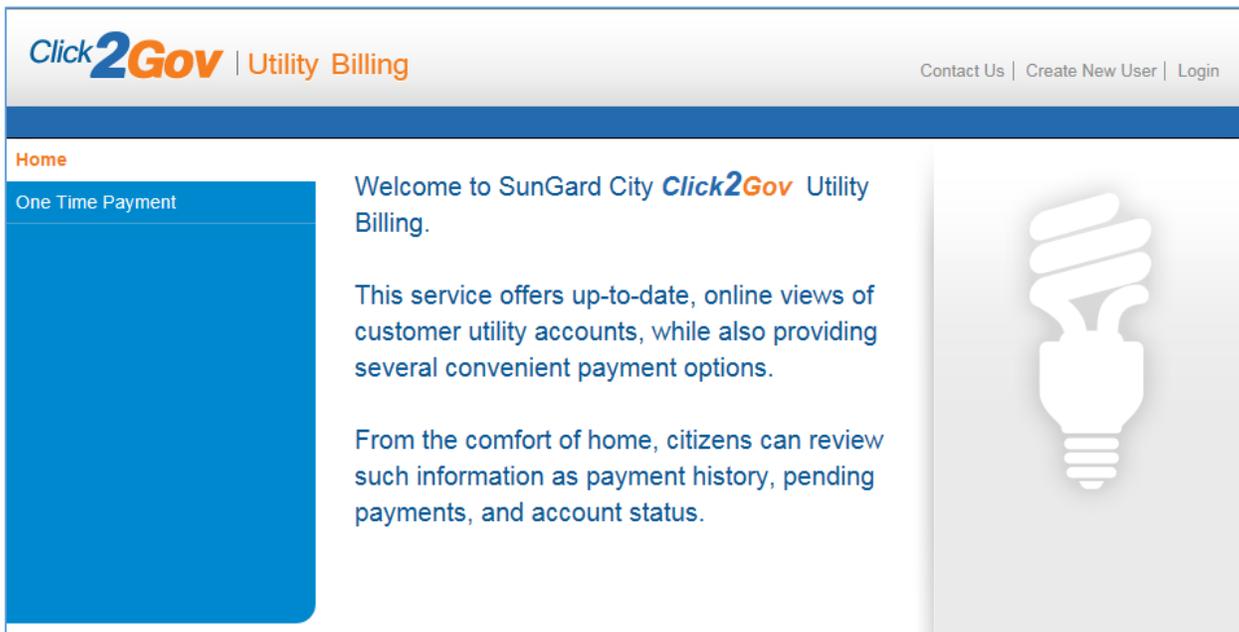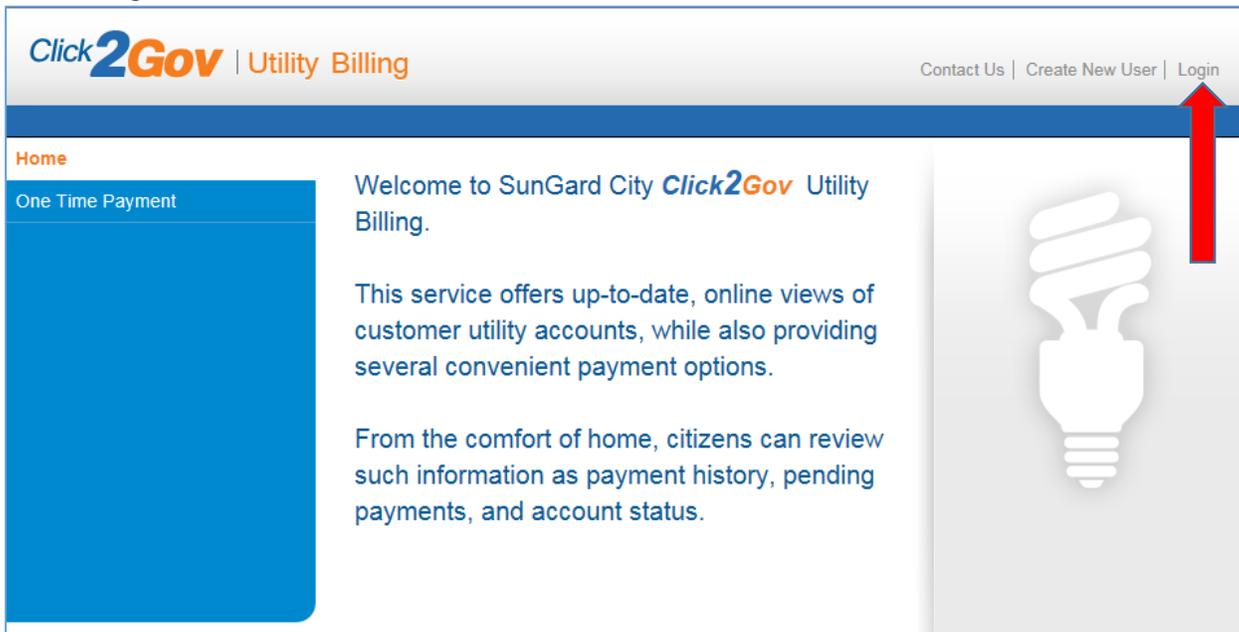# FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

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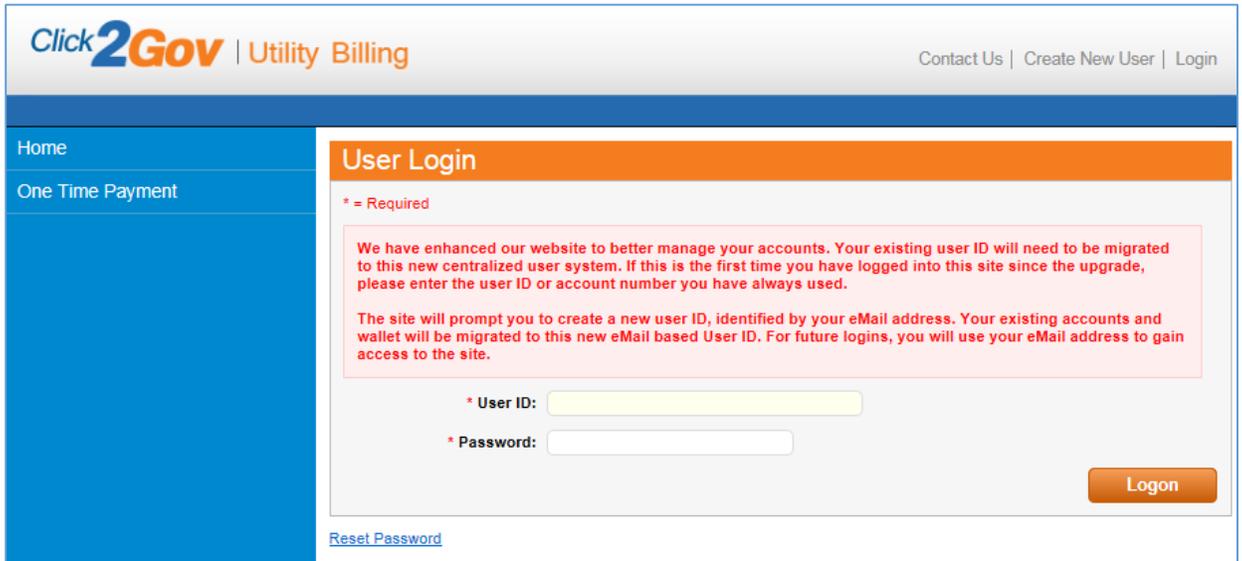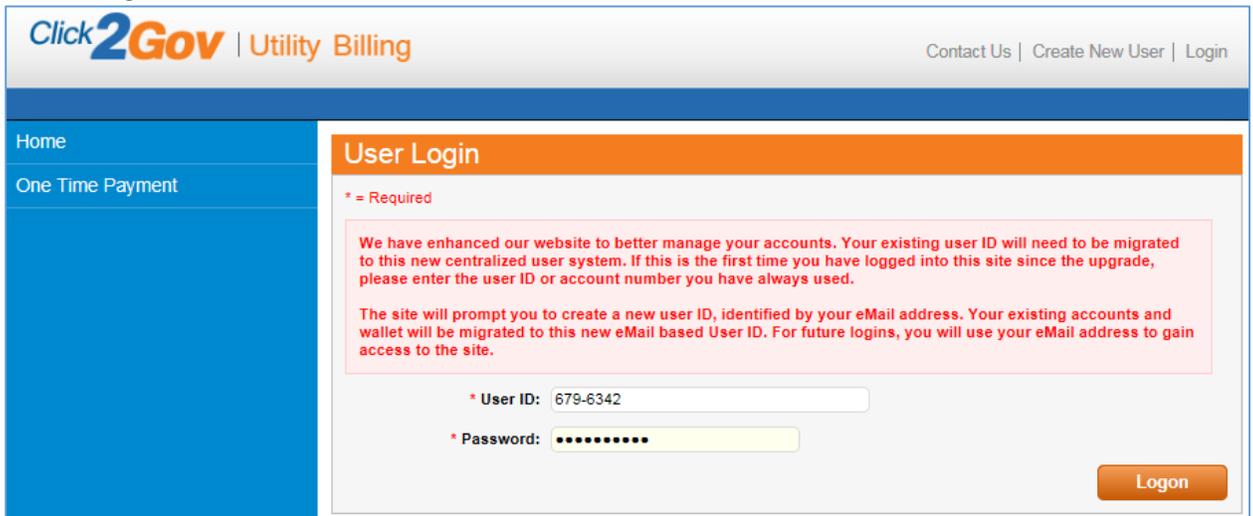

2. Click on Login

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

3. The login screen will display

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.

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

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

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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	New Password is required.	
Payment History	**Name and Address**	
Make Payments	* eMail Address: newsomeone@somplacenew.com	Change
Auto Pay	* First Name: Click2Gov	
Consumption Report	* Last Name: Support	
Billing History	* Address 1: 1000 Business Center Drive	
Service Summary	Address 2:	
Edit Account	* City: Lake Mary	
Manage eBilling	* State: Florida	
	* Zip Code: 32746	

At least one phone must be entered

Home Phone: 800 695 6915
Work Phone:
Work Ext:
Cell Phone:

Change Password

Password: ●●●●●●●●●●
Confirm Password: ●●●●●●●●●●

Security Questions

* 1. Question: My Own Question
* Custom Question: Sungard Lake Mary Address
Answer: 1000 Business Center Drive   Remove

* 2. Question: My Own Question
* Custom Question: Sungard City Name
Answer: Lake Mary   Remove

* 3. Question: My Own Question
* Custom Question: Sungard Support Phone Number
Answer: 1-800-695-6915   Remove
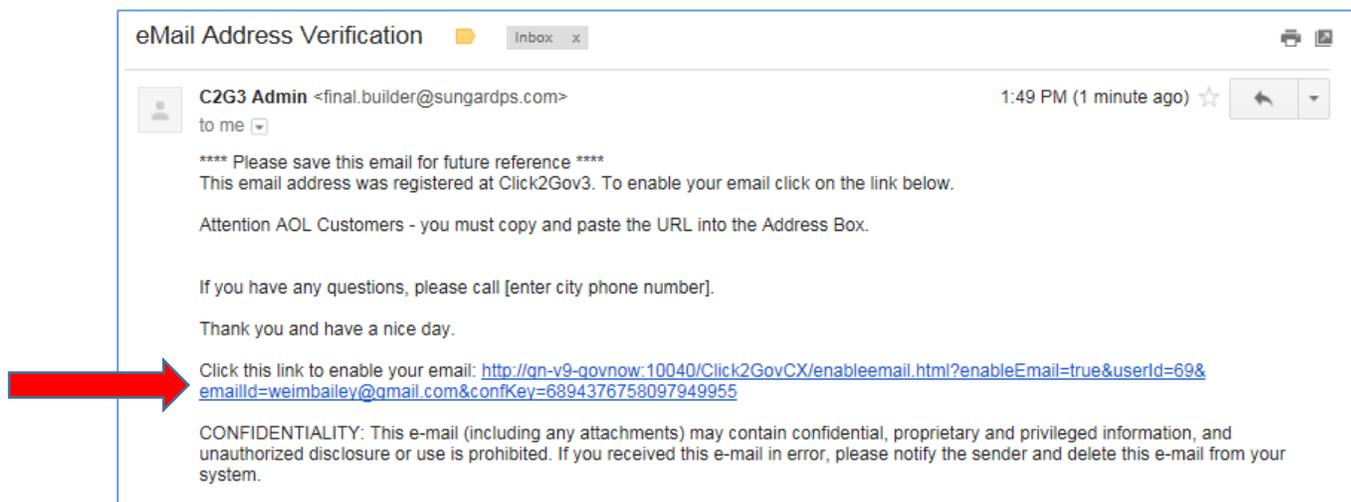
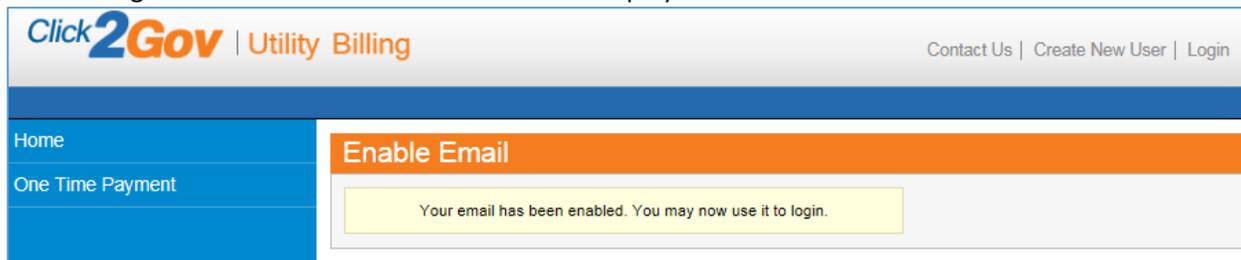# FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

8. The citizen will receive a message stating a confirmation email will be sent to their email account.
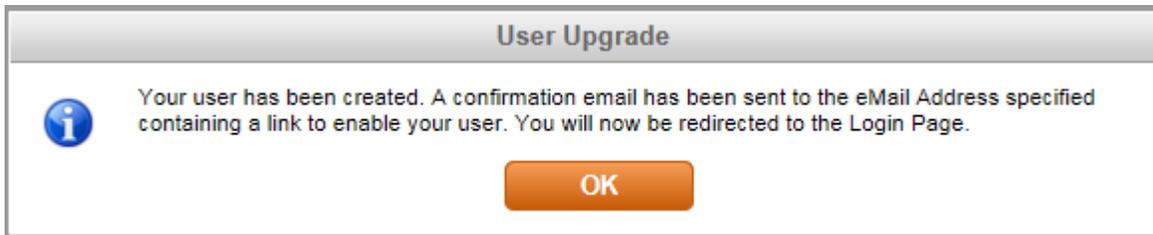
9. The citizen will click on the link in their email.

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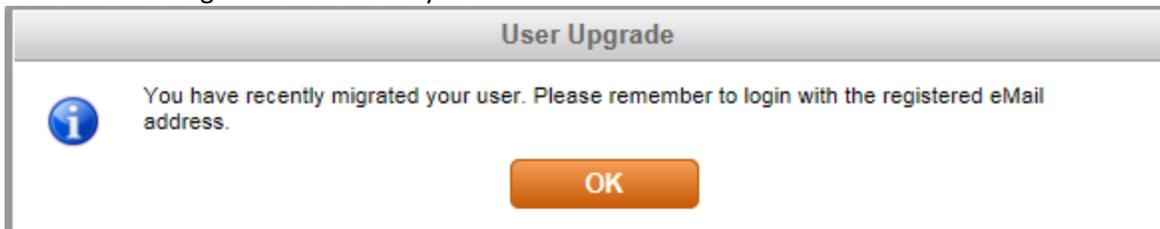
Once the citizen has completed the migration process to the new version's login process, they cannot use their account number and pin to log in from this point. They **must** now log in with their email address created in this process.

12. Log in with newly created account.
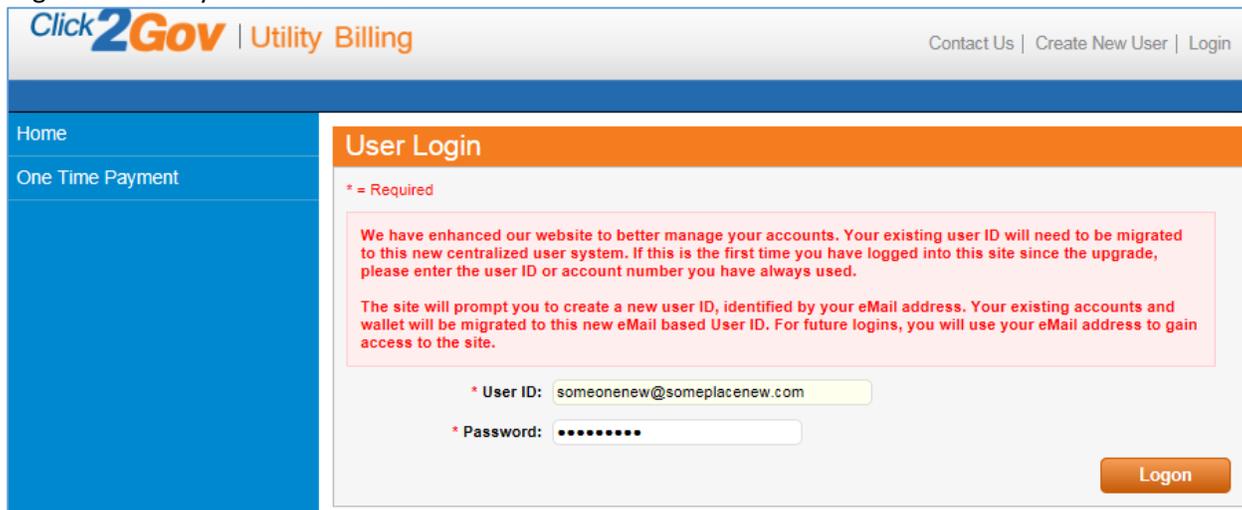
FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

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

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.