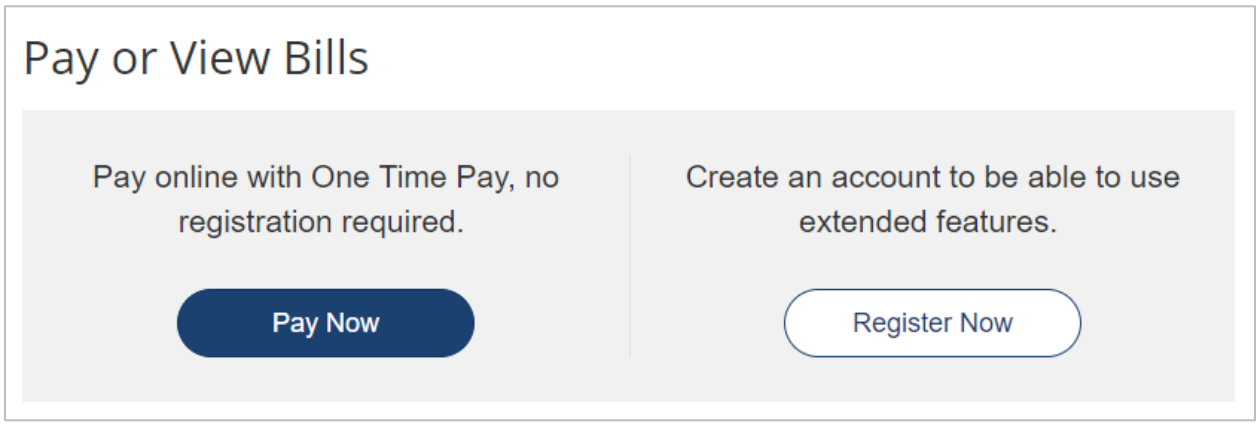
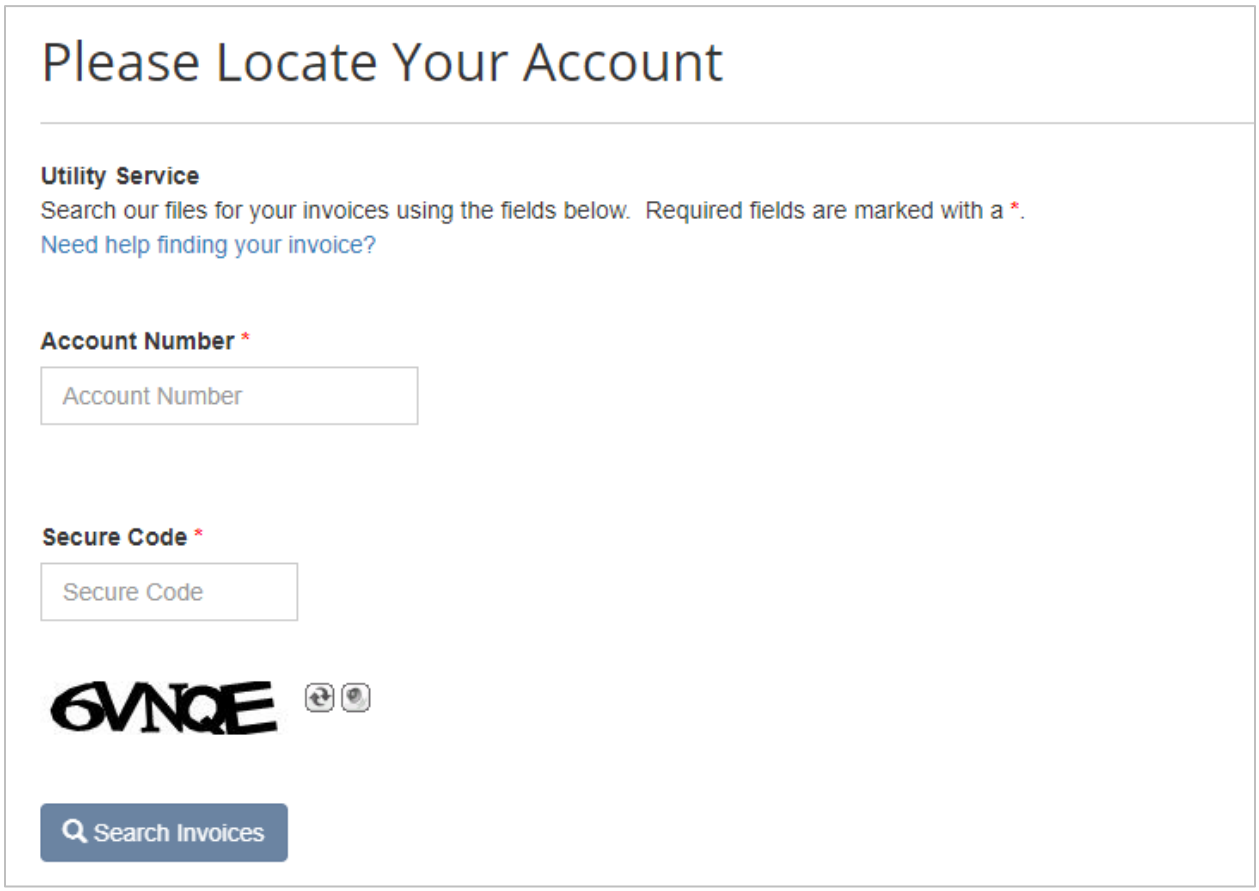
Registering an Account

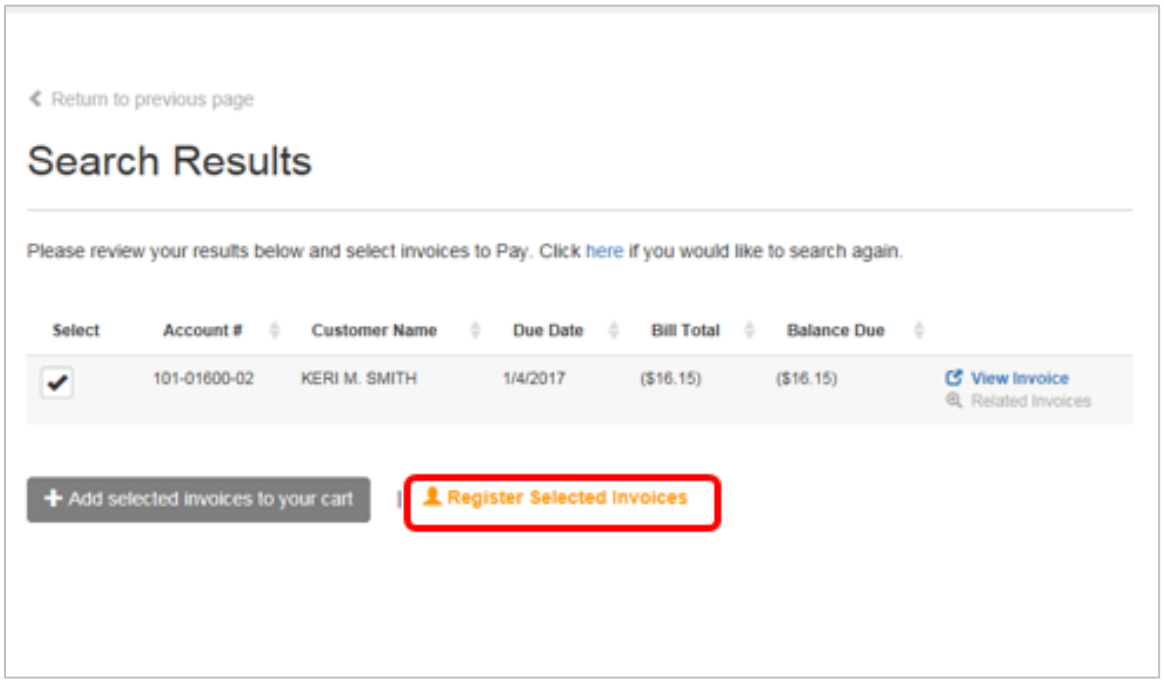
1. From the virtual site, a payer clicks on **Register Now.**



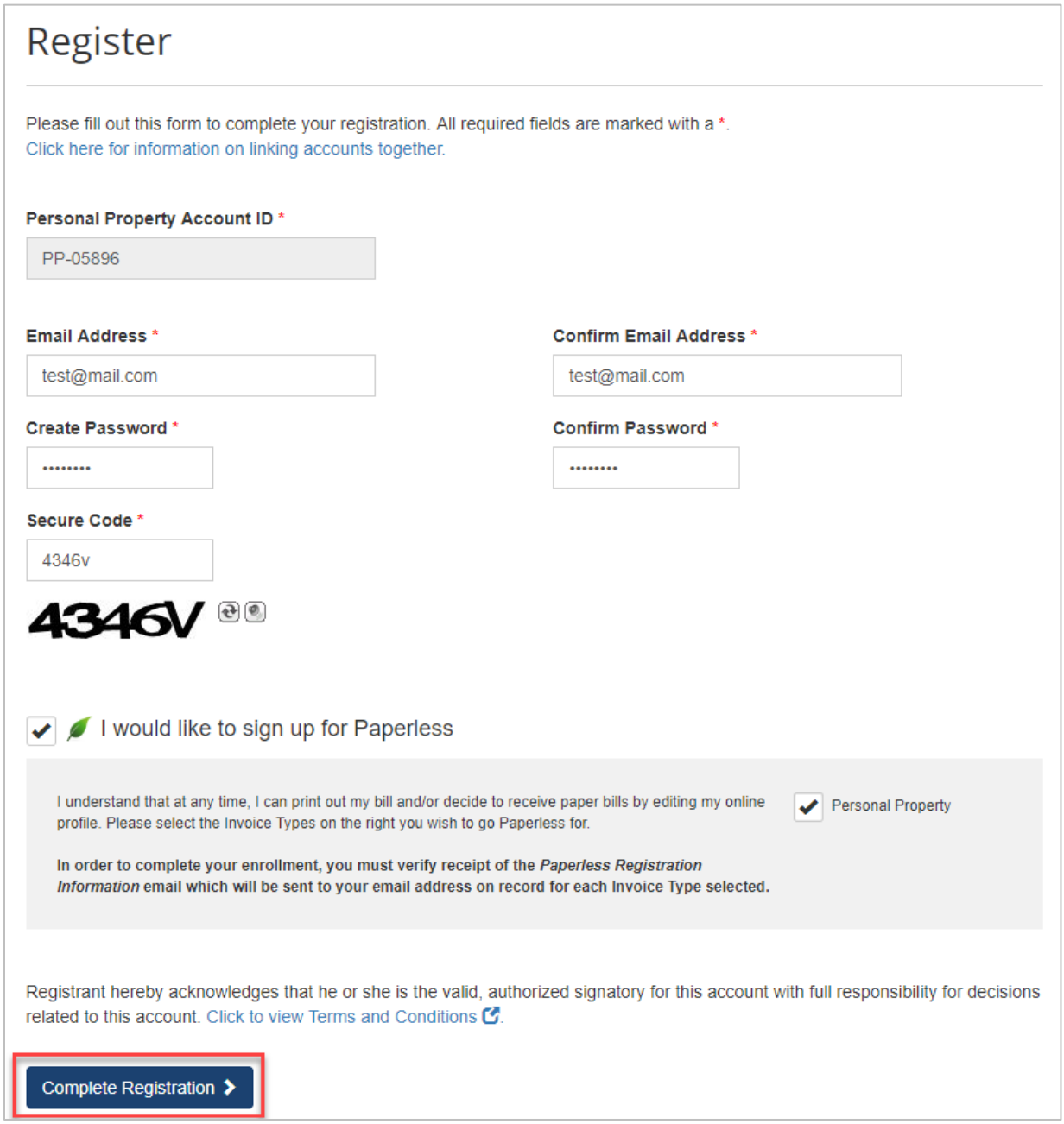
2. On the Account Locater screen, user enters the search criteria, the secure code and selects **Search Invoices.**



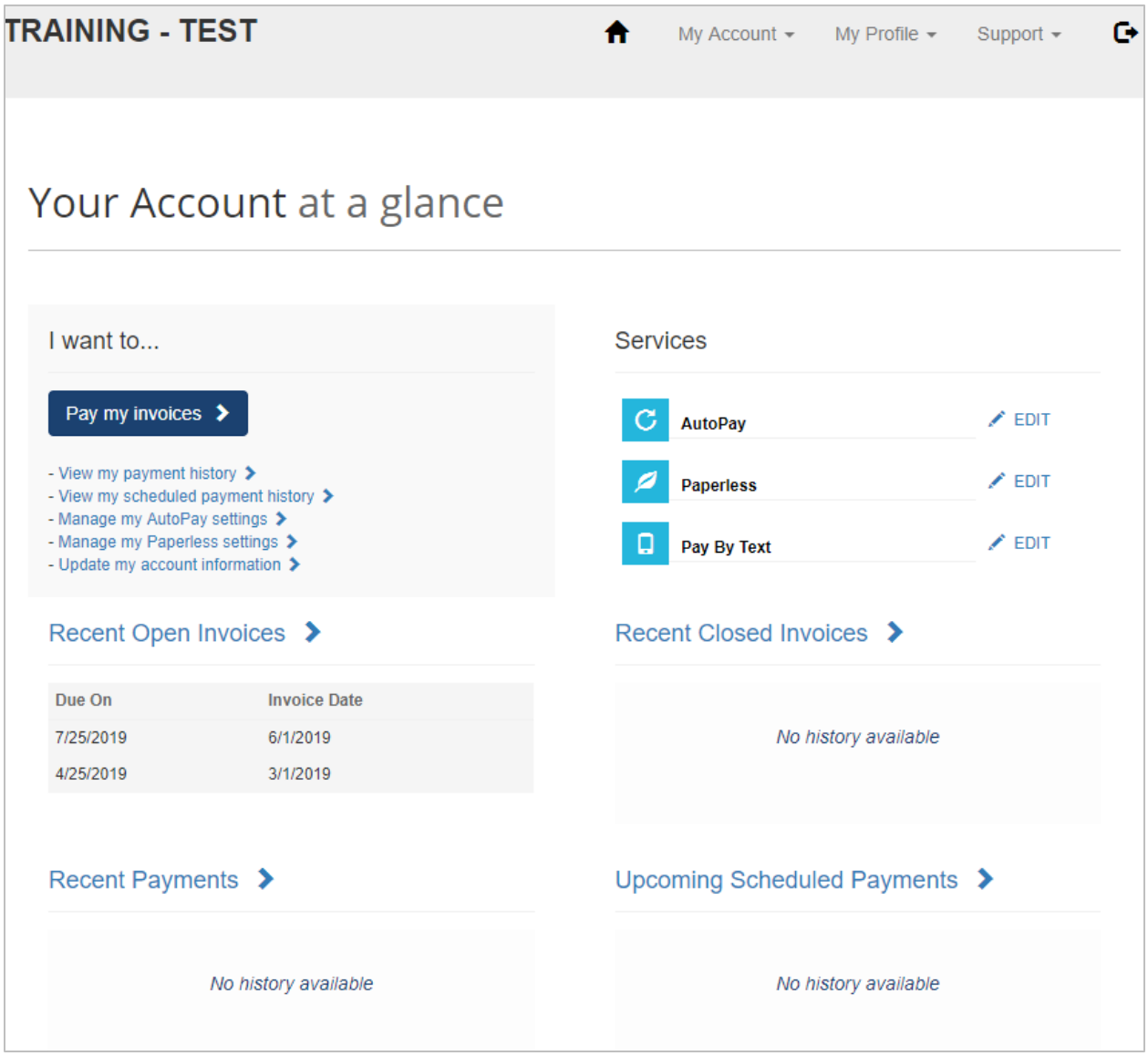
3. Once the Search Results displays the invoice, user clicks on the box to the left of the invoice and selects the **Register Selected Invoices** link.



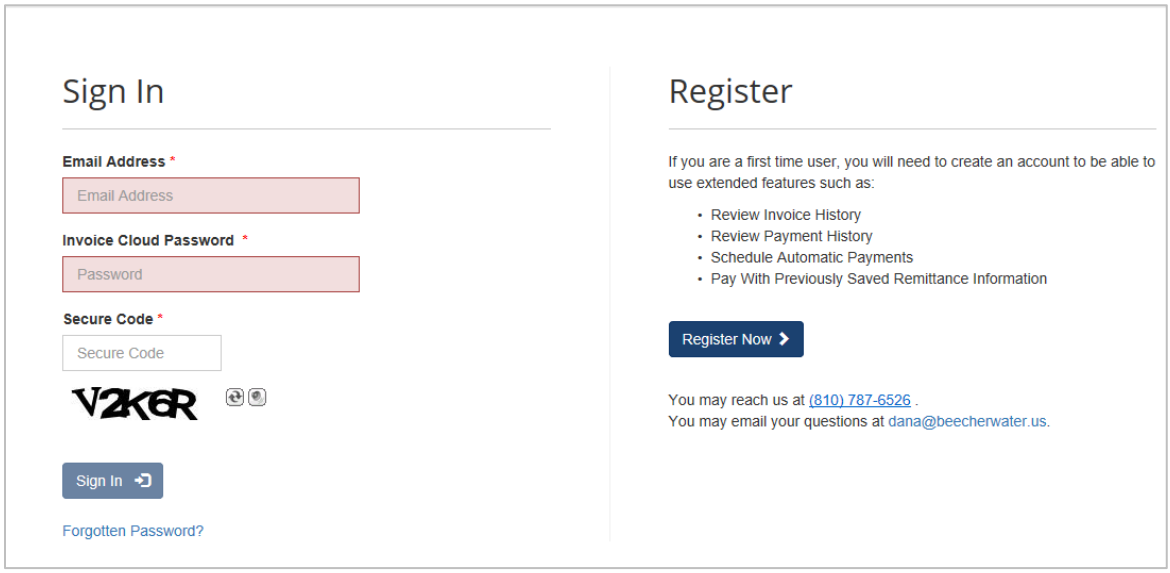
4. The account registration screen appears with the account number displayed. User completes the required fields and clicks **Complete Registration**.



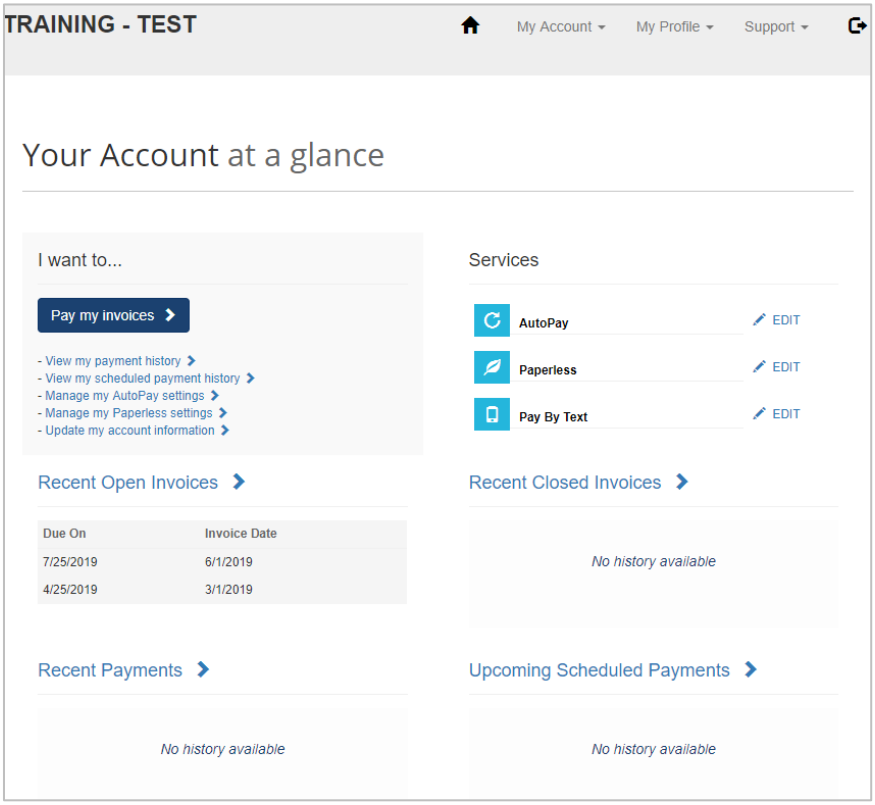
5. After completing the registration, the Customer Portal dashboard will appear. From here, the user can take full advantage of the features available to registered customers such as, AutoPay, Pay by Text, Paperless, Scheduled Payments as well as save payment methods. Customers should log out when exiting the site.



6. After clicking on Sign Out button , the user will be presented with the **Sign In** screen for the Customer Portal. For the user's convenience, this page can be saved as a favorite for easy access. User has the ability to retrieve their forgotten password using the link on the bottom of the screen.



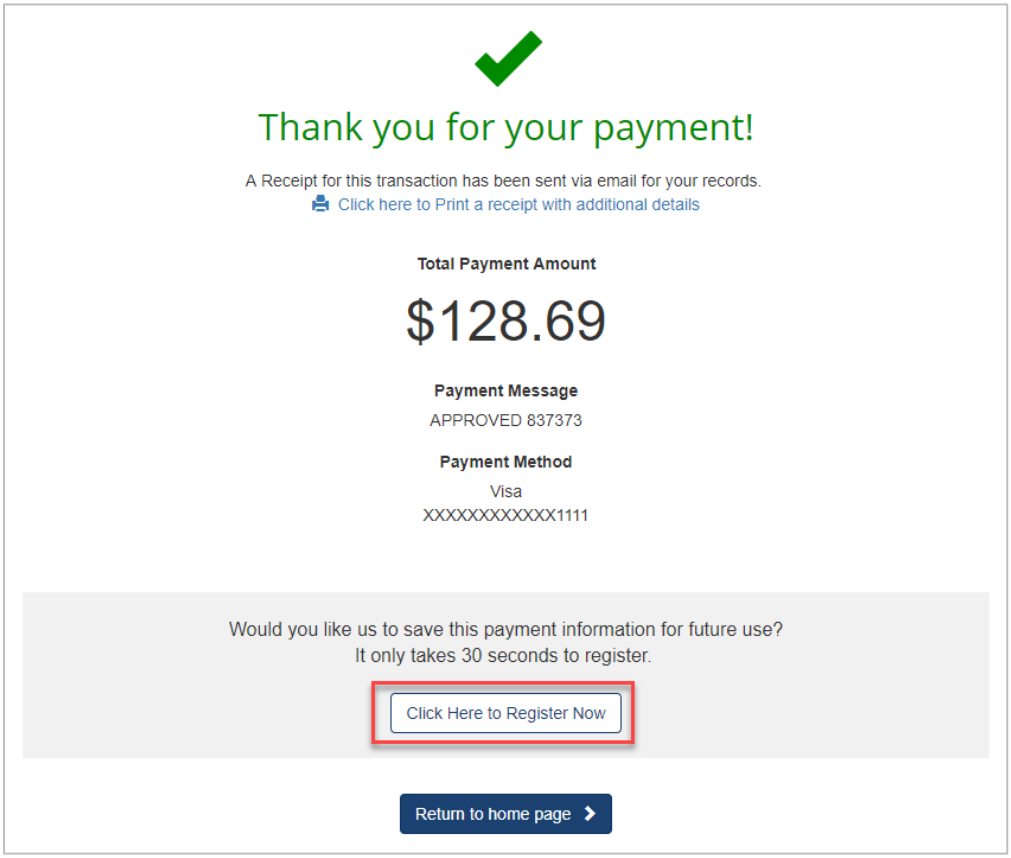
7. The user will be directed to the registered account landing page, the **Customer Portal** dashboard.



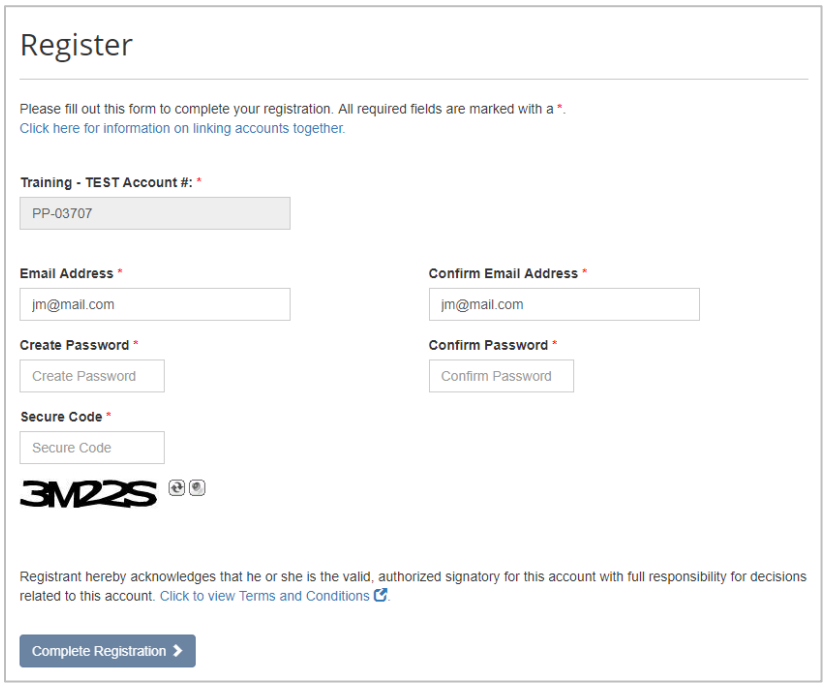
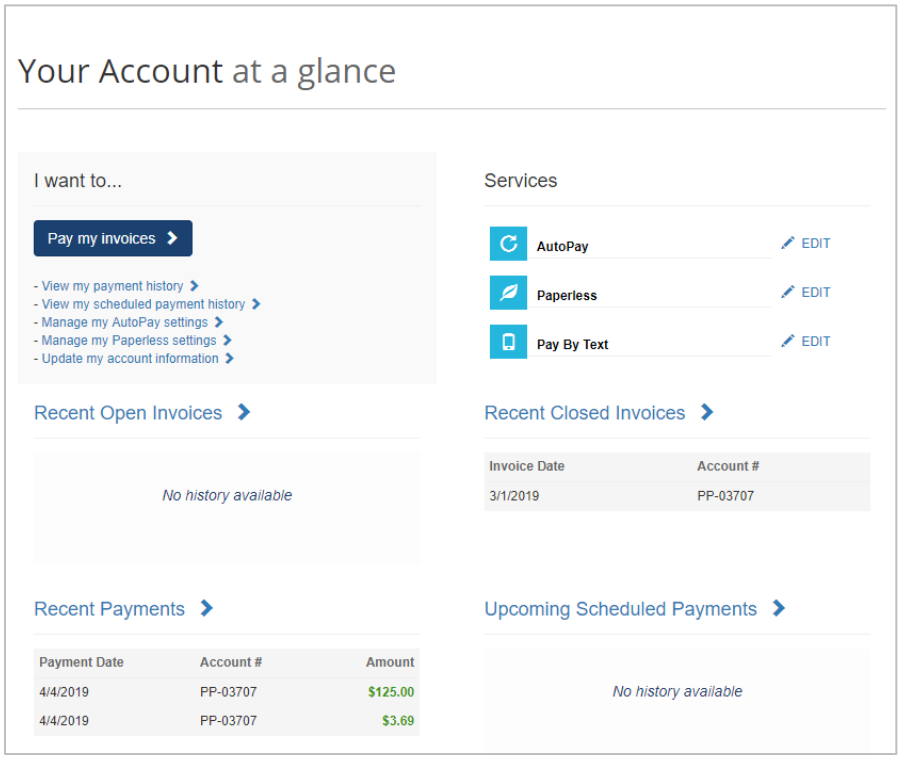
Registering After Completing a One Time Payment

After completing a one-time payment, the user is presented with a confirmation page to letting them know the payment was successful. This page also provides the user with the opportunity to register their account for future use. This is sometimes referred to as the *30-second registration*.

1. User selects **Click Here to Register Now.**



2. The user is presented with the Register page with their account number and email address already completed. All the user must do to complete the registration is enter a newly created password twice and correctly enter the secure code and click on **Complete Registration**.



3. The user will be directed to the registered account landing page, the **Customer Portal** dashboard.