



Utility Billing Customer Self Service Instructions for Re-Registering Your Account

The City has upgraded the existing Customer Self-Service portal. All online customers need to re-register in order to access account. Here are detailed instructions to help you get set up. Go to www.Altamonte.org, click the ePayments button and then Utility Billing to begin.

STEP 1: Register

At the Login screen, click “Register for a new account.”

A screenshot of the Tyler Identity login interface. At the top left is the Tyler Identity logo with the tagline "a total tyler solution". Below the logo is the slogan "Identify. Authenticate. Empower." The main content area is a white box with the heading "Sign in to your account". It contains two input fields: "Email" and "Password". Below these is a checkbox labeled "Remember me". To the right of the checkbox is a blue button labeled "SIGN IN". Below the "Remember me" checkbox, the text "Register for a new account" is circled in red. At the bottom of the white box, there are two links: "Forgot password?" on the left and "Forgot username?" on the right.

STEP 2: Enter Your Information

Enter email, first and last name along with a password for your account. Then click the "Register" button.

Register for a new account

Email *

First name * Last name *

Password * Confirm password *

CANCEL REGISTER

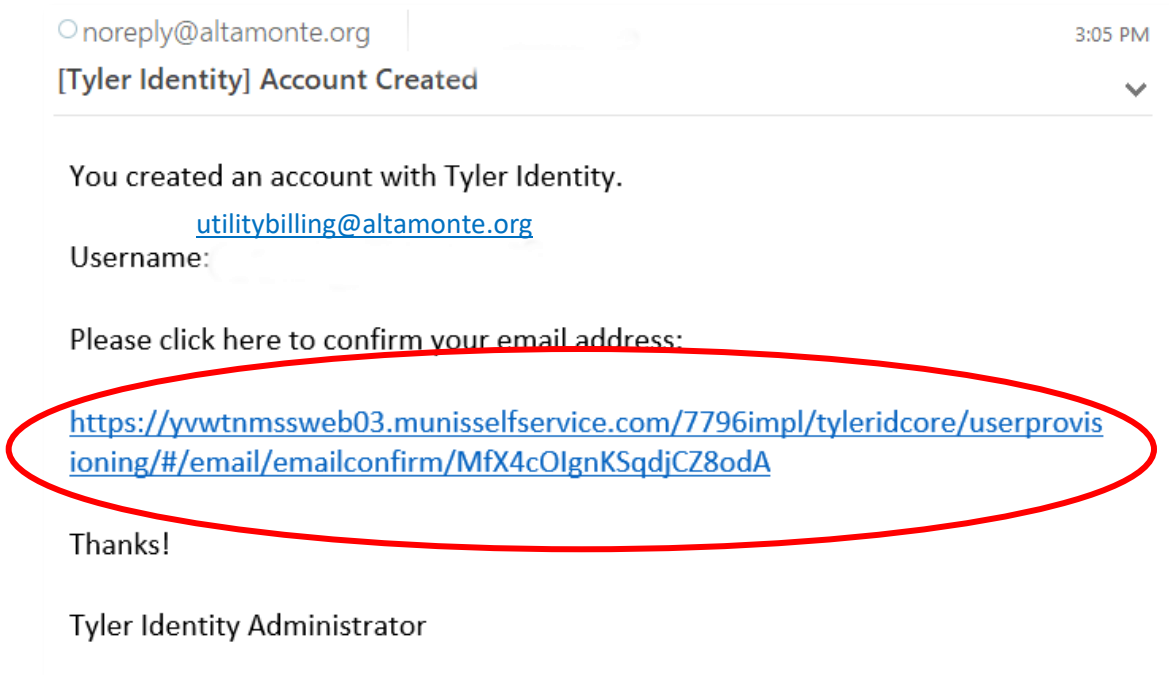
Once your registration information is saved, you will receive an email to validate/verify account creation. You must click on the confirmation link sent via email in order to complete registration process.

Registration complete

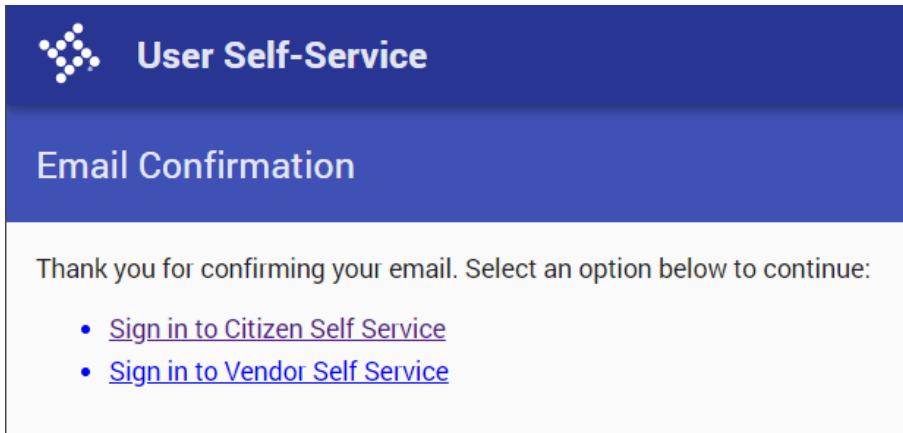
Congratulations! You're registered.

One last step. Click the confirmation link sent to **utilitybilling@altamonte.org**.

Once email is confirmed by clicking blue link, you will be redirected to an email confirmation page.



You will now be able to select sign in to Citizen Self-Service



Sign in to Citizen Self Service using the email and password selected when registering.

STEP 3: Linking Your Utility Billing Account

To connect your account, click "Link to Account."

The screenshot shows the City of Altamonte Springs website interface. On the left is a navigation menu with items: Home, E-Payments, Parking Tickets, Utility Billing, Accounts, and Contact Us. The main content area is titled 'Utility Billing Accounts' and contains the text 'Select an account to work with.' Below this is a section for 'Linked accounts' which states 'No Utility Billing accounts have been linked to this user.' A blue link labeled 'Link to Account' is circled in red.

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.

The screenshot shows the 'Utility Billing Account Link Setup' page. It includes a navigation menu on the left and a main heading 'Utility Billing Account Link Setup'. Below the heading is a instruction: 'Please enter your account number to link to your UB accounts. This can be found on your current bill statement.' There are two input fields: 'What is the Account ID? *' and 'What is the Customer ID? *'. At the bottom of the form are 'Submit' and 'Cancel' buttons.

The screenshot shows a utility bill from the City of Altamonte Springs. The header includes the city logo and contact information for the Utility Billing Division. The bill is addressed to 'DOE, JOHN' at '630 CRANES WAY'. The 'Customer ID - Account ID' is '600064 - 000110', which is circled in red. The 'Current Billing Due Date' is '02/15/2018'. Below this is a table with columns for 'Service Description', 'Meter', 'Previous Read Date', 'Current Read Date', 'Previous Meter Reading', 'Current Meter Reading', 'Read Code', 'Usage TGAL', and 'Charge'. The first row shows 'WATER FACILITY CHARGE CI' with a charge of 3.87.

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'll see your account listed in the accounts section. Repeat this process if you have multiple accounts.

CITY OF ALTAMONTE Springs

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	021730

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	021730	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.”

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	Consumption History
WATER FACILITY CHARGE RI	1000	6/14/2021		ACTIVE	