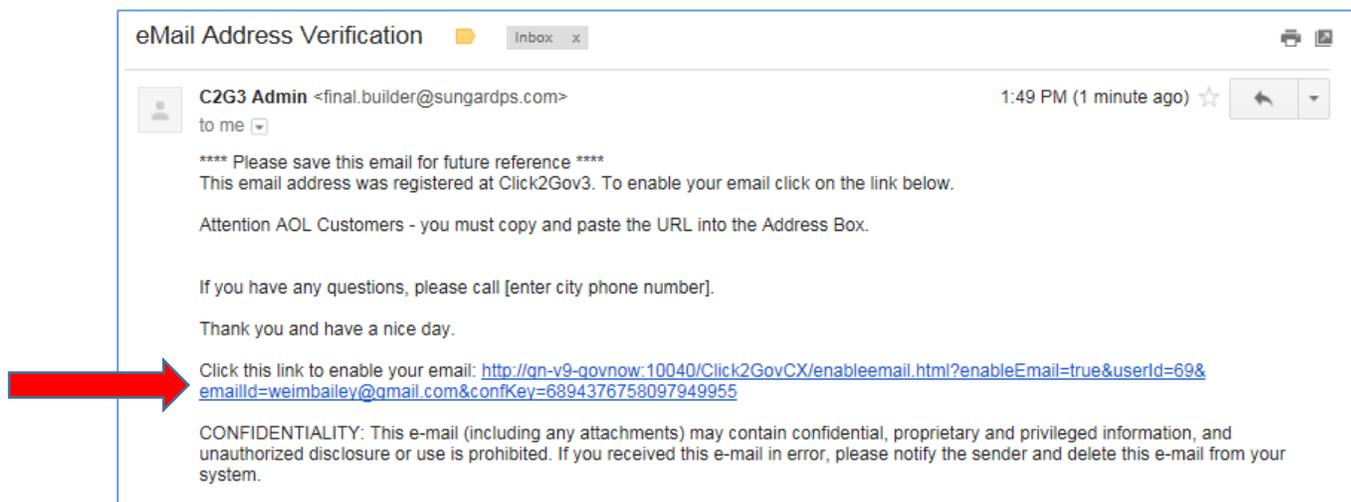
Answer: [Remove](#)

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

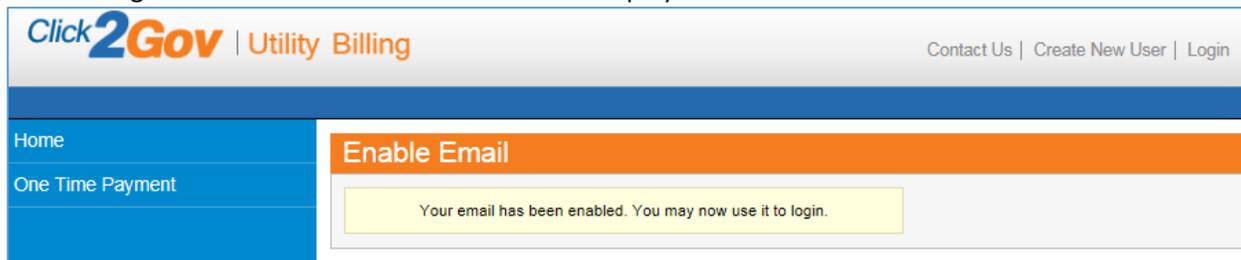
8. The citizen will receive a message stating a confirmation email will be sent to their email account.



9. The citizen will click on the link in their email.

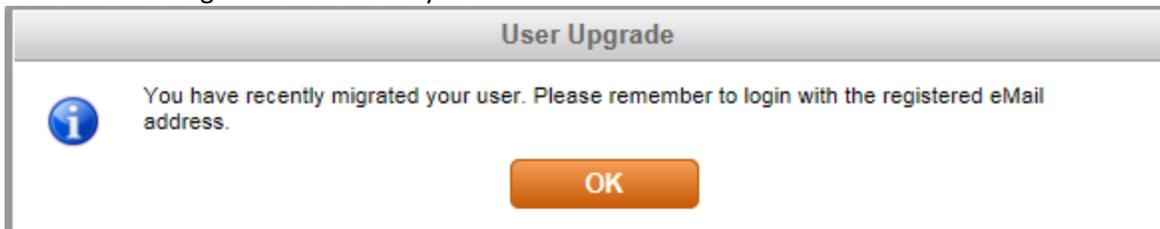


10. The message their account has been enabled will display.



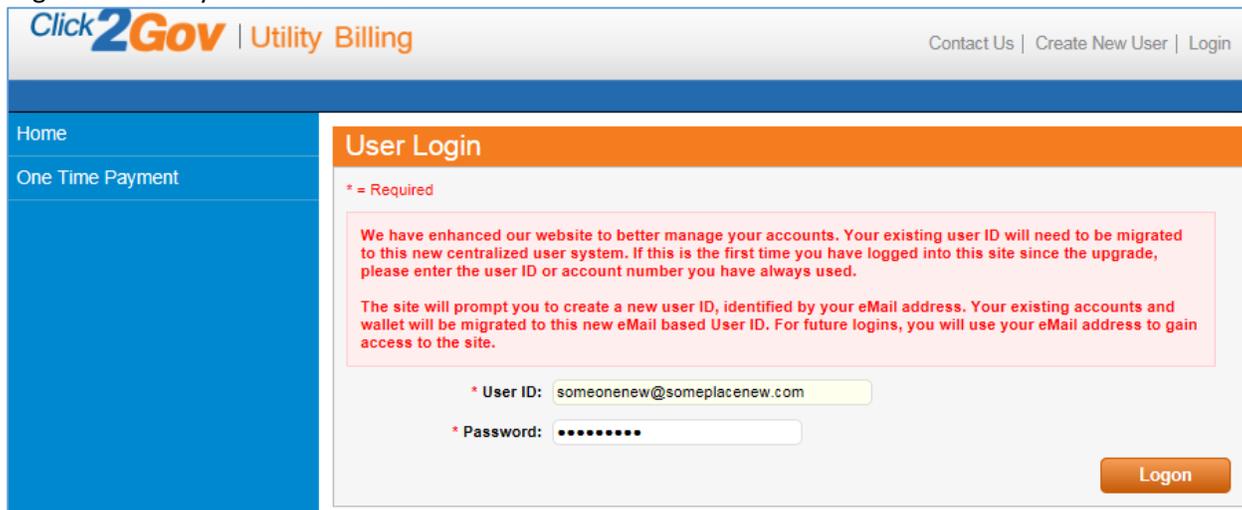
FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

11. Now the citizen can log in as normal with their email address created in the step above and pin from above. The first time they try to log in the following message will display to remind the citizen how to log in with the new system.



Once the citizen has completed the migration process to the new version's login process, they cannot use their account number and pin to log in from this point. They **must** now log in with their email address created in this process.

12. Log in with newly created account.



FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

13. Once logged in, the main landing page will display.

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

Welcome to SunGard City **Click2Gov** Utility Billing.

This service offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options.

From the comfort of home, citizens can review such information as payment history, pending payments, and account status.



14. If there is only one account attached to the email address, you may click on ‘Select Account’ to view all of the accounts associated with this email address. If there is only one account associated with this email address, you may click on any button and the information associated with that account will display. If there is more than one account associated, click on ‘Select Account’ to view a list of those accounts. Then, you may view the account information by selecting the account link.

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?
00000875-000012878	123 MAPLE STREET	\$40.27	None		

Showing 1 to 1 of 1 entries