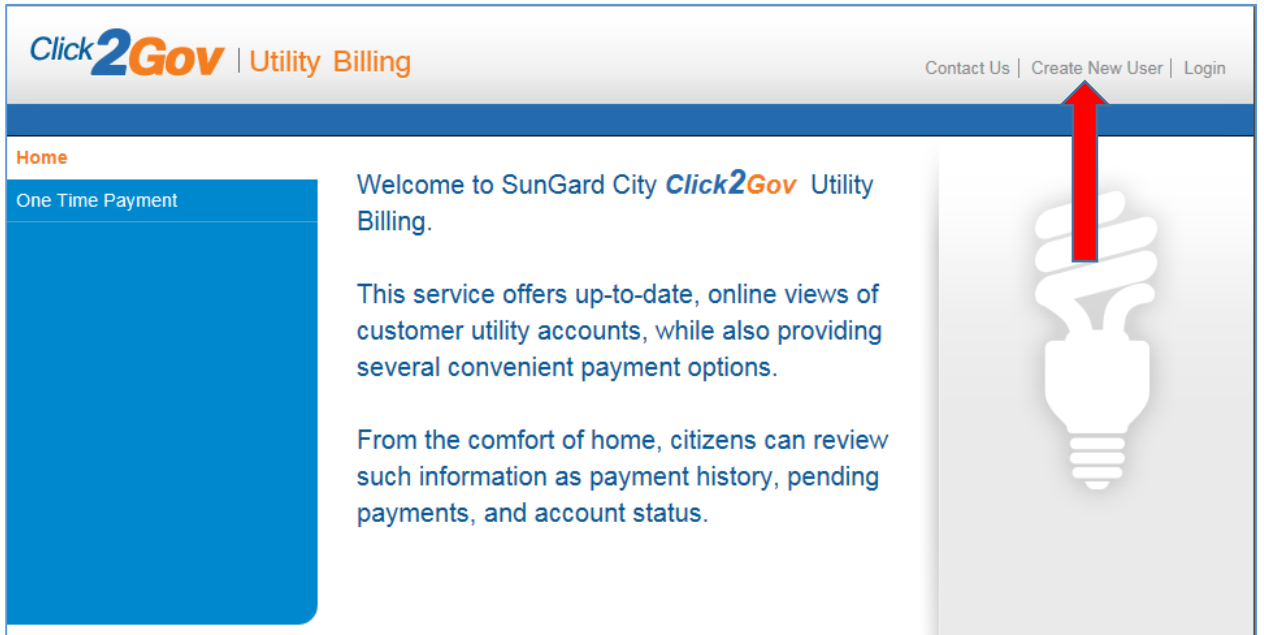


NEW USER REGISTRATION PROCESS

Beginning 9.1.15.2

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



NEW USER REGISTRATION PROCESS

Beginning 9.1.15.2

2. Enter email address. This will be the user id/logon for citizen's 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](#)

The citizen will also need to enter their address and at least one phone number. They will be prompted to select from a variety of security questions. These questions are customizable. The answers to these questions are used if the citizen forgets their login information and they need to reset their password. They will be prompted to answer these questions.

NEW USER REGISTRATION PROCESS

Beginning 9.1.15.2

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

The following message will display.

The screenshot shows the 'Create New User' page on the Click2Gov Utility Billing website. The page has a blue sidebar with 'Home' and 'One Time Payment' links. The main content area has an orange header 'Create New User' and a message box stating: 'Your user has been created. A confirmation email has been sent to the eMail Address specified containing a link to enable your user.' The top navigation bar includes 'Click2Gov | Utility Billing' and links for 'Contact Us', 'Create New User', and 'Login'.

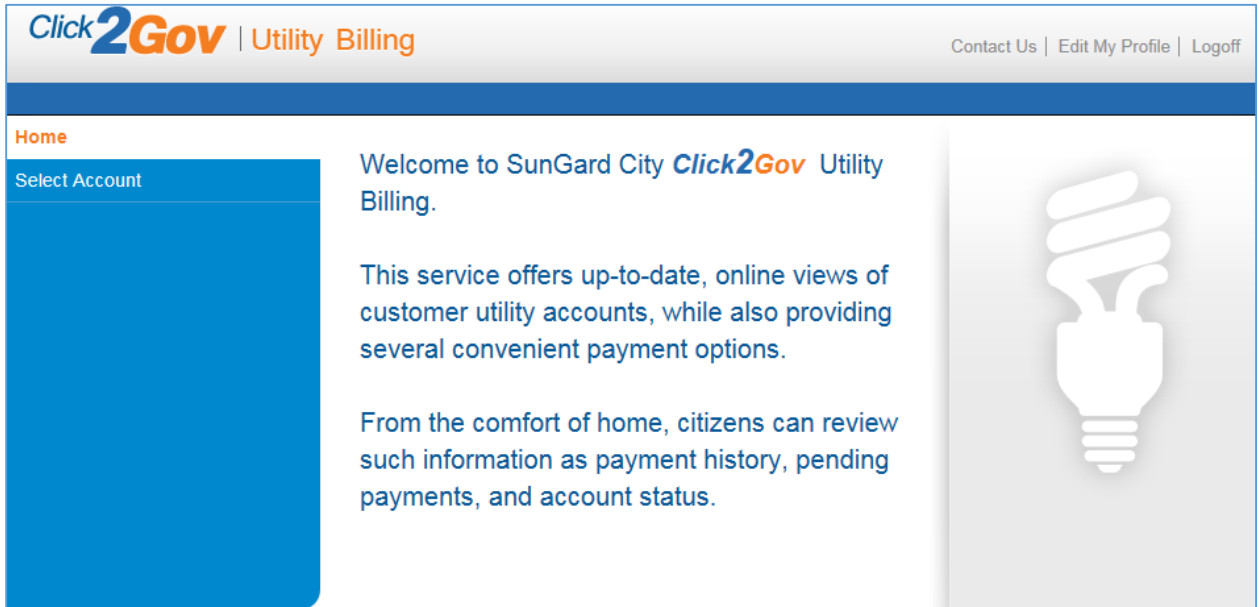
3. The citizen will receive an email that contains a link. The citizen will click on this link to complete the registration process.
4. Once the registration process is complete, the citizen can log into their account with their newly created user id and password. Then click on the 'Logon' button.

The screenshot shows the 'User Login' page on the Click2Gov Utility Billing website. The page has a blue sidebar with 'Home' and 'One Time Payment' links. The main content area has an orange header 'User Login' and a message box stating: '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.' Below the message are two input fields: '* eMail Address: someone@somewhere.com' and '* Password: [masked]'. A 'Logon' button is located at the bottom right. A 'Reset Password' link is located at the bottom left. The top navigation bar includes 'Click2Gov | Utility Billing' and links for 'Contact Us', 'Create New User', and 'Login'.

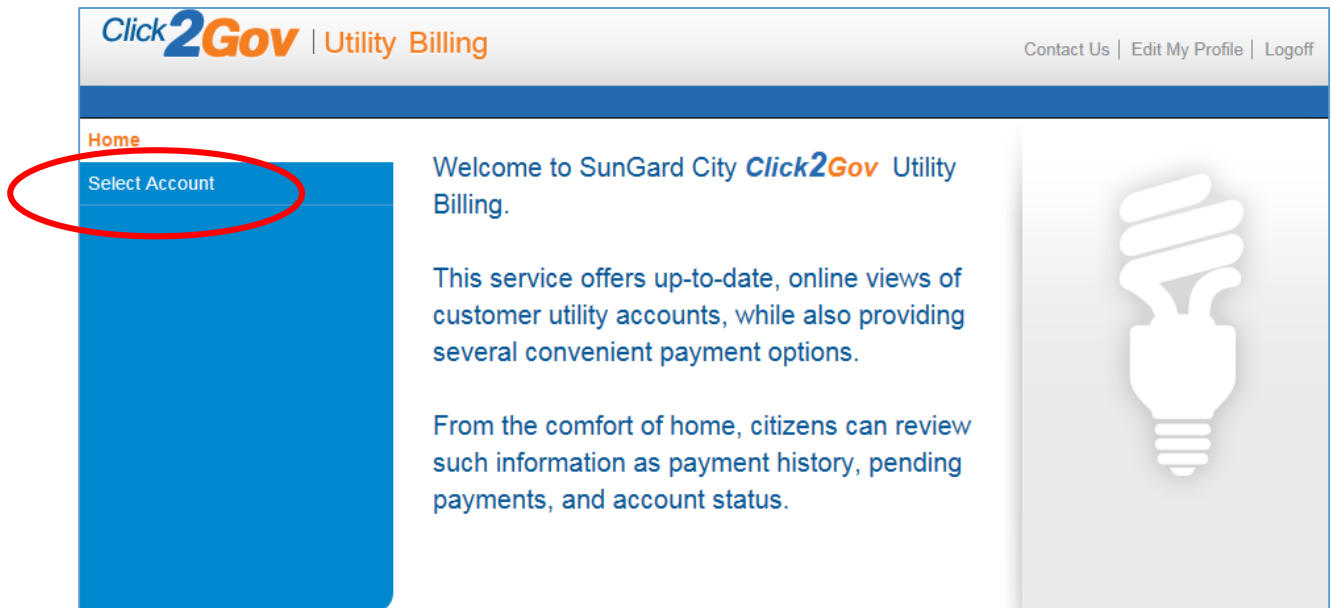
NEW USER REGISTRATION PROCESS

Beginning 9.1.15.2

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.



The button name can be configured in the Consolidated Console.

NEW USER REGISTRATION PROCESS

Beginning 9.1.15.2

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 navigation menu includes 'Home', 'Select Account', and 'Edit Master Account', with the last one circled in red. The main content area is titled 'Utility Accounts' and contains the text: 'No locations are associated with your User ID.'

7. Click on the link 'Add Account

The screenshot shows the 'Click2Gov | Utility Billing' header with links for 'Contact Us', 'Edit My Profile', and 'Logoff'. The left navigation menu includes 'Home', 'Select Account', and 'Edit Master Account'. The main content area is titled 'Add/Delete Account' and contains the text: 'No accounts associated with your User ID. You can add accounts to your User ID by clicking on the link: [Add Account >](#)', where the link is circled in red.

8. Enter the customer account number and associated validation fields.

The screenshot shows the 'Click2Gov | Utility Billing' header with links for 'Contact Us', 'Edit My Profile', and 'Logoff'. The left navigation menu includes 'Home', 'Select Account', and 'Edit Master Account'. The main content area is titled 'Add Account' and contains the following form fields: 'User ID: someone@someplace.com', '* Account ID: [input] - [input]', and '* Due Date: [input] e.g. MMDDYY'. A 'Submit' button is located at the bottom right. A red asterisk indicates required fields. A note at the bottom states: '* Account ID must be entered exactly as it appears on your monthly statement (configurable)'.

In this example, we have the setup to require only the Due Date. The number of validation fields and the types of validations fields are determined in Consolidated Console for Click2GovCX. See available settings below.

NEW USER REGISTRATION PROCESS

Beginning 9.1.15.2

Click2GovCX Application Properties

Property: 'Create Account Page'

Show the 'Account Number' asterisk?

How would you like citizens to add their CX account to their User Profile

Show the 'Bill Date' asterisk?

Validate 'Bill Date' field?

Show the 'Cycle Route' asterisk?

Validate 'Cycle Route' field?

Show the 'Due Date' asterisk?

Validate 'Due Date' field?

Show the 'Last Pay Amount' asterisk?

Validate 'Last Pay Amount' field?

Show the 'Last Pay Date' asterisk?

Validate 'Last Pay Date' field?

Show the 'Previous Balance' asterisk?

Validate 'Previous Balance' field?

Show the 'Total Amount Due' asterisk?

Validate 'Total Amount Due' field?

[Save Changes](#)

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

[Submit](#)

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

NEW USER REGISTRATION PROCESS

Beginning 9.1.15.2

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

The screenshot shows the 'Utility Accounts' page. The header includes the Click2Gov logo and 'Utility Billing' text, with links for 'Contact Us', 'Edit My Profile', and 'Logoff'. A left sidebar contains navigation options: 'Home', 'Select Account' (highlighted), and 'Edit Master Account'. The main content area is titled 'Utility Accounts' and prompts the user to 'Select the location you would like to work with:'. Below this is a table with columns: 'Account Number', 'Location Address', 'Total', 'Auto Pay', 'Tender Acct #', and 'Cash Only?'. A single row is displayed with the following data: Account Number: 000000875-000012878, Location Address: 123 MAPLE STREET, Total: \$40.27, Auto Pay: None, Tender Acct #: (blank), Cash Only?: (blank). Below the table, it says 'Showing 1 to 1 of 1 entries'.

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

The screenshot shows the 'Account Information' page. The header is identical to the previous page. The left sidebar now highlights 'Account Information'. The main content area is titled 'Account Information' and displays the following details: Account Number: 000000875-000012878, Location Address: 123 MAPLE STREET, SOME CITY, FL, Customer Name: JOHN SMITH, and Phone Number: (000) 000-0000. Below this is a section titled 'Account Status' with a link 'View Actual Bill'. The status information includes: Account Status: ACTIVE Payments are allowed, Account Balance: \$40.27 *, Amount Past Due: \$40.27, and Cash Only: No. A paragraph follows: '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.' A footnote states: '* Transactions that have been authorized but not yet posted may be included.' At the bottom, there is a 'Pay Now »' link.