



Online Account Setup Instructions

Required information to begin using this service:

- An email address that can receive incoming messages.
- A utility bill from the City of Casselberry.

1. Go to our website www.casselberry.org
2. On the right hand side of our Home Page, click on **Utility Payments**
3. On the next page, scroll down and click on **Click here if already registered for the Online Payment System**
4. This will bring you to the City of Casselberry Online Account webpage
5. Click on **New User**

The screenshot shows a website interface with a blue navigation menu on the left. The menu items are: Home (white background), One Time Payment, Accessibility, New User (highlighted with a yellow arrow), Login, and Contact Us. To the right of the menu, there is a welcome message: "Welcome to the City of Casselberry Utility Billing." Below this, a paragraph states: "This service offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options." A second paragraph reads: "From the comfort of home, citizens can review such information as payment history, pending payments, and account status." On the far right, there is a 3D rendering of a silver faucet with a single blue water droplet falling from it.



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6. Complete the information requested on this page and click **Create New User**

Create New User

* = Required

* eMail Address: ✓

* Confirm eMail Address: ✓

* Password: ✓

* Confirm Password: ✓

* First Name: ✓

* Last Name: ✓

* Address One: ✓

Address Two:

* City: ✓

* State: ✓

* ZIP Code: ✓

Phone Number

At least one phone must be entered

Home Phone:

Work Phone:

Work Extension:

Cell Phone:

Security Questions

Please choose your security questions below. Security questions are used to reset your password in the event it has been compromised or forgotten. The minimum number of required predefined security questions is 3.

* 1. Type: Predefined Question User Defined Question

* Question: ✓

* Answer:

* 2. Type: Predefined Question User Defined Question

* Question: ✓

* Answer:

* 3. Type: Predefined Question User Defined Question

* Question: ✓

* Answer:

[Add Another Question](#)

This message will be displayed even when there is at least one phone number entered.

This option will be displayed even though the selection is not available



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7. On the next screen, enter the **email address** that you want to use to access this system in the future. This will be your User ID.
8. You will also be asked to enter a **password**
 - a. Note that the password must contain at least
 - Six (6) characters
 - One (1) number
 - One (1) upper case letter
 - One (1) lower case letter

Create New User

* = Required

* eMail Address:

CustomerService@Casselberry.org



* Confirm eMail
Address:

CustomerService@Casselberry.org



* Password:

• | ✘

Must contain at least
'6' characters.

Must contain a letter.

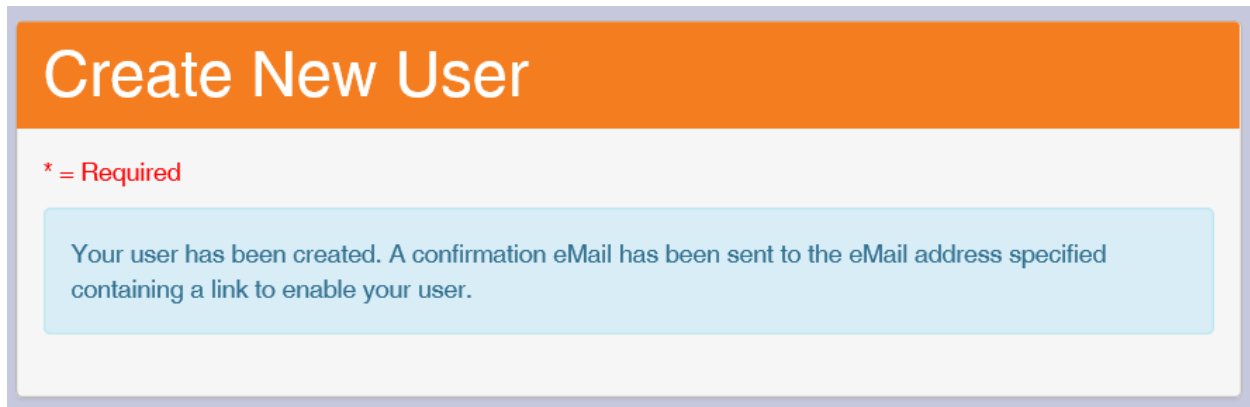
Must contain a
lowercase letter.

Must contain an
uppercase letter.



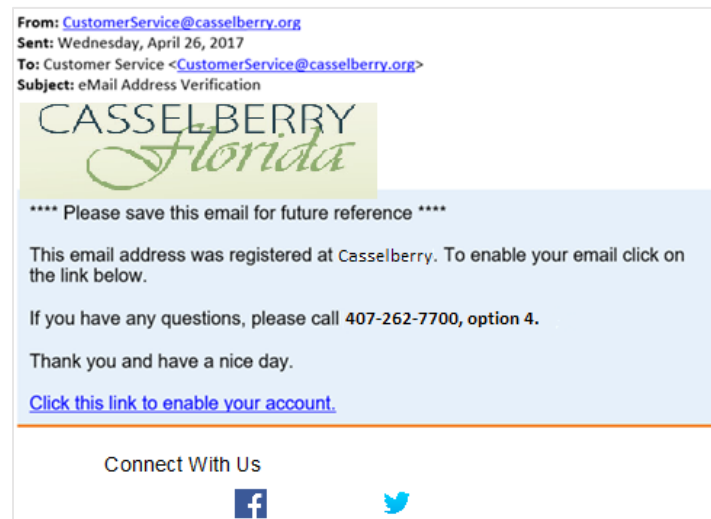
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9. A pop up screen will appear that confirms that you have created a new user.



10. To **enable your User ID**, you must now go to your email, find the message sent to you by CustomerService@casselberry.org, and **click on the hyperlink** in the email.

- If you do not see the confirmation email, please be sure to check your spam folder to see if it is located there.
- The email will be similar to the one pictured below.

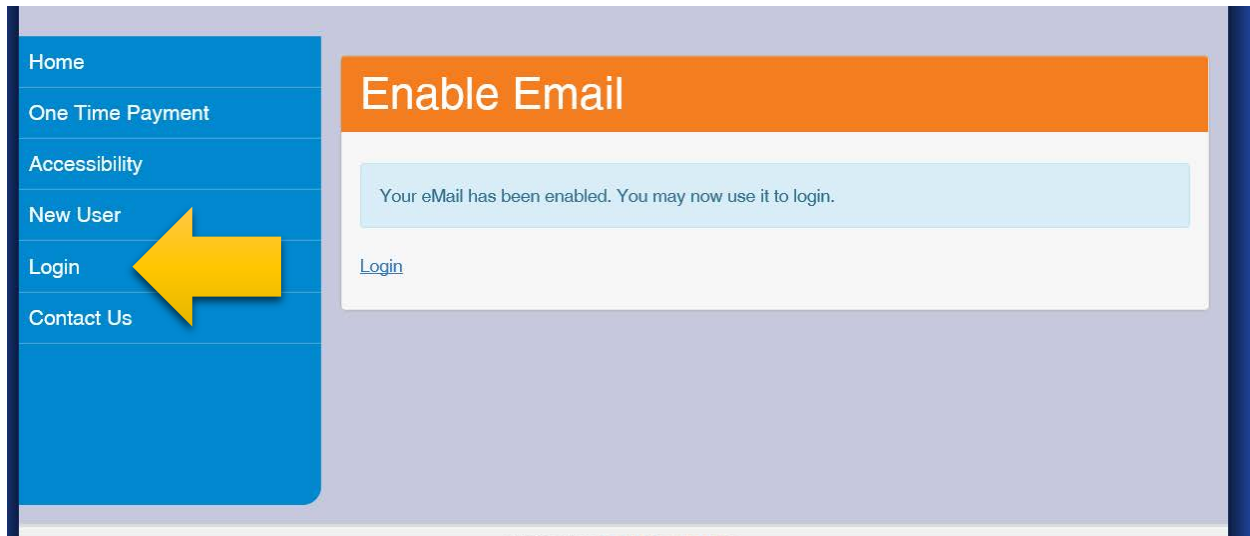


11. You will now be taken back to our website and will see a confirmation that your email User ID has been enabled.



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12. Click on **Login** to log on to the website



13. The **User Login** screen will now appear and you will log on to the website.

A screenshot of the 'User Login' form. The title 'User Login' is in white text on an orange background. Below the title, it says '* = Required'. There are two paragraphs of text explaining the migration of user accounts. The first paragraph says: '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.' The second paragraph says: '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.' Below the text are two input fields: '* User ID:' with a red 'x' icon and a red error message 'Must not be empty.' below it; and '* Password:' with a white input field. At the bottom right is an orange 'Logon' button. At the bottom left is a blue link 'Reset Password'.



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14. You will now associate the User ID and password created with your utility account. If you have more than one account, you can link all of the accounts to one user ID. To do this, click on **Select Account**.

The screenshot shows the user interface after logging in. On the left is a blue navigation menu with the following items: Home (highlighted in white), Select Account (pointed to by a yellow arrow), Accessibility, My Profile, Logoff, and Contact Us. The main content area has a light blue background and contains the following text:

You are now logged in
Welcome to the City of Casselberry 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.

On the right side of the page, there is a 3D rendering of a silver faucet with a single drop of water falling from it.

15. Click on **Add Account**

The screenshot shows the "Utility Accounts" section of the website. On the left is a blue navigation menu with the following items: Home, Select Account (highlighted in white), Manage Accounts, Accessibility, My Profile, Logoff, and Contact Us. The main content area has a light blue background and contains the following text:

Utility Accounts

No locations are associated with your User ID.

You can add accounts to your User ID by clicking on the link. [Add Account](#)

A yellow arrow points to the "Add Account" link.



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- Using your utility bill, enter your Account ID, bill date, due date, and total amount due and then click **Submit**.

Add Account

* = Required

User ID: CustomerService@Casselberry.org

* Account ID: 101 ✓ 263 ✓

* Bill Date: 03/31/2017

* Due Date: 04/24/2017

* Total Amount Due: \$ 54.81 ✓

Submit

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

- Click on your account number to make a payment or to view information on your account.

Utility Accounts

Select the location you would like to work with. If you need to associate another account with your profile, select the Manage Accounts option on the left

Account Number	Location Address	Total	Auto Pay	Tender Number	Cash Only
000000101-0000263	131 QUAIL POND CIR	\$0.00	None		

Show 1 entries

- If you have more than one utility account, click back to **Manage Accounts** and then click on **Add Account**

Manage Accounts

You can add accounts to your User ID by clicking on the link [Add Account](#)

Select the accounts you wish to delete and click delete.

Account Number	Delete
000000101-0000263	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

*Note – Changes to recurring auto payments must be made before 11:59 p.m. on the day before the due date stated on the bill.