



## Utility Billing Customer Self Service Instructions for Registering Your Account

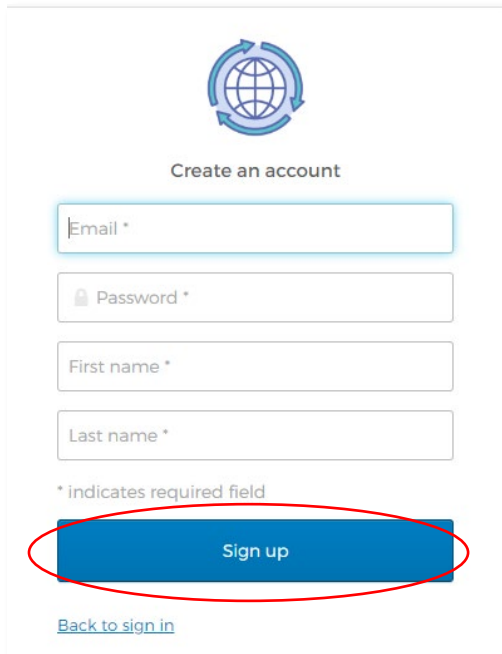
### Step 1: Register

At the login page select "Sign Up"


A screenshot of a login page. At the top is a blue circular icon with a globe and arrows. Below it is the text "Sign in to community access services." There are four buttons for social login: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator. There are two input fields: "Email address" and "Password". Below the password field is a "Remember me" checkbox. A blue "Sign in" button is at the bottom. At the very bottom, there is a link "Don't have an account? [Sign up](#)" which is circled in red.

## **Step 2: Enter Your information**

Enter email, new password along with your first and last name. Then click the “sign up” button.



The form features a blue circular logo with a globe and arrows at the top. Below it is the heading "Create an account". The form contains four input fields: "Email \*", "Password \*", "First name \*", and "Last name \*". A red oval highlights the "Sign up" button at the bottom. A link "Back to sign in" is located below the button.



Create an account

Email \*

Password \*

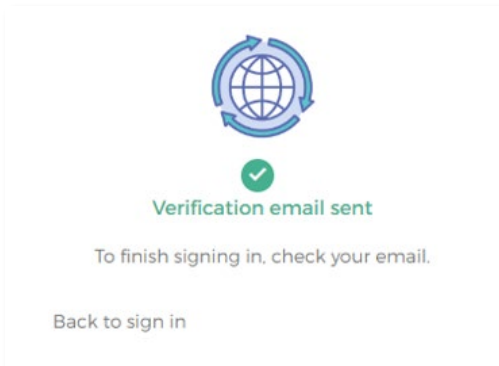
First name \*

Last name \*

\* indicates required field

**Sign up**

[Back to sign in](#)



## Step 3: Go to Your Email

Select “activate account”

• Community Access Identity

☆ Welcome to your Community Access account Hi Altamonte, Welcome to your Community Access account! Your organization uses Communit...



Hi Altamonte,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account, please click the following link:

[Activate account](#)

~~This link expires in 7 days.~~

This is an automatically generated message from Community Access. Replies are not monitored or answered.

You will be redirected to the City's website and are now registered.

The screenshot shows the 'Account Settings' page for the City of Altamonte Springs. The page has a dark blue header with the city logo and navigation icons. A left sidebar contains 'Home' and 'E-Payments'. The main content area is titled 'Account Settings' and is divided into sections: 'Account Information' with fields for 'Now logged in as', 'Last successful login' (10/28/2022), and 'E-Mail address'; 'Linked Accounts' with a descriptive paragraph; 'Customer Accounts' with a 'link to account' link; and 'Utility Billing Accounts' with a 'link to account' link and a table header for 'Account' and 'Customer'. A 'Go To Module Homepage' link is at the bottom.

### **Step 3: Link Your Utility Account**

Select "Link to Account"

This close-up screenshot focuses on the 'Utility Billing Accounts' section. It shows the text 'There are currently no linked accounts' and a blue 'link to account' hyperlink. The 'link to account' text is circled in red. Below this, the 'Account' and 'Customer' table headers are visible, along with another 'link to account' hyperlink.

Enter your Account ID and Customer ID. These numbers are located at the top of your billing statement (see an example statement). The Account ID is after the dash, the Customer ID is before the dash. Both have six digits.

**Utility Billing Account Link Setup**

Please enter your account number to link to your UB accounts. This can be found on your current bill statement.

What is the Account ID? \*

What is the Customer ID? \*

**Submit** **Cancel**

**UTILITY BILL Customer Copy**  
Keep this portion for your records

**Utility Billing Division**  
225 Newburyport Ave  
Altamonte Springs, FL 32701  
(407) 571-8044  
Mon - Fri 7:30 AM to 4:30 PM  
www.Altamonte.org

Customer Name		Service Address						
DOE, JOHN		630 CRANES WAY						
Bill Number	Bill Date	Customer ID - Account ID				Current Billing Due Date		
50573	01/25/2018	600064 - 000110				02/15/2018		
Service Description	Meter	Previous Read Date	Current Read Date	Previous Meter Reading	Current Meter Reading	Read Code	Usage TGAL	Charge
WATER FACILITY CHARGE CI								3.87

Once your Account ID and Customer ID are submitted, you will see your account listed in the accounts section. Repeat this process if you have multiple accounts.

**Welcome to E-Payments**

**Announcements**  
Welcome to the City of Altamonte Springs E-Payment Services.

**Profile Information**  
Profile information not found.

**Utility Billing Accounts**

Customer Name	Service Address	Account
DOE, JOHN	505 VIA DEL ORO 201	<a href="#">021730</a>

To view an individual account summary, click on the account number link.

### Welcome to E-Payments

**Announcements**

Welcome to the City of Altamonte Springs E-Payment Services.


**Profile Information**

Profile information not found.

**Utility Billing Accounts**

Customer Name	Service Address	Account	Customer
DOE, JOHN	505 VIA DEL ORO 201	<a href="#">021730</a>	702210

Here you can request change of address, manage bills, view balance and link your utility billing account(s).



### Utility Billing Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Manage Bills](#)

**Billing Account**

**Service Address** 505 VIA DEL ORO DR 201

**Account Number** 021730

**Your Current Balance**

**Amount Due Now** \$0.00

**Payment Due Date**

**About Your Payments**

No payment activity found

**Customer Information**

**Name** DOE, JOHN

**Address** 123 FLORIDA BLVD  
ALTAMONTE SPRINGS, FL 32701

**Customer ID** 702210

[Request Change of Address](#)

**Services**

Service	Code	Start Date	Stop Date	Status
WATER FACILITY CHARGE RI	1000	6/14/2021		ACTIVE

To log out, click the customer name icon in the upper right-hand corner and select “Log Out.”

The screenshot displays the 'Utility Billing Account Summary' page for Altamonte Springs. The page is divided into several sections:

- Navigation:** Home, E-Payments, Parking Tickets, Utility Billing (selected), Manage Bills, Account Summary, Automatic EFT Payments, Contact Us.
- Utility Billing Account Summary:**
  - Billing Account:** Service Address: 505 VIA DEL ORO DR 201, Account Number: 021730.
  - Your Current Balance:** Amount Due Now: \$0.00, Payment Due Date: (blank).
  - About Your Payments:** no payment activity found.
  - Customer Information:** Name: DOE, JOHN; Address: 123 FLORIDA BLVD, ALTAMONTE SPRINGS, FL 32701; Customer ID: 702210. Includes a link for [Request Change of Address](#).
  - Services:** A table with columns: Service, Code, Start Date, Stop Date, Status, Consumption History.

A red circle highlights the user profile icon in the top right corner of the page header.