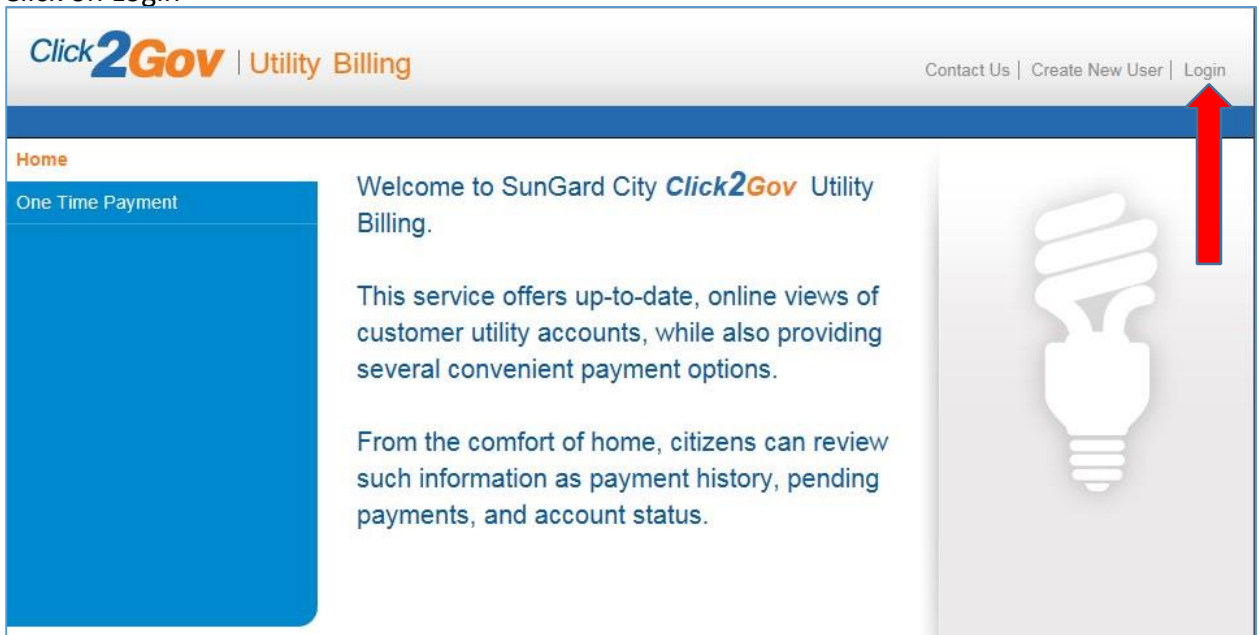# First Time Login Process For Previously Registered Citizens

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

2. Click on Login

3. The login screen will display

4. The citizen will enter their account number and pin as they registered it in the previous version of Click2GovCX. If the citizen has created a master account in the previous version, they may use this login information.

5. The following popup message will display. Click 'OK' to continue.

User Upgrade

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.

OK

6. The following message will display for the citizen to enter their new information.

The process use the email address that is already associated with the account number. If the citizen wants to use a different email address, they may click on 'Change'.

7. Citizen will enter their address information, phone number and questions. If the citizen wants a new password under the new system, they may change it at this time.
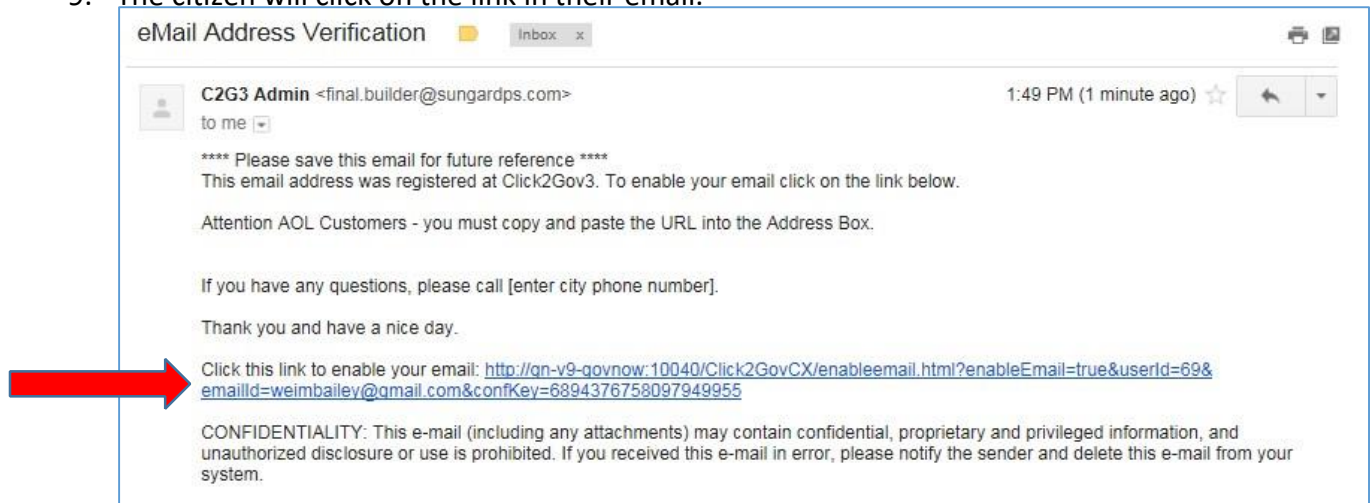
Account Information			
Payment History			
Make Payments			
Auto Pay			
Consumption Report			
Billing History			
Service Summary			
Edit Account			
Manage eBilling			

New Password is required.

Name and Address

* eMail Address:	newsomeone@somplacenew.com	Change
* First Name:	Click2Gov	
* Last Name:	Support	
* Address 1:	1000 Business Center Drive	
Address 2:		
* City:	Lake Mary	
* 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

8. The citizen will receive a message stating a confirmation email will be sent to their email account.

User Upgrade

Your user has been created. A confirmation email has been sent to the eMail Address specified containing a link to enable your user. You will now be redirected to the Login Page.

OK

9. The citizen will click on the link in their email.

eMail Address Verification   Inbox x

C2G3 Admin <final.builder@sungardps.com>   1:49 PM (1 minute ago)

to me

**** Please save this email for future reference ****
This email address was registered at Click2Gov3. To enable your email click on the link below.

Attention AOL Customers - you must copy and paste the URL into the Address Box.

If you have any questions, please call [enter city phone number].

Thank you and have a nice day.

Click this link to enable your email: http://gn-v9-govnow:10040/Click2GovCX/enableemail.html?enableEmail=true&userId=69&emailId=weimbailey@gmail.com&confKey=6894376758097949955

CONFIDENTIALITY: This e-mail (including any attachments) may contain confidential, proprietary and privileged information, and unauthorized disclosure or use is prohibited. If you received this e-mail in error, please notify the sender and delete this e-mail from your system.

10. The message their account has been enabled will display.

Click2Gov | Utility Billing   Contact Us | Create New User | Login

Home
One Time Payment

Enable Email

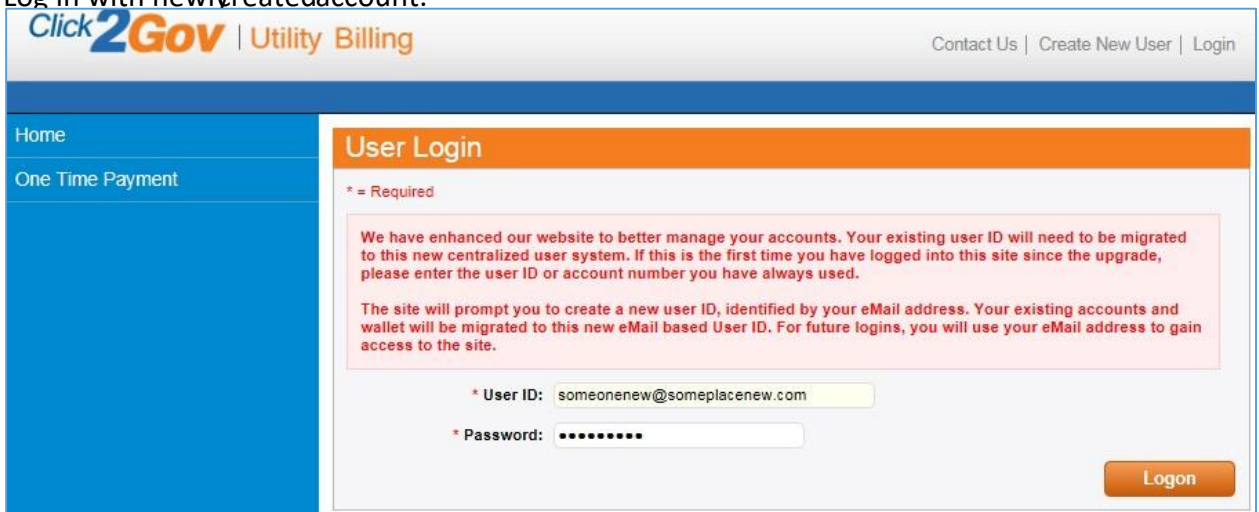Your email has been enabled. You may now use it to login.
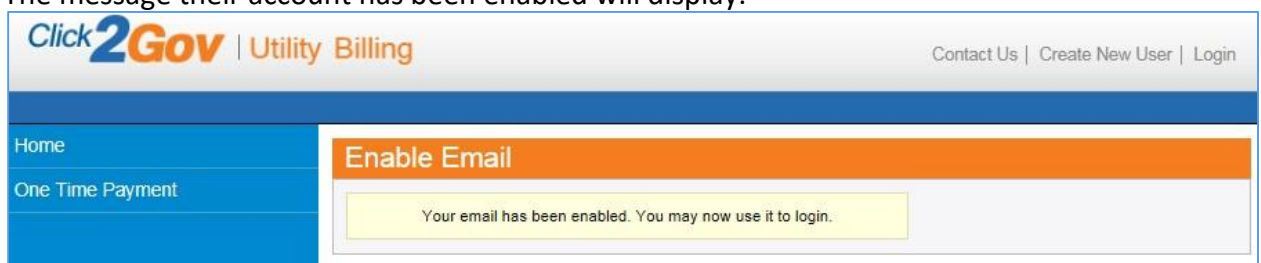
11. Now the citizen can log in as normal with their email address created in the step above and pin from above. The first time they try to log in the following message will display to remind the citizen how to log in with the new system.

Once the citizen has completed the migration process to the new version's login process, they cannot use their account number and pin to log in from this point. They **must** now log in with their email address created in this process.

12. Log in with newly created account.

13. Once logged in, the main landing page will display.

14. If there is only one account attached to the email address, you may click on 'Select Account' to view all of the accounts associated with this email address. 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.