

## STEP 1: GETTING STARTED - CREATING A NEW PROFILE

From the Online Profile entry screen you can set-up your Profile.

To do so click on the "[Create New Profile](#)" link (located at the lower left portion of the dialog box).



The image shows a login dialog box with a teal header. The header contains the word "Login" on the left and a language dropdown menu set to "English (United States)" on the right. Below the header, there is a paragraph of text: "Your login is the email address you used when you signed up for this service. Please refrain from using your browser's back button. Instead, use the buttons and links provided to navigate this application." Underneath this text are two input fields: "Login:" followed by a text box, and "Password:" followed by a text box. Below the password field is a "Login" button. At the bottom of the dialog box, there are two links: "Create New Profile?" and "Lost Password?". A red line originates from the "Create New Profile?" link and points upwards towards the text in the paragraph above. A red rectangular box highlights the "Create New Profile?" link.

## STEP 2: ENTERING YOUR PROFILE DETAILS

Please enter your name, email address, phone number, and set a password. The information you enter on this screen will be utilized on your MAIN profile. **Please keep your password in a safe place.**

### Create New Profile

**Your Name:**  \*

**Email Address:**  \*

(Confirmation and Instructions will be sent to this E-mail. Please be aware that due to a high volume of E-Mail traffic you may experience a delay receiving this E-Mail.)

**Confirm Email:**  \*

**Phone:**

**Password:**  \*  
(max 30 characters)

**Confirm Password:**  \*

*\* Required Field*

Once you hit the “Create Profile” button you will receive the following confirmation message. Please check your email for a profile activation link.

## Thank You

You will receive an email message that will contain a link. Clicking the link will allow you to activate your profile. Once your profile has been activated, you can edit your profile, view current balances, pay your bill, print your bill, review accounts history and water consumption.

From the activation link in your email you will be directed to the Activation screen. We suggest you take this opportunity to add all your accounts to your new profile. Please continue by clicking on the “Add a Utility City Account to your Profile” link.

### Your Profile Has Been Activated

[Add a Utility City Account to your Profile.](#)

[Logout - Your Profile Will Be Saved](#)

**STEP 3: ADDING ACCOUNTS TO YOUR PROFILE**

For this step you will need the account numbers and house number for each account you wish to link to your MAIN profile.

**Start by entering your first account number and house number. Next, click the “Verify” button.**

**Attach Your Utility Account to Your Profile**

Your account number is shown on your bill. Please enter the 1st 10 digits of your account number and the house number of your service address.

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Account Number:  \*

House Number:  \*

[Click to verify accuracy of account and house number combination.](#)

*\* Required Field*

**STEP 3a:** Once the account has been verified you may provide a Nickname. Please review the account information and click in the checkbox to validate that the information displayed is correct. Continue by clicking on the “Complete Attachment button”.

**Confirm Account Information**

Name On Account	DOE,JOHN
Account Number	1234567890
Service Address	200 MAIN ST

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If you would like to give this account a simple, easy to recognize nickname, please do so here:

Account Nickname  (You can change this if you wish to.)

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Please indicate that you have verified that the above information is correct by selecting the checkbox.

**STEP 3b:** Congratulations! Your online profile has been created. You should now be viewing the "Summary of Accounts" screen for your Profile.

## Summary of Accounts

Customer Information	
<b>Name:</b>	John Doe
<b>Email:</b>	jd@email.com
<b>Phone:</b>	561-000-0000

Customer Tools	
	<a href="#">Manage Profile</a>
	<a href="#">Manage Account(s)</a>
	<a href="#">Logout</a>

**Instructions:** For consumption history, payment history, or a statement detail, please click on the account number link that you would like to view.

Attached Accounts					
<a href="#">Nickname</a>	<a href="#">Account #</a>	<a href="#">Service Address</a>	Pay	Balance	 <a href="#">Pay Amount</a>
JD	<a href="#">1234567890</a>	200 MAIN ST	<input type="checkbox"/>	282.08	<input type="text" value="282.08"/>
<b>Selected Payments Total</b>					<b>0.00</b>

[Pay with Credit Card](#)

[Pay with eCheck](#)