



# 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](http://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**

**Home**

One Time Payment

Accessibility

**New User**

Login

Contact Us

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.



# Online Account Setup Instructions

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



# Online Account Setup Instructions

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.

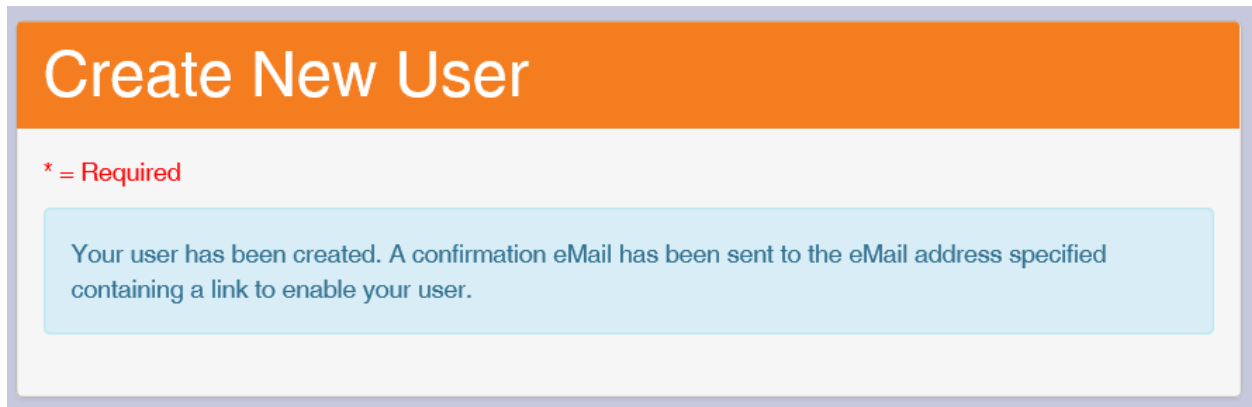
Must contain a  
lowercase letter.

Must contain an  
uppercase letter.

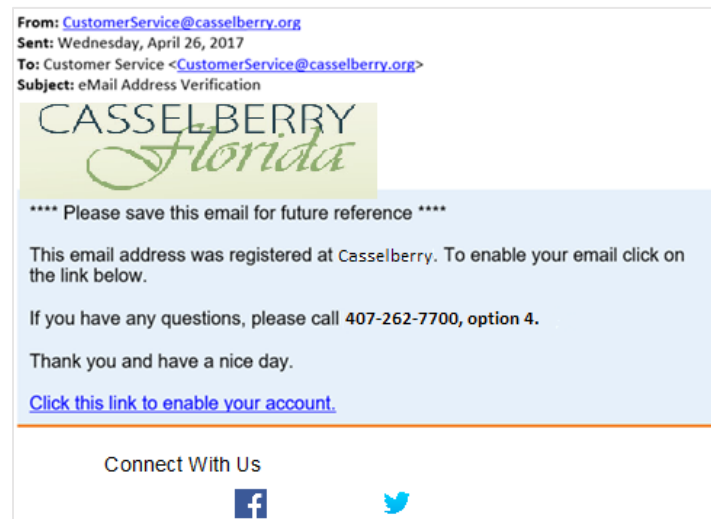


# Online Account Setup Instructions

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.

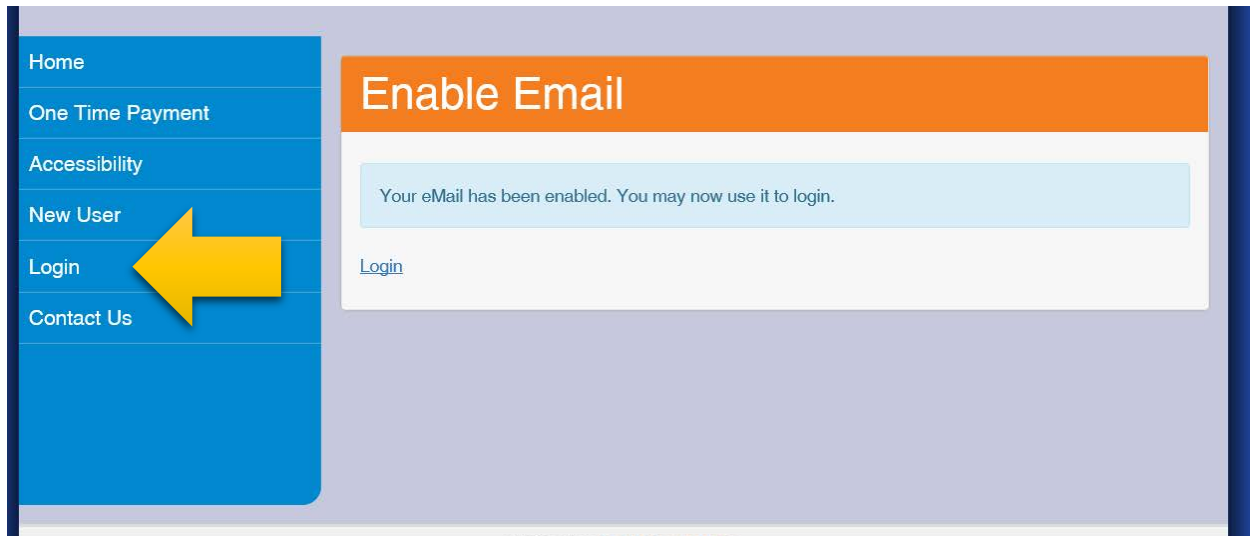


11. You will now be taken back to our website and will see a confirmation that your email User ID has been enabled.



# Online Account Setup Instructions

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' page. The page has an orange header with the text 'User Login'. Below the header, there is a red asterisk followed by the text '\* = Required'. A large pink box contains two paragraphs of text explaining the migration of user accounts to a centralized system. Below the pink box are two input fields: one for '\* User ID:' and one for '\* Password:'. The User ID field is empty and has a red 'x' icon on the right. Below the User ID field is the text 'Must not be empty.'. To the right of the input fields is an orange button labeled 'Logon'. At the bottom left of the form is a blue link labeled 'Reset Password'.



# Online Account Setup Instructions

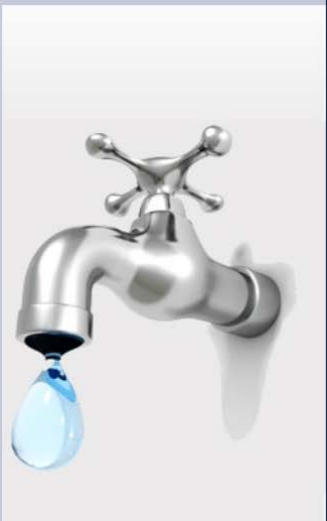
14. You will now associate the User ID and password created with your utility account. If you have more than one account, you can link all of the accounts to one user ID. To do this, click on **Select Account**.

The screenshot shows the website's navigation menu on the left with the following items: Home, Select Account, Accessibility, My Profile, Logoff, and Contact Us. A yellow arrow points to the 'Select Account' option. The main content area on the right 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.



15. Click on **Add Account**

The screenshot shows the 'Utility Accounts' section of the website. The left navigation menu includes: Home, Select Account, Manage Accounts, Accessibility, My Profile, Logoff, and Contact Us. The main content area has an orange header 'Utility Accounts' and a light blue box containing the text: 'No locations are associated with your User ID.' Below this, it says: 'You can add accounts to your User ID by clicking on the link. [Add Account](#)'. A yellow arrow points to the 'Add Account' link.



# Online Account Setup Instructions

16. 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.

17. 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

18. 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.