USER GUIDE ON CREATING AN ONLINE PROFILE

Welcome, this user guide was designed to assist you with the procedures of creating an online Profile and maintaining multiple utility accounts from one single Profile.

Once you have configured your Profile you will be able to pay balances on multiple accounts from one single profile.

STEP 1: ACCESSING THE ONLINE PROFILE WEBSITE

From the City’s home page; under I WANT TO… choose Pay my utility bill.

STEP 2: PUBLIC UTILITIES WEBSITE

You have entered the “Paying your Bill” page. You can access the online payments features by accessing one of the following links; Log In, United States Login/ Create Profile, or Espanol / Inicio de session en Espanol.

Paying Your Bill

Online Payment & Account Information

Online Profile Requirement: One time online payments via the Express Pay On-Line and Account Search option is no longer available. To continue to make online payments, you will need to create an online profile. When you create your profile, making payments will be quick and easy.

- Creating a New Online Profile

Login

- United States Login/Create Profile in English
- Español / Inicio de sesión en Español
STEP 3: GETTING STARTED - CREATING A NEW PROFILE
You should now be viewing the Online Profile entry screen. From this screen can set-up your Profile. To do so click on the “Create New Profile” link (located at the lower left portion of the dialog box).

STEP 3a: ENTERING YOUR PROFILE DETAILS
Please enter your name, email address, phone number, and set a password. The information you enter on this screen will be utilized on your MAIN profile. Please keep your password in a safe place.
Once you hit the “Create Profile” button you will receive the following confirmation message. Please check your email for a profile activation link.

**Thank You**

You will receive an email message that will contain a link. Clicking the link will allow you to activate your profile. Once your profile has been activated, you can edit your profile, view current balances, pay your bill, print your bill, review accounts history and water consumption.

From the activation link in your email you will be directed to the Activation screen. We suggest you take this opportunity to add all your accounts to your new profile. Please continue by clicking on the “Add a Utility City Account to your Profile” link.

### STEP 3b: ADDING ACCOUNTS TO YOUR PROFILE

For this step you will need the account numbers and house number for each account you wish to link to your MAIN profile.

Start by entering your first account number and house number. Next, click the “Verify” button.

### Attach Your Utility Account to Your Profile

Your account number is shown on your bill. Please enter the 1st 10 digits of your account number and the house number of your service address.

- **Account Number:** 1234567890 *
- **House Number:** *** *

*Required Field*

STEP 3c: Once the account has been verified you may provide a Nickname. Please review the account information and click in the checkbox to validate that the information displayed is correct. Continue by clicking on the “Complete Attachment button”.

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City of West Palm Beach Public Utilities Customer Service
STEP 3d: Congratulations! Your online profile has been created. You should now be viewing the “Summary of Accounts” screen for your Profile.

Summary of Accounts

Customer Information

| Name:       | John Doe          |
| Email:      | jd@email.com      |
| Phone:      | 561-000-0000      |

Customer Tools

- Manage Profile
- Manage Account(s)
- Logout

Instructions: For consumption history, payment history, or a statement detail, please click on the account number link that you would like to view.

Attached Accounts

<table>
<thead>
<tr>
<th>Nickname</th>
<th>Account #</th>
<th>Service Address</th>
<th>Pay</th>
<th>Balance</th>
<th>Pay Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>JD</td>
<td>1234567890</td>
<td>200 MAIN ST</td>
<td></td>
<td>282.08</td>
<td>282.08</td>
</tr>
</tbody>
</table>

Selected Payments Total 0.00

Pay with Credit Card  Pay with eCheck