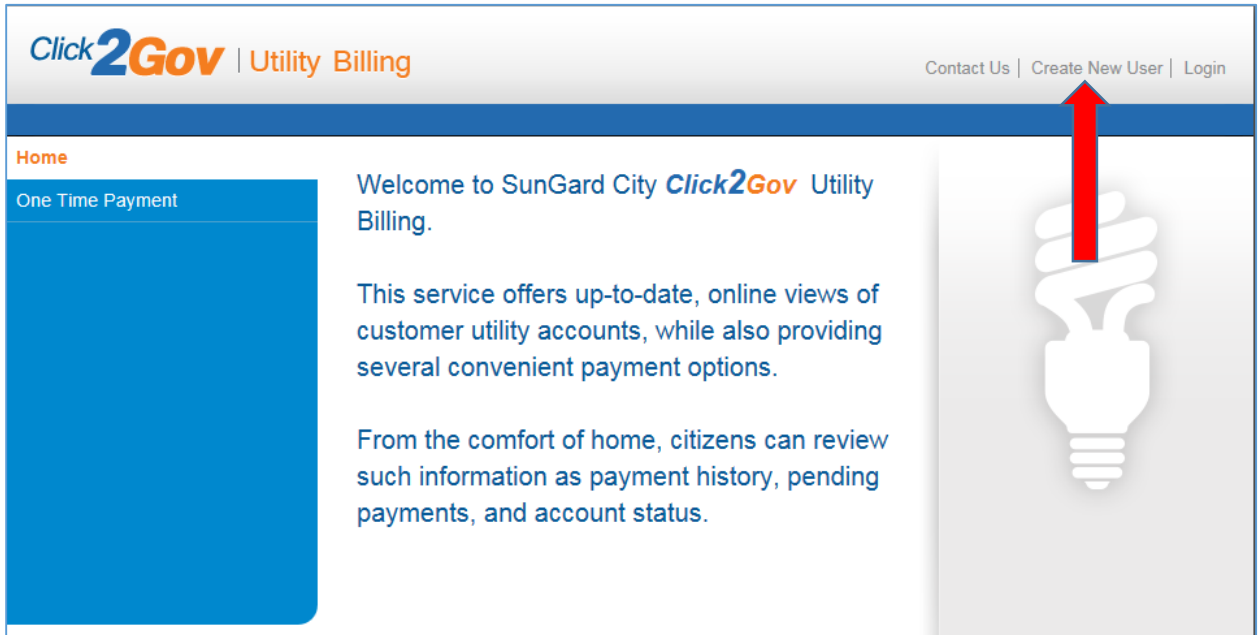# NEW USER REGISTRATION PROCESS
Beginning 9.1.15.2

1. In Click2GovCX, click on 'Create New User'

NEW USER REGISTRATION PROCESS
Beginning 9.1.15.2

2. Enter email address. This will be the user id/logon for citizen's account.

The citizen will also need to enter their address and at least one phone number. They will be prompted to select from a variety of security questions. These questions are customizable. The answers to these questions are used if the citizen forgets their login information and they need to reset their password. They will be prompted to answer these questions.

NEW USER REGISTRATION PROCESS
Beginning 9.1.15.2

Click on the 'Create New User Button' when all fields have been successfully filled out.

The following message will display.

3. The citizen will receive an email that contains a link. The citizen will click on this link to complete the registration process.

4. Once the registration process is complete, the citizen can log into their account with their newly created user id and password. Then click on the 'Logon' button.
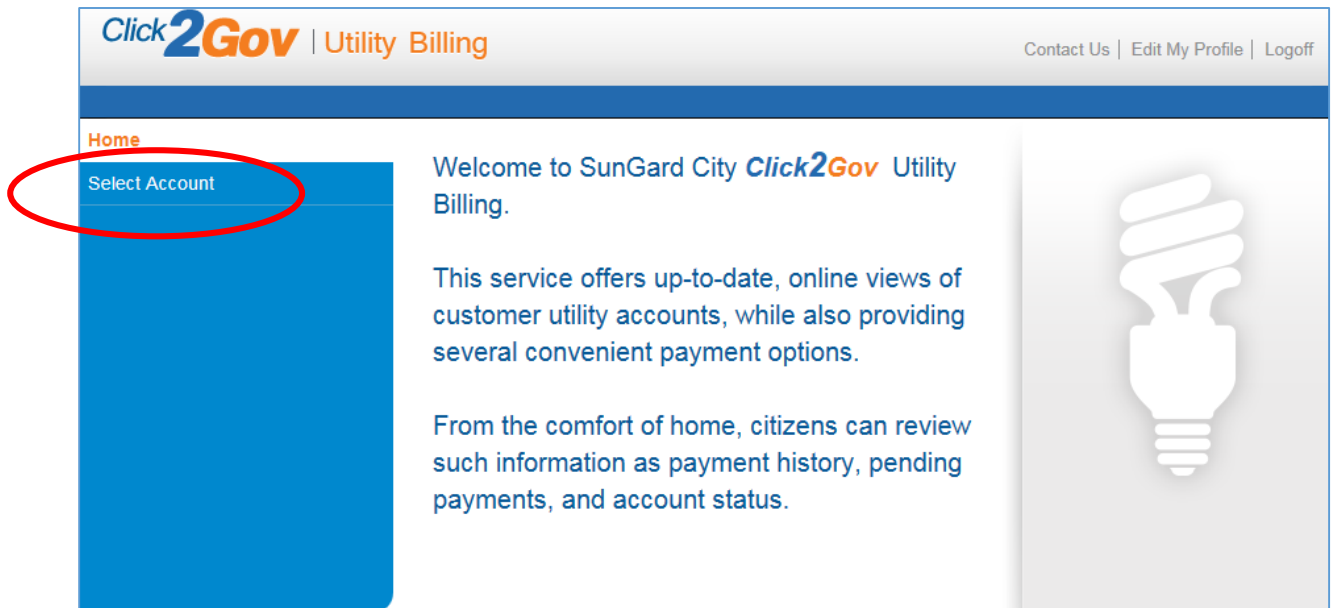
NEW USER REGISTRATION PROCESS

Beginning 9.1.15.2

The following screen will display.
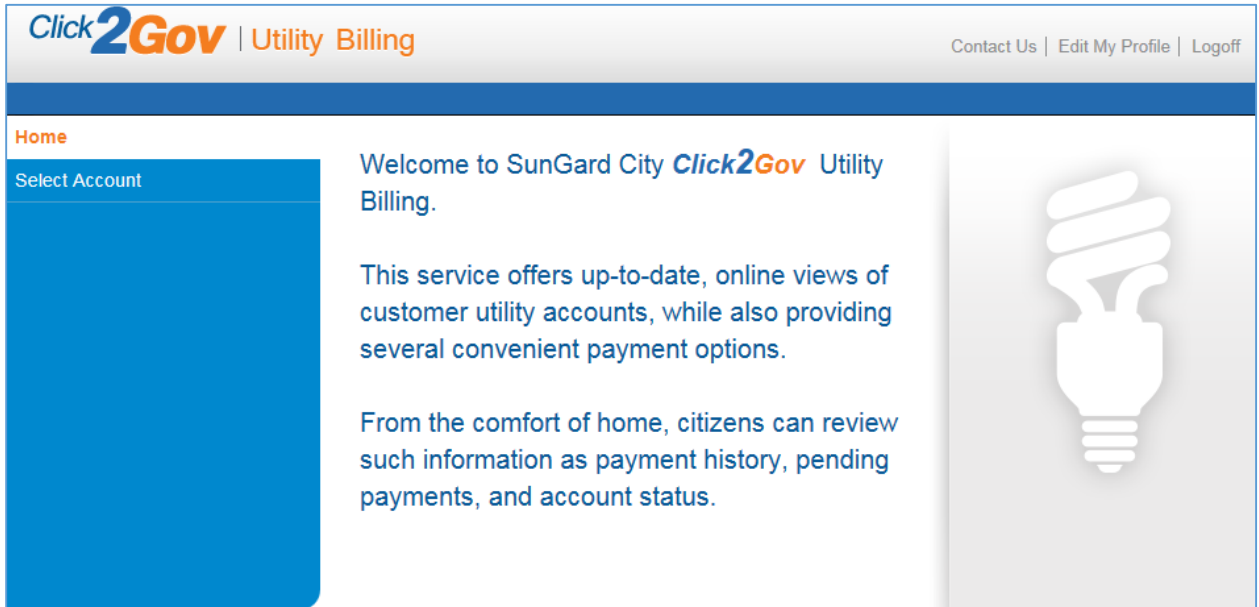
5. To add accounts to the login, click on the 'Select Account' button on the left side of the screen.

The button name can be configured in the Consolidated Console.

6. When the screen for Utility Accounts Displays, select 'Edit Master Account'.

7. Click on the link 'Add Account

8. Enter the customer account number and associated validation fields.

In this example, we have the setup to require only the Due Date. The number of validation fields and the types of validations fields are determined in Consolidated Console for Click2GovCX. See available settings below.

Click2GovCX Application Properties

Property: 'Create Account Page'

Show the 'Account Number' asterisk? ☑

How would you like citizens to add their CX account to their User Profile [USE BILLING INFO ▾]

Show the 'Bill Date' asterisk? ☐

Validate 'Bill Date' field? ☐

Show the 'Cycle Route' asterisk? ☐

Validate 'Cycle Route' field? ☐

Show the 'Due Date' asterisk? ☑

Validate 'Due Date' field? ☑

Show the 'Last Pay Amount' asterisk? ☑

Validate 'Last Pay Amount' field? ☐

Show the 'Last Pay Date' asterisk? ☐

Validate 'Last Pay Date' field? ☐

Show the 'Previous Balance' asterisk? ☐

Validate 'Previous Balance' field? ☐

Show the 'Total Amount Due' asterisk? ☐

Validate 'Total Amount Due' field? ☐

Save Changes

9. The account is now added to the login.

Click2Gov | Utility Billing

Contact Us | Edit My Profile | Logoff

Home

Select Account

Edit Master Account

Add Account

* = Required

User ID: someone@someplace.com

The account was added successfully.

* Account ID: 000000875 - 000012878

* Due Date: 061101   📅 e.g. MMDDYY

Submit

* Account ID must be entered exactly as it appears on your monthly statement (configurable).

NEW USER REGISTRATION PROCESS
Beginning 9.1.15.2

To view the accounts attached to the logon, click on 'Select Account'

Click on the link of the Account Number to view the Account Information.