

NEW USER REGISTRATION PROCESS



City of Lake Worth

Utilities Department – Customer Service Division

Telephone (561) 533-7300

1. From the Main Screen, click on 'Create New User'.

A screenshot of the Click2Gov Utility Billing website. The header includes the "Click2Gov | Utility Billing" logo on the left and "Contact Us | Create New User | Login" on the right. A blue navigation bar contains "Home" and "One Time Payment". The main content area has a white background with a blue sidebar on the left. The main text reads: "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." On the right side of the page, there is a large graphic of a lightbulb with a red arrow pointing upwards from its top.

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2. Complete the required fields. Your email address will be your User ID when logging into your account.

Create New User

* = Required

* eMail Address:

* Confirm eMail Address:

* Password:

* Confirm Password:

* 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:

Security Questions

* 1. Question:

Answer: [Remove](#)

* 2. Question:

Answer: [Remove](#)

* 3. Question:

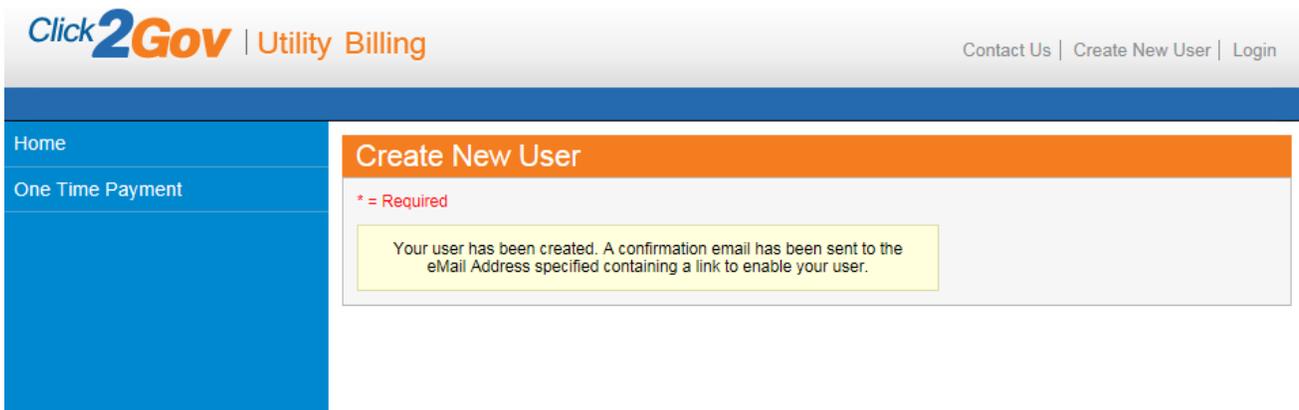
Answer: [Remove](#)

[Add Another Question](#)

3. Click on the 'Create New User' button once all the required fields are completed.

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4. The following message will display stating a confirmation email will be sent to your email address.



5. Check your email and open the Email Address Verification.
6. Click on the link to Enable your account and complete the registration process.

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7. Once the Registration Process is complete, you are able to log in your account.

The screenshot shows the 'User Login' page of the Click2Gov Utility Billing system. The page has a blue header with the logo and navigation links. A left sidebar contains 'Home' and 'One Time Payment'. The main content area is titled 'User Login' and includes a red asterisk legend for required fields, a login instruction, and input fields for 'eMail Address' (containing 'someone@somewhere.com') and 'Password' (masked with dots). A 'Logon' button is at the bottom right, and a 'Reset Password' link is at the bottom left.

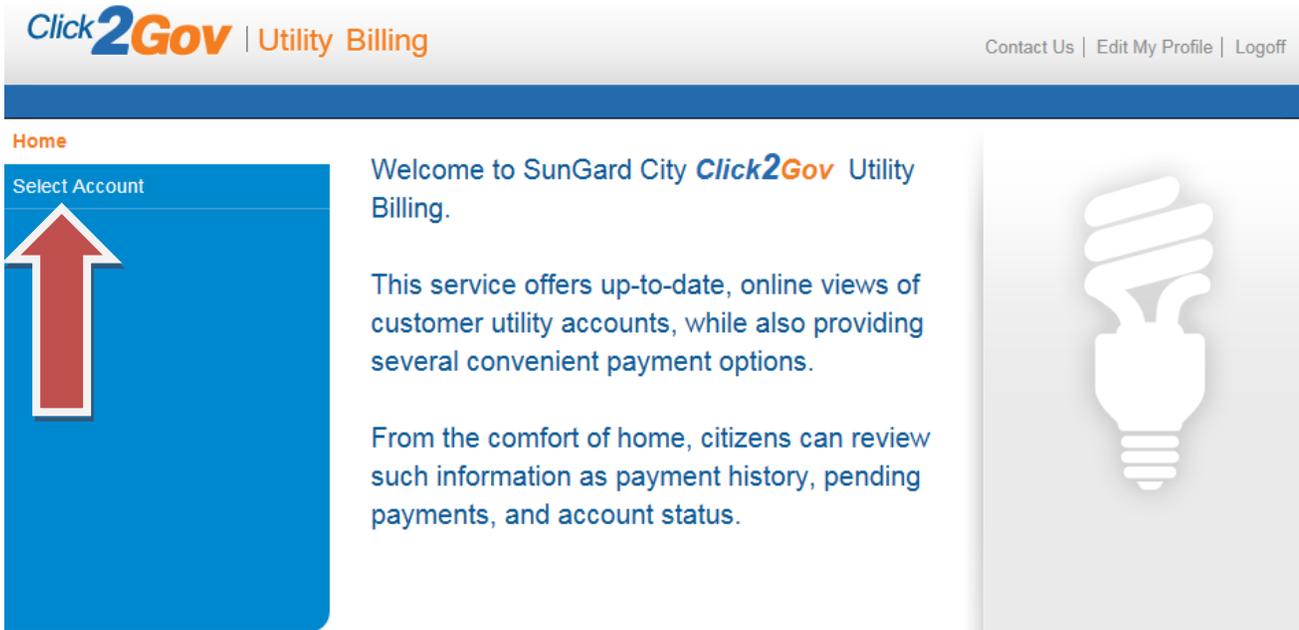
8. Input your email address and your password and click 'Logon'.

9. The following screen will display.

The screenshot shows the 'Home' page of the Click2Gov Utility Billing system. The page has a blue header with the logo and navigation links. A left sidebar contains 'Home' and 'Select Account'. The main content area features a welcome message: 'Welcome to SunGard City Click2Gov Utility Billing.' Below this is a paragraph: 'This service offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options.' A second paragraph follows: 'From the comfort of home, citizens can review such information as payment history, pending payments, and account status.' On the right side, there is a large, stylized lightbulb icon.

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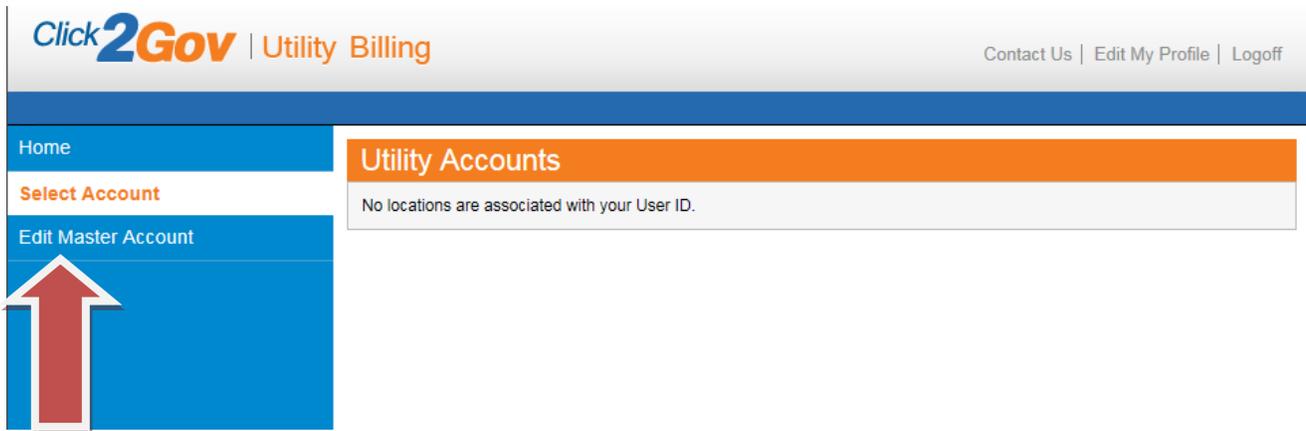
10. To add your account(s), click 'Select Account' on the left side of the screen.



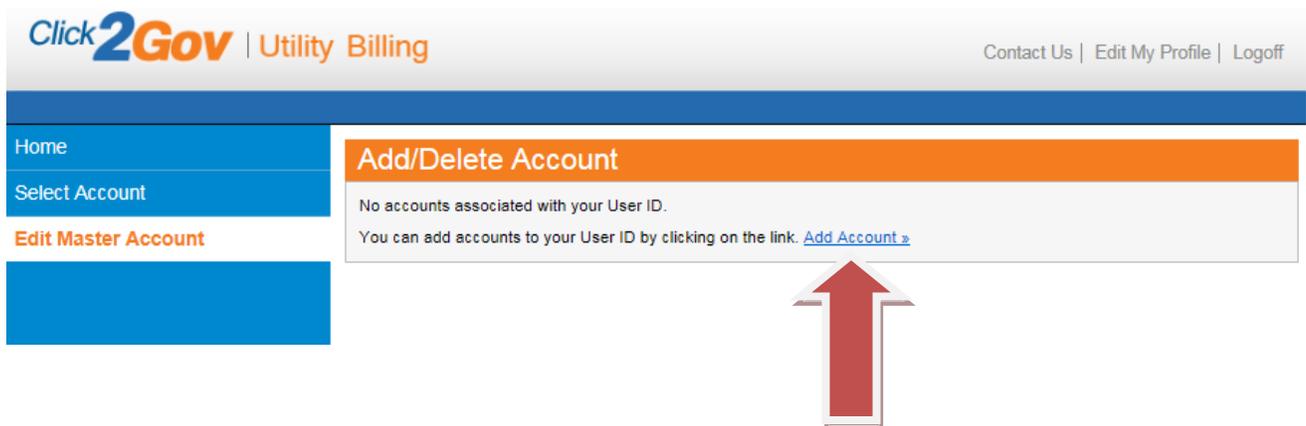
The screenshot shows the Click2Gov Utility Billing website. At the top left is the logo "Click2Gov | Utility Billing". At the top right are links for "Contact Us | Edit My Profile | Logoff". Below the header is a blue navigation bar with "Home" and "Select Account" (the latter has a red arrow pointing to it). The main content area has a blue background with the text: "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." To the right is a large, faint lightbulb icon.

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11. When the screen for Utility Accounts displays, select 'Edit Master Account'.



12. Click on link 'Add Account'.



13. Enter your account number and the latest bill due date. (If you are a new customer and have not received your first bill, you must wait for your first bill to complete the registration).

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14. The account is now added and active.

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

Home
Select Account
Edit Master Account

Add Account

* = Required

User ID: someone@someplace.com

The account was added successfully.

* Account ID: 00000875 - 000012878

* Due Date: 061101 e.g. MMDDYY

[Submit](#)

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

15. To access your account(s), click on Select Account.

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

16. Click on the highlighted Account Number to view the Account Information.

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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

Account Information

Account Number: 000000875-000012878	Location Address: 123 MAPLE SOME CITY
Customer Name: JOHN SMITH	Phone Number: (000) 000-1

Account Status

[View Actual Bill](#)

Account Status: ACTIVE Payments are allowed
Account Balance: \$40.27 *
Amount Past Due: \$40.27
Cash Only: No

Your last bill was sent on 05/31/2001 in the amount of \$40.27 due on 06/11/2001. You can view your last bill by clicking [here](#).
Your last payment was received on 05/07/2001 in the amount of -\$41.10.

* Transactions that have been authorized but not yet posted may be included.

[Pay Now »](#)

By selecting the different options on the left, you have a wide range of information pertaining to your account. If you would like to store a credit card for easy access each time you pay your bill online, click 'Edit my Profile' at the top right of the screen.

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

Customer_Service@lakeworth.org