



FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

The City of Casselberry has enhanced the online utility payment system to allow utility customers the ability to make payments, establish recurring auto payments, view statements, review usage, and more. Existing User IDs will need to be moved to this new system. If this is the first time you have logged into this site since the upgrade that was effective on 05/01/2017, please enter the User ID or account number used previously.

The site will prompt you to create a new User ID, identified by your email address. The existing account payment method (i.e. credit card information or "wallet") will be moved to the new email based User ID. For future logins, please use this email address to access the site.

How to Log On To the New Website

1. Access the online payment site as normal. The following screen will appear.

A screenshot of the City of Casselberry Utility Billing website. On the left is a blue navigation menu with the following items: Home (highlighted in white), One Time Payment, Accessibility, New User, Login, and Contact Us. The main content area has a light blue background and contains three paragraphs of text. The first paragraph is a welcome message. The second paragraph describes the service's features. The third paragraph explains how citizens can use the site. On the right side of the page is a 3D rendering of a silver faucet with a single blue water droplet falling from it.

Home

One Time Payment

Accessibility

New User

Login

Contact Us

Welcome to the City of Casselberry Utility Billing.

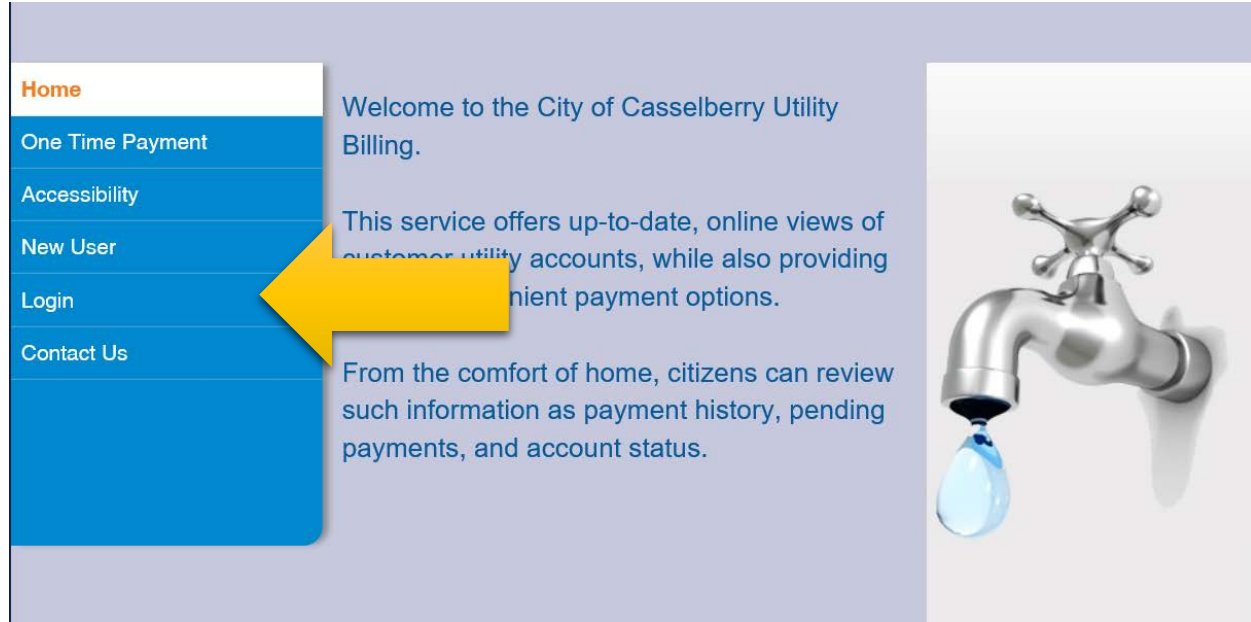
This service offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options.

From the comfort of home, citizens can review such information as payment history, pending payments, and account status.



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2. Click the **Login** on left side of the screen to log on.



3. The login screen will display. Enter your **account number as the User ID** and the **pin** used in the previous version of online bill pay as the password.

Home

- One Time Payment

User Login

* = Required

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 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.

* User ID:

* Password:

Logon

4. The following popup message will appear. Click 'OK' to continue.





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5. The screen shown below will appear. Enter the information requested on this screen.
 - a. Note that **password** must contain a minimum of six (6) characters, at least one (1) number, at least one (1) upper case letter, and at least one (1) lower case letter.

- Home
- Select Account
- Account Information
- Payment History
- Make Payments
- Auto Pay
- Consumption Report
- Billing History
- Service Summary
- Edit Account
- Manage eBilling

Migrate User Profile ?

* = Required [Maintain Wallet](#)

New Password is required.

Name and Address

* eMail Address: [Change](#)

* 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:

Change Password

Password:

Confirm Password:

Security Questions

* 1. Question:
Answer: [Remove](#)

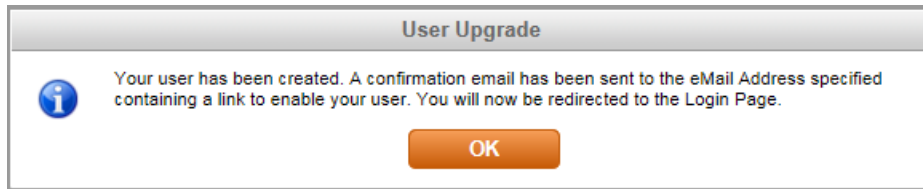
* 2. Question:
Answer: [Remove](#)

* 3. Question:
Answer: [Remove](#)

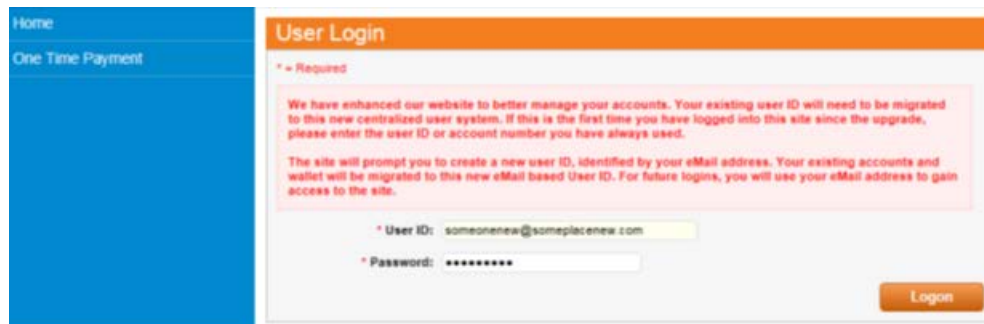
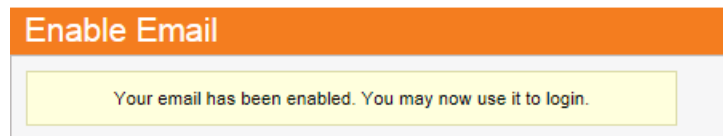


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- A popup message will appear saying that an email has been sent to the email address used on the previous screen. This process is used to verify that the email address provided is correct. Click the 'OK' button on the popup screen and look for the email message.



- Use the **confirmation link** in your email message to enable the email address in order to log on to the website. YOU MUST USE THIS EMAIL LINK TO LOGIN WITH YOUR EMAIL ADDRESS AS YOUR UserID TO COMPLETE THE MIGRATION TO THE NEW UTILITY BILLING PAYMENT SYSTEM. Once the confirmation link in the email has been selected, the screen shown below will display.



- Click **home** to return to the main screen and log on to the new system with the email address and password provided in the previous steps.



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9. After the first login to the new system, the below message will appear. This is the page that will be displayed after each login.

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.

10. Once the migration process to the new utility payment system’s login is completed, the login will require the email address created in this process. Note that all future logins will require the use of your email address as the User ID.

11. If one account is linked to the email address used, click on the account number shown on the screen and the information for that account will be displayed. If there is more than one account linked to the email address, click on ‘Select Account’ to view a list of those accounts. Only one login is now required for multiple accounts.

Home

Select Account

Edit Master Account

Utility Accounts

Select the location you would like to work with:

Account Number	Location Address	Total	Auto Pay	Tender Acct #	Cash Only?
000000175-000012070	123 MAPLE STREET	\$40.27	None		

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.