

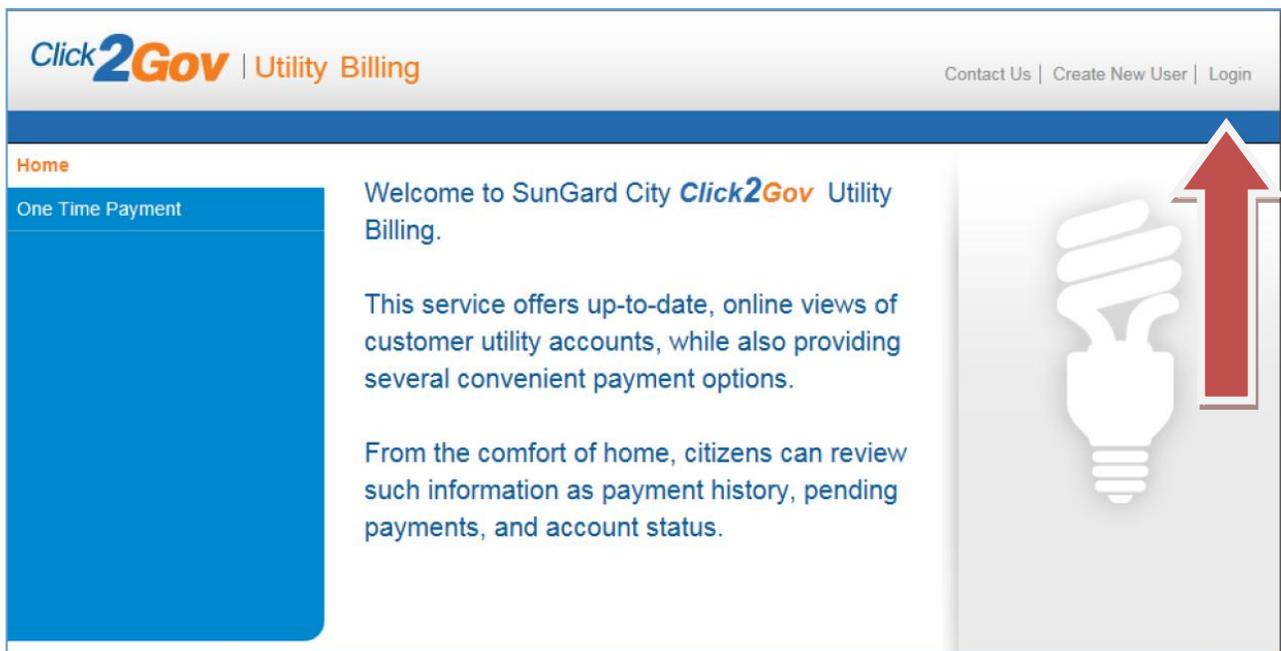
INSTRUCTIONS TO RE-REGISTER YOUR ONLINE ACCOUNT



City of Lake Worth

Utilities Department – Customer Service Division
Telephone (561) 533-7300

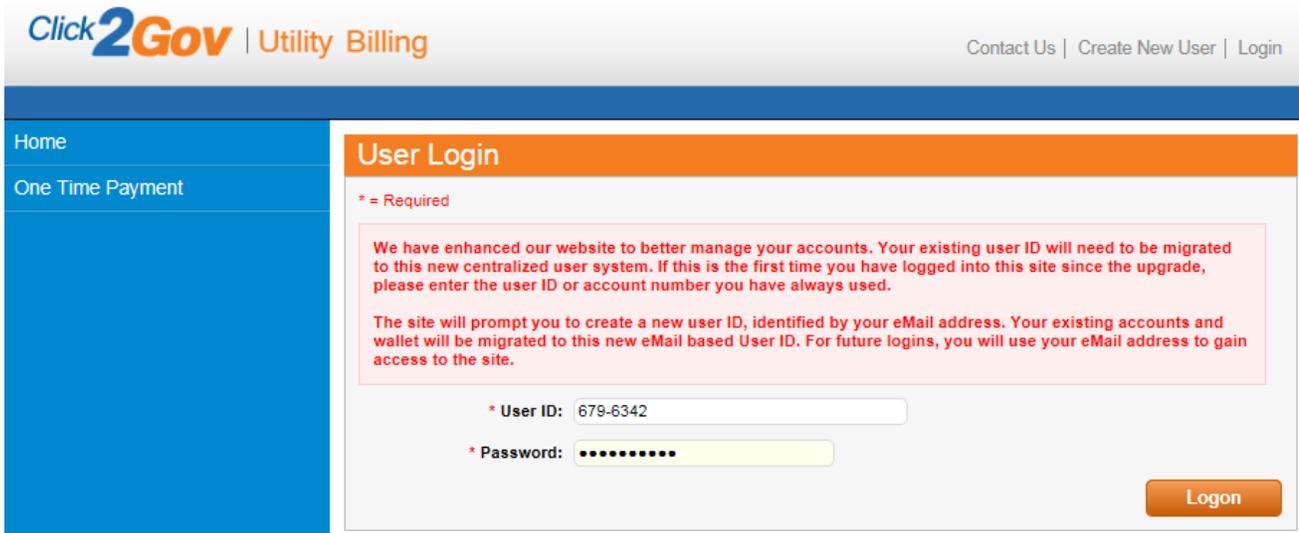
1. Access the Click2Gov Site as usual. The new landing page will display as illustrated below.



2. Click on the Login at the top right corner.

INSTRUCTIONS TO RE-REGISTER YOUR ONLINE ACCOUNT

3. The Login Page will display. Enter your account number and password as you normally would. (If you created a Master Account in the previous version, use your Master Account login information).



The screenshot shows the Click2Gov Utility Billing website. The top navigation bar includes the logo and links for 'Contact Us', 'Create New User', and 'Login'. A left sidebar contains 'Home' and 'One Time Payment' links. The main content area is titled 'User Login' and features a red informational box with the following text: '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.' Below this box are two input fields: '* User ID:' containing '679-6342' and '* Password:' with masked characters. A 'Logon' button is located at the bottom right of the form.

4. The following pop-up message will display. Click "OK" to continue.



The screenshot shows a 'User Upgrade' pop-up message. It features a blue information icon on the left and the following text: 'As part of our ongoing efforts to provide security, reliability and availability for our customers, we are upgrading our online systems. To ensure smooth transition of your data we need you to complete the following fields and submit the information. Upon completion, you will automatically logged-out and receive an eMail prompting you to complete the process.' At the bottom center of the pop-up is an orange 'OK' button.

INSTRUCTIONS TO RE-REGISTER YOUR ONLINE ACCOUNT

5. The following screen requires you to enter your information for your User Profile.
6. The email address can be changed at this point if you choose to use a different email address. Click “Change” if you choose to change your email address.
7. If you want a new password you may change it at this time. Otherwise your password will remain the same. This is **not** a requirement but an option.

Home Select Account Account Information Payment History Make Payments Auto Pay Consumption Report Billing History Service Summary Edit Account Manage eBilling	Migrate User Profile ?
<p>* = Required Maintain Wallet</p> <div style="background-color: yellow; border: 1px solid black; padding: 5px; text-align: center;">New Password is required.</div>	
Name and Address	
<p>* eMail Address: <input type="text" value="newsomeone@someplacenew.com"/> Change</p> <p>* First Name: <input type="text"/></p> <p>* Last Name: <input type="text"/></p> <p>* Address 1: <input type="text"/></p> <p>Address 2: <input type="text"/></p> <p>* City: <input type="text"/></p> <p>* State: <input type="text" value=""/> <input type="button" value="v"/></p> <p>* Zip Code: <input type="text"/></p>	
At least one phone must be entered	
<p>Home Phone: <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/></p> <p>Work Phone: <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/></p> <p>Work Ext: <input type="text"/></p> <p>Cell Phone: <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/></p>	
Change Password	
<p>Password: <input type="password" value="....."/></p> <p>Confirm Password: <input type="password" value="....."/></p>	
Security Questions	
<p>* 1. Question: <input type="text" value=""/> <input type="button" value="v"/></p> <p>Answer: <input type="text"/> Remove</p> <p>* 2. Question: <input type="text" value=""/> <input type="button" value="v"/></p> <p>Answer: <input type="text"/> Remove</p> <p>* 3. Question: <input type="text" value=""/> <input type="button" value="v"/></p> <p>Answer: <input type="text"/> Remove</p>	

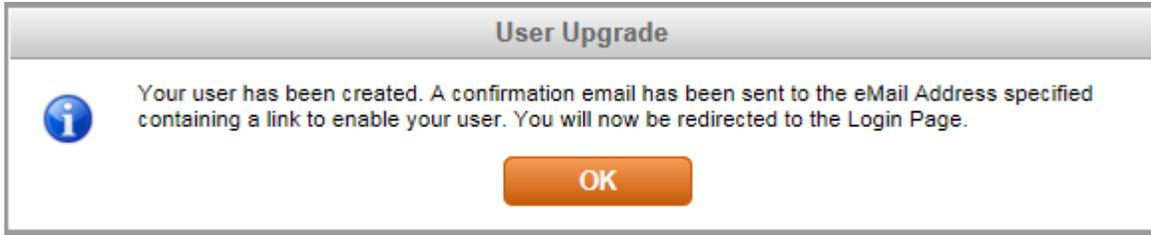
INSTRUCTIONS TO RE-REGISTER YOUR ONLINE ACCOUNT

8. You must complete the required fields.

Account Information	New Password is required.
Payment History	Name and Address
Make Payments	* eMail Address: newsomeone@somplaceneu.com Change
Auto Pay	* First Name: Click2Gov
Consumption Report	* Last Name: Support
Billing History	* Address 1: 1000 Business Center Drive
Service Summary	Address 2:
Edit Account	* City: Lake Mary
Manage eBilling	* State: Florida
	* Zip Code: 32746
	At least one phone must be entered
	Home Phone: 800 695 6915
	Work Phone:
	Work Ext:
	Cell Phone:
	Change Password
	Password:
	Confirm Password:
	Security Questions
	* 1. Question: My Own Question
	* Custom Question: Sungard Lake Mary Address
	Answer: 1000 Business Center Drive Remove
	* 2. Question: My Own Question
	* Custom Question: Sungard City Name
	Answer: Lake Mary Remove
	* 3. Question: My Own Question
	* Custom Question: Sungard Support Phone Number
	Answer: 1-800-695-6915 Remove

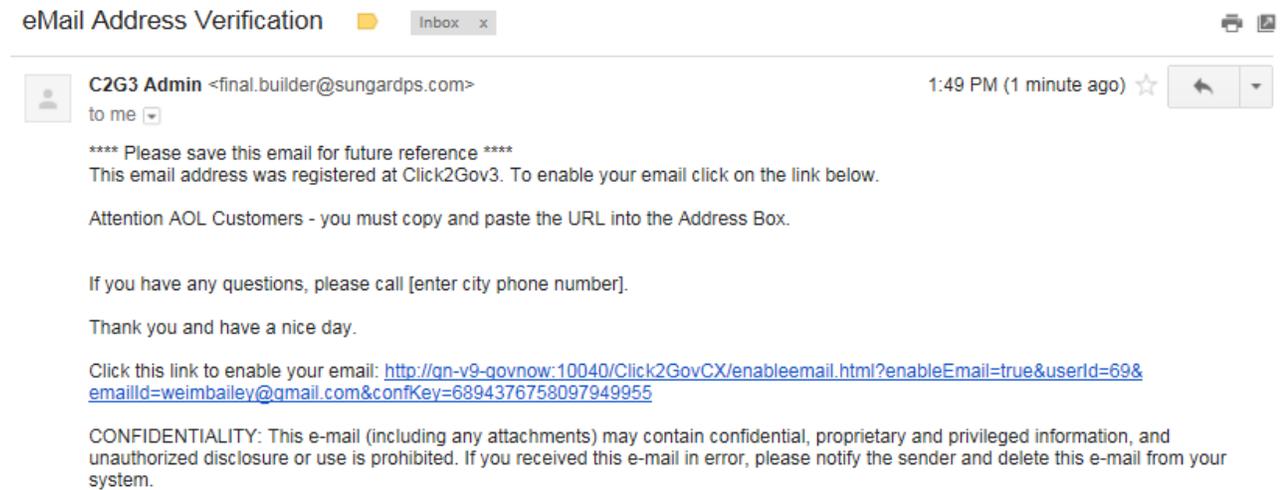
INSTRUCTIONS TO RE-REGISTER YOUR ONLINE ACCOUNT

9. You will see this message stating a confirmation email will be sent to your email address.

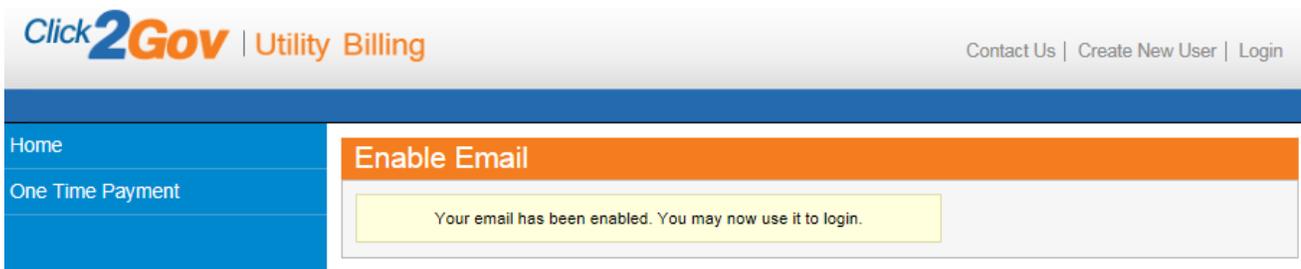


10. Check your email and open the Email Address Verification.

11. Click on the link to Enable your account.

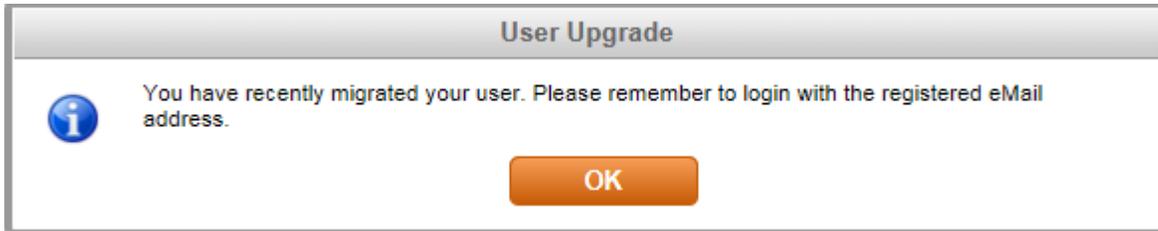


12. This message will display to confirm your account is now Enabled.



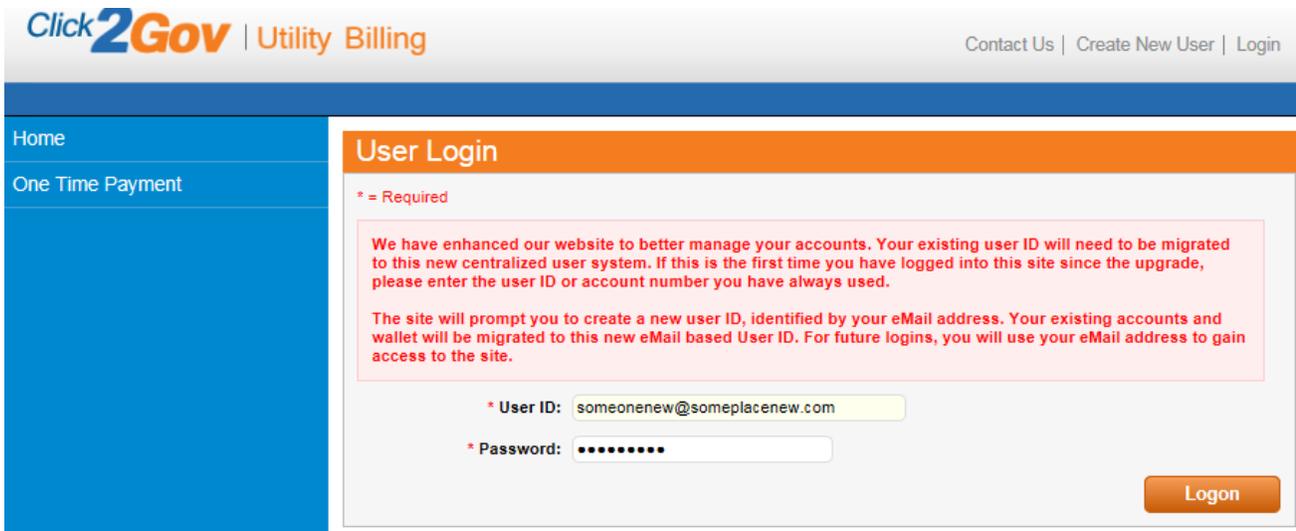
INSTRUCTIONS TO RE-REGISTER YOUR ONLINE ACCOUNT

13. Now you can log in as usual with your email address and password. The first time you log in the following message will display as a reminder how to log in with the new system.



Please Note: You will no longer use your account number to log in.....you must now log in with your email address.

14. Log in with the ease of your email address.



INSTRUCTIONS TO RE-REGISTER YOUR ONLINE ACCOUNT

15. Once logged in, the Main Page will display.

Click2Gov | Utility Billing Contact Us | Edit My Profile | Logoff

Home

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

Welcome to SunGard City **Click2Gov** 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.



16. If there is only one account associated with this email address, you may click on any button and the information associated with that account will display. If there is more than one account associated, click on 'Select Account' to view a list of those accounts. Then, you may view the account information by selecting the account link.

Click2Gov | Utility Billing Contact Us | Edit My Profile | Logoff

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?
00000875-000012878	123 MAPLE STREET	\$40.27	None		

Showing 1 to 1 of 1 entries

Please feel free to contact us if we can assist you or if you have any questions.

Customer_service@lakeworth.org