Online Account Information 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.

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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 "**Once registered to view account information online, click here to access the website**" or **CLICK HERE**.

4. This will bring you to the City of Casselberry Online Account webpage

5. Click on **New User**

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

Create New User

* = Required

* eMail Address:	YourEmailAddress@email.com ✔
* Confirm eMail Address:	YourEmailAddress@email.com ✔
* Password:	•••••••• ✔
* Confirm Password:	•••••••• ✔
* First Name:	Jane ✔
* Last Name:	Doe ✔
* Address One:	123 Example St ✔
Address Two:	
* City:	Casselberry ✔
* State:	Florida
* ZIP Code:	32707 ✔

Phone Number

At least one phone must be entered

Home Phone:	407-555-1212
Work Phone:	407-262-7700
Work Extension:	
Cell Phone:	321-555-1212

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

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:	What was the last name of your 1st grade teacher?
* Answer:	Example
* 2. Type:	● Predefined Question ○ User Defined Question
* Question:	What is your father's middle name?
* Answer:	Sample
* 3. Type:	● Predefined Question ○ User Defined Question
* Question:	Where were you New Year's Eve in 1999?
* Answer:	Casselberry

Add Another Question

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

Create New User

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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.

9. A pop up screen will appear that confirms that you have created a new user.
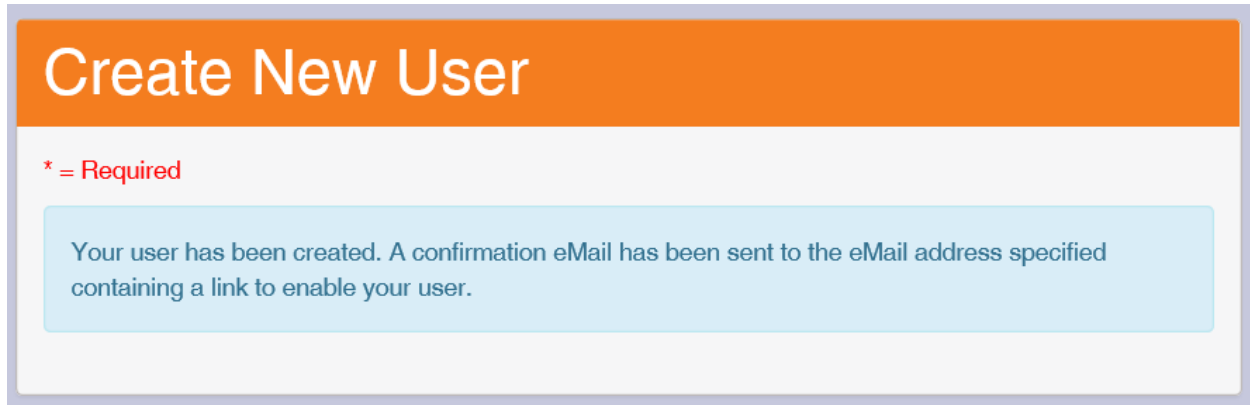
10. To **enable your User ID**, you must now go to your email, find the message sent to you by CustomerService@casselberry.org, and **click on the hyperlink** in the email.

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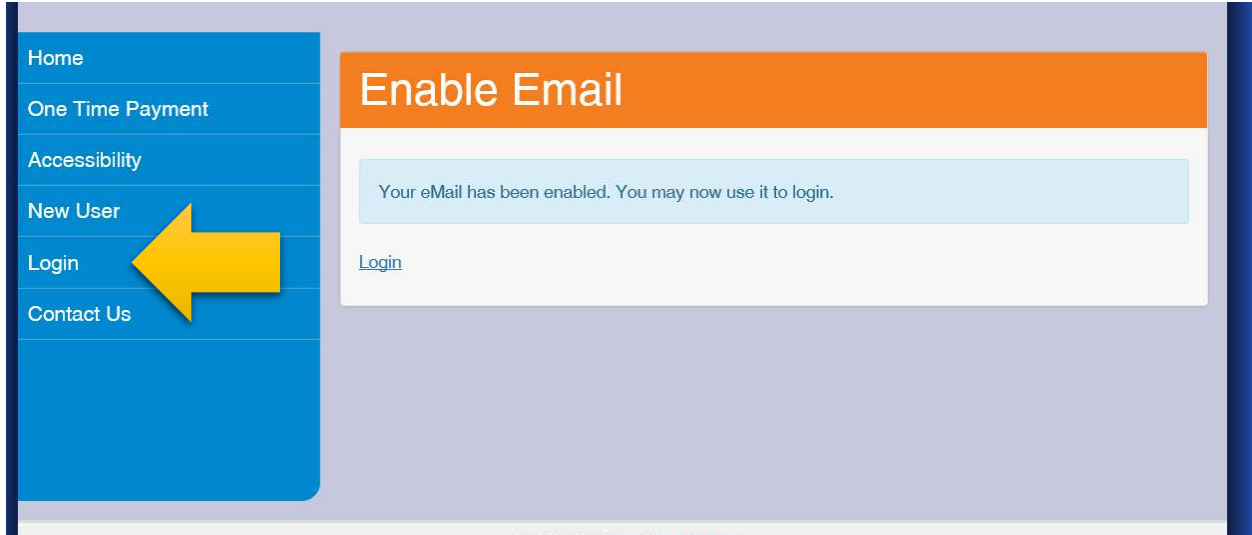
   b. The email will be similar to the one pictured below.

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

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 using your email address as the User ID.

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**.

15. Click on **Add Account**

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

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

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

19. Now that your utility account is linked to your login, you will see several options on the left side of the screen. These options include:
   a. **Home**
      i. Returns you to the home page.
   b. **Account Information**
      i. Provides a general overview of the current status of the account.
   c. **Payment History**
      i. Displays a list of previous payments made for the utility account and allows you to view your latest bill.
   d. **Make Payment**
      i. Make a single online payment on this account using a credit card.
   e. **Auto Pay**
      i. This screen allows you to enroll for recurring auto payments by using a credit card.
         • Changes to recurring auto payments must be made before 11:59 p.m. on the day before the due date stated on the bill.
   f. **Consumption Report**
      i. Displays a history of how much water was used during previous billing cycles.
   g. **Billing History**
      i. Displays the history of previous bills.
   h. **Service Summary**
      i. A listing of services charged to this utility account and the average cost.
   i. **Edit Account**
      i. This screen allows you to change the address for the bills to be mailed, if different from the service address.