

First Time Login Process For Previously Registered Citizens

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

| Click 2 Gov Utility | / Billing | Contact Us Create New User Login |
|--------------------------|--|--------------------------------------|
| Home One Time Payment | Welcome to SunGard City <i>Click2Gov</i> 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. | |

2. Click on Login



3. The login screen will display



| Click 2Gov | Utility Billing | Contact Us Create New User Login |
|------------------|--|--|
| Home | User Login | |
| One Time Payment | to this new centralized user system. If this is the f please enter the user ID or account number you h The site will prompt you to create a new user ID, i | your accounts. Your existing user ID will need to be migrated irst time you have logged into this site since the upgrade, ave always used. dentified by your eMail address. Your existing accounts and er ID. For future logins, you will use your eMail address to gain |
| | * User ID: * Password: | Logon |

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.

| Click 2Gov Utility | Billing | | Contact Us Create New User Login |
|--------------------------|---|---|---|
| Home One Time Payment | to this new centralized use please enter the user ID or The site will prompt you to | er system. If this is the first time you have account number you have always used. o create a new user ID, identified by your o his new eMail based User ID. For future lo 679-6342 | ur existing user ID will need to be migrated logged into this site since the upgrade, Mail address. Your existing accounts and ogins, you will use your eMail address to gain Logon |

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.

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

| THOMAS - | Migrate User Pro | ofile 😰 | | |
|---------------------|------------------------------|-----------------------------|--------|-----------------|
| Select Account | * = Required | | | Maintain Wallet |
| Account Information | Ne | w Password is required. | | |
| Payment History | | | | |
| Make Payments | Name and Address | | | |
| Auto Pay | * eMail Address: | newsomeone@someplacenew.com | Change | |
| Consumption Report | * First Name: | | | |
| Billing History | * Last Name: * Address 1: | | | |
| Service Summary | Address 2: | | | |
| Edit Account | * City: | | | |
| Manage eBilling | * State: | | | |
| | * Zip Code: | | | |
| | At least one phone m | ust be entered | | |
| | Home Phone: | | | |
| | Work Phone: | | | |
| | Work Ext: | | | |
| | Cell Phone: | | | |
| | Change Password | | | |
| | Password: | | | |
| | Confirm Password: | •••••• | | |
| | Security Questions | | | |
| | * 1. Question: | ~ | | |
| | Answer: | | Remove | |
| | * 2. Question: | ~ | | |
| | Answer: | | Remove | |
| | * 3. Question: | ~ | | |
| | Answer: | | Remove | |
| | | | | |

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.

| Ne | ew Password is required. | |
|----------------------|--|--|
| | | |
| Name and Address | | |
| * eMail Address: | newsomeone@somplacenew.com | Change |
| * First Name: | Click2Gov | |
| | | |
| | 1000 Business Center Drive | |
| | | |
| * City: | Lake Mary | |
| * State: | Florida | |
| * Zip Code: | 32746 | |
| At least one phone m | nust 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 |
| | Name and Address * eMail Address: * First Name: * Last Name: * Address 1: Address 1: Address 2: * City: * State: * Zip Code: At least one phone m Home Phone: Work Phone: Work Phone: Work Phone: Work Phone: Change Password Password: Confirm Password: Confirm Password: Security Questions * 1. Question: * Custom Question: * 2. Question: * 2. Question: * 3. Question: * 3. Question: * Custom Question: * 3. Question: * Custom Question: * Custom Question: * 3. Question: * Custom Question: * Custom Question: * 3. Question: * Custom Question: * Custom Question: * Custom Question: * 3. Question: * Custom Question: * Custom Question: * Custom Question: * 3. Question: * Custom Que | * eMail Address: newsomeone@somplacenew.com * 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: &00 & 695 & 6915 Work Phone: Work Ext: Cell Phone: Change Password Password: Confirm Password: ••••••• |



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



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

| - | C2G3 Admin <final.builder@sungardps.com> to me v</final.builder@sungardps.com> | 1:49 PM (1 minute ago) 🚖 | * |
|---|--|--------------------------------------|------|
| | **** Please save this email for future reference **** This email address was registered at Click2Gov3. To enable your email click on the link | telow. | |
| | 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: <u>http://gn-v9-govnow:10040/Click2GovCX/enableema</u> emailId=weimbailey@gmail.com&confKey=6894376758097949955 | ail.html?enableEmail=true&userId=69& | |
| | CONFIDENTIALITY: This e-mail (including any attachments) may contain confidential, p unauthorized disclosure or use is prohibited. If you received this e-mail in error, please r | | your |

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

| Click 2Gov Utility | Billing | Contact Us Create New User Login |
|----------------------|---|--------------------------------------|
| | | |
| Home | Enable Email | |
| One Time Payment | 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 newlgreatedaccount.

| Click 2Gov Utility | Billing | | Contact Us Create New User Login |
|--------------------|--|--|--------------------------------------|
| Home | User Login | | |
| One Time Payment | to this new centralized us please enter the user ID o The site will prompt you t | rebsite to better manage your accounts. Your exist ser system. If this is the first time you have logged or account number you have always used. to create a new user ID, identified by your eMail ac this new eMail based User ID. For future logins, y | l into this site since the upgrade, |
| | * User ID: * Password: | someonenew@someplacenew.com | Logon |



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

| Click 2Gov Utility | Billing | Contact Us Edit My Profile Logoff | |
|------------------------|---|---------------------------------------|--|
| Home Select Account | Welcome to SunGard City Click2Gov Utility | | |
| Account Information | Billing. | | |
| Payment History | This service offers up-to-date, online views of | | |
| Make Payments | customer utility accounts, while also providing | 215 | |
| Auto Pay | several convenient payment options. | | |
| Consumption Report | From the comfort of home, citizens can review | | |
| Billing History | such information as payment history, pending | | |
| Service Summary | payments, and account status. | | |
| Edit Account | | | |
| Manage eBilling | | | |

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.

| Click2Gov | Itility Billing | | | C | Contact Us Edit M | y Profile Log |
|---------------------|--|------------------|---------|----------|---------------------|-----------------|
| Home | Utility Accounts | | | | | |
| Select Account | Select the location you would like to work with: | | | | | |
| Edit Master Account | Account Number | Location Address | Total | Auto Pay | Tender Acct # | Cash Only? |
| | 000000875-000012878 | 123 MAPLE STREET | \$40.27 | None | | |
| | Showing 1 to 1 of 1 entries | | | | | |