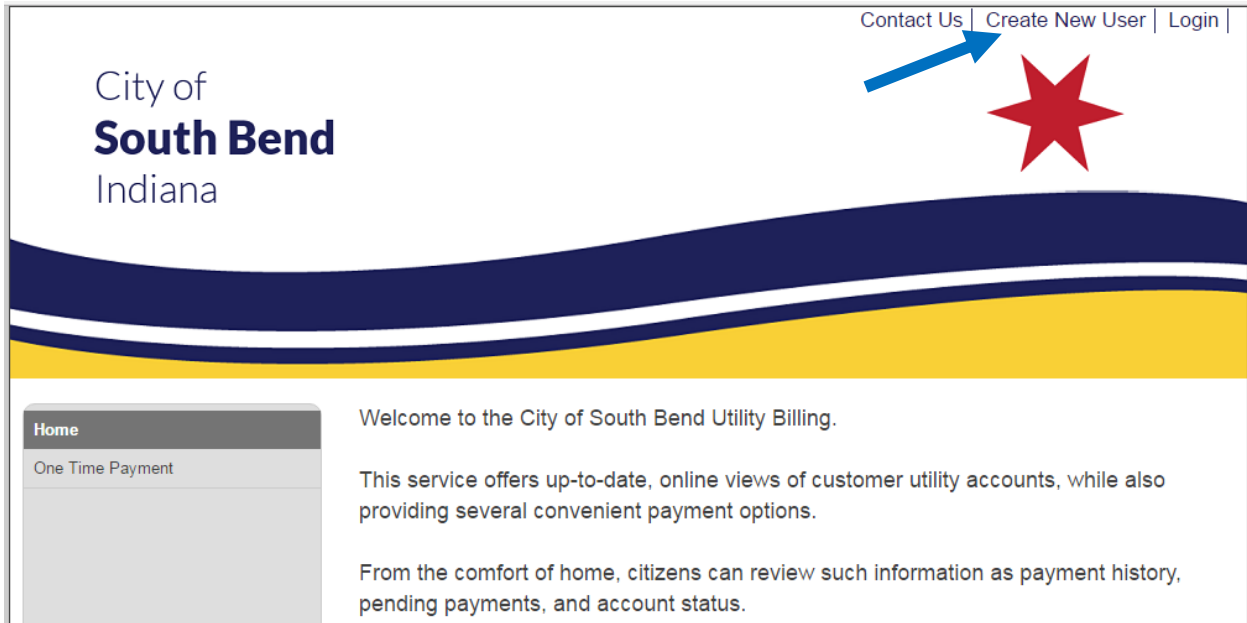


NEW USER REGISTRATION PROCESS

In Click2GovCX, click on 'Create New User'



The screenshot displays the City of South Bend Utility Billing website. At the top right, there is a navigation menu with three links: "Contact Us", "Create New User", and "Login". A blue arrow points to the "Create New User" link, which is highlighted with a red star. On the left side of the page, the text "City of South Bend Indiana" is displayed. Below this, there is a dark blue wavy banner and a yellow wavy banner. On the left side of the main content area, there is a sidebar with a "Home" button and a "One Time Payment" button. The main content area contains the following text:

Welcome to the City of South Bend 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.

NEW USER REGISTRATION PROCESS

Enter your email address. This will be your user id/login for your account.

Create New User

* = Required

* eMail Address:

* Confirm eMail Address:

* Password:

* Confirm Password:

* First Name:

* Last Name:

* Address 1:

Address 2:

* City:

* State:

* Zip Code:

At least one phone must be entered

Home Phone:

Work Phone:

Work Ext:

Cell Phone:

Security Questions

* 1. Question:

Answer: [Remove](#)

* 2. Question:

Answer: [Remove](#)

* 3. Question:

Answer: [Remove](#)

[Add Another Question](#)

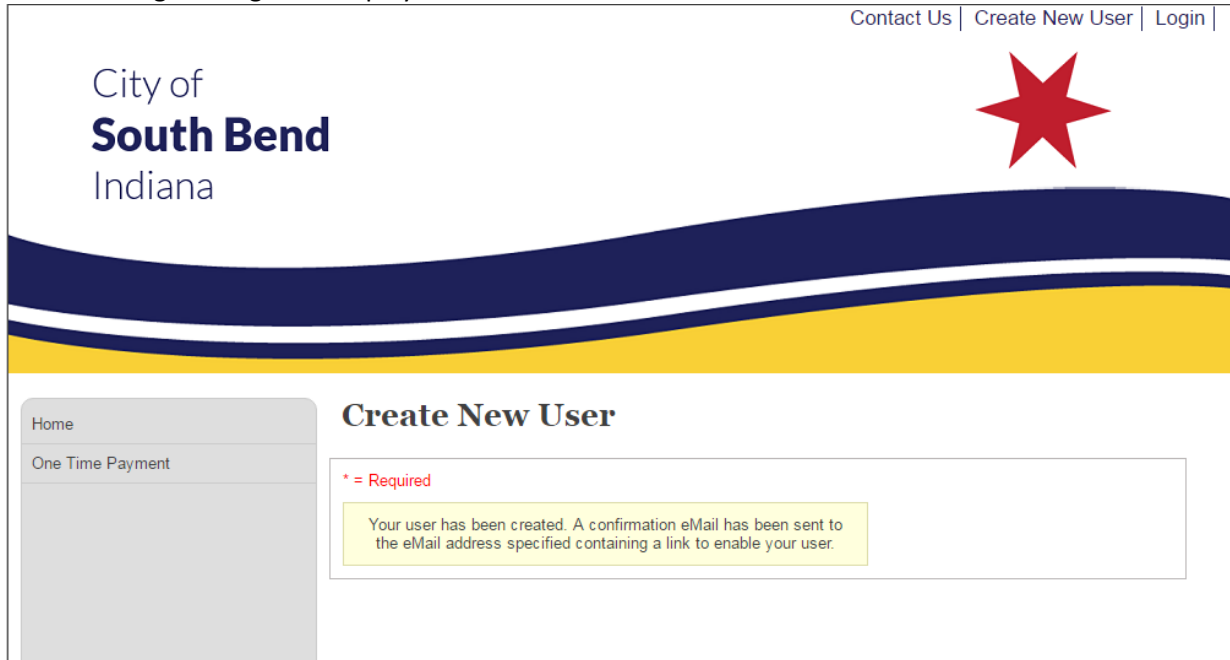
[Create New User](#)

You will also need to enter your address and at least one phone number. Next, you will be prompted to select from a variety of security questions. These questions are customizable. The answers to these questions are used if you forget your login information and you need to reset the password. You will be prompted to answer these questions.

NEW USER REGISTRATION PROCESS

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

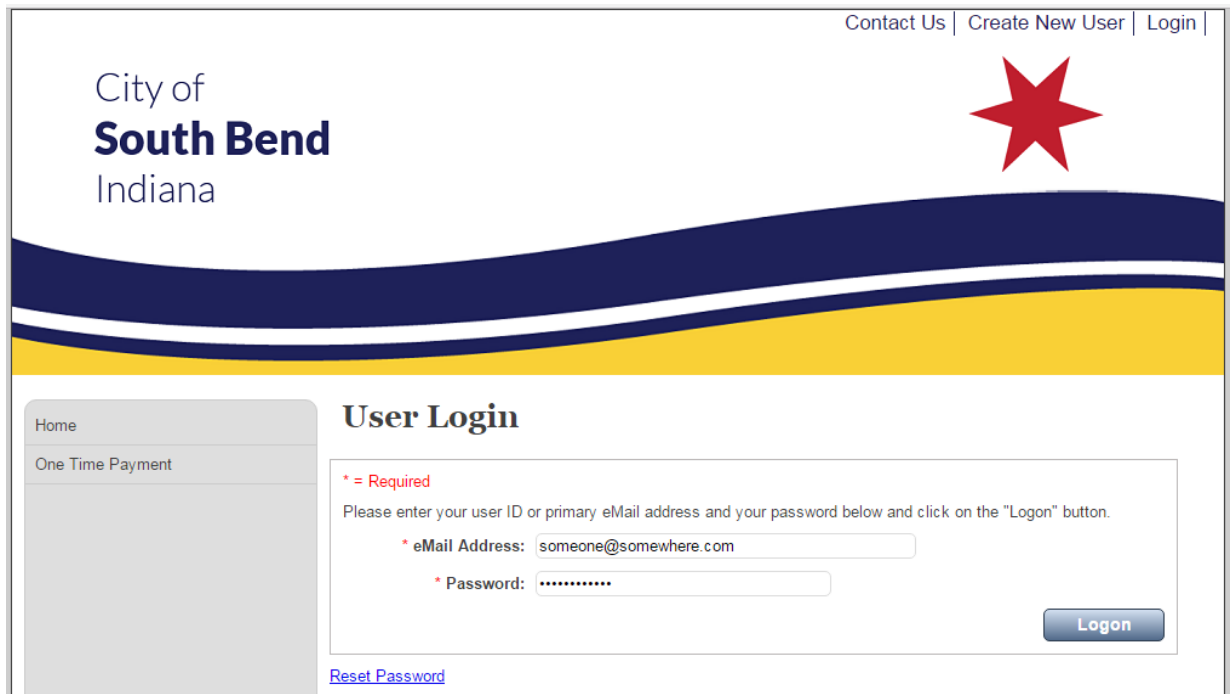
The following message will display:



This screenshot shows the 'Create New User' confirmation page. At the top right, there are links for 'Contact Us', 'Create New User', and 'Login'. The City of South Bend logo and a red star are in the top left. A navigation menu on the left includes 'Home' and 'One Time Payment'. The main heading is 'Create New User'. A red asterisk indicates a required field. A yellow message box states: '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 receive an email that contains a link. Click on this link to complete the registration process.

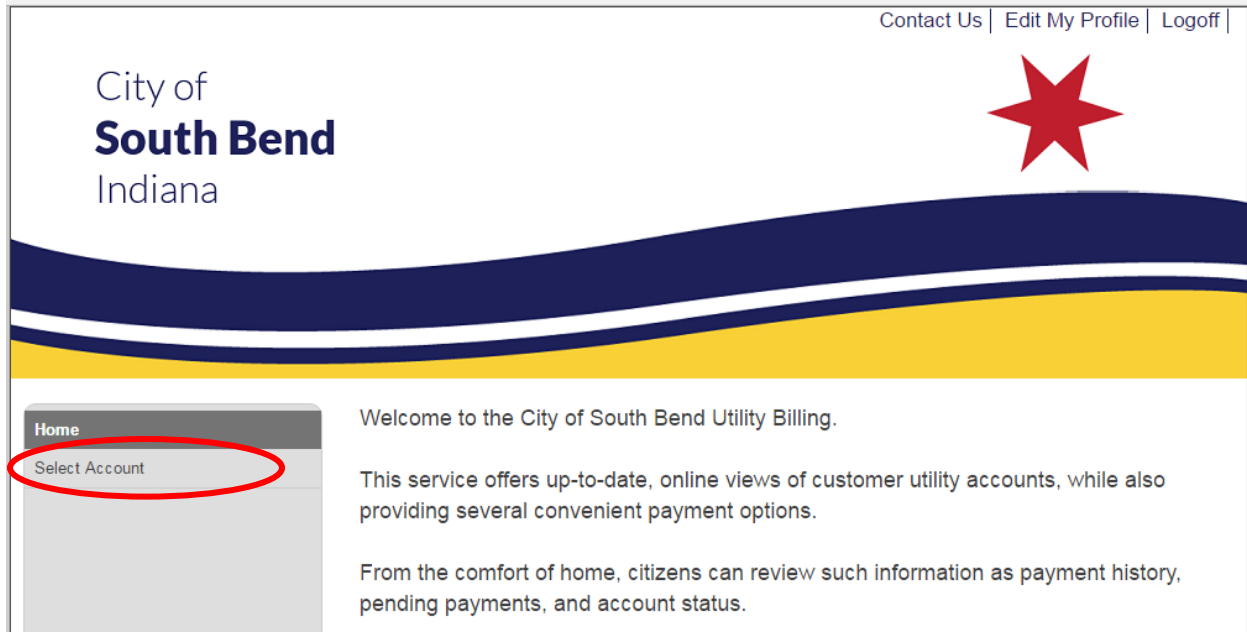
Once the registration process is complete, you can log into your account with the newly created user id and password. Then click on the 'Logon' button.



This screenshot shows the 'User Login' page. At the top right, there are links for 'Contact Us', 'Create New User', and 'Login'. The City of South Bend logo and a red star are in the top left. A navigation menu on the left includes 'Home' and 'One Time Payment'. The main heading is 'User Login'. A red asterisk indicates a required field. The instructions are: 'Please enter your user ID or primary eMail address and your password below and click on the "Logon" button.' There are two input fields: 'eMail Address: someone@somewhere.com' and 'Password:'. A 'Logon' button is at the bottom right. A 'Reset Password' link is at the bottom left.

NEW USER REGISTRATION PROCESS

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



Contact Us | Edit My Profile | Logoff |

City of
South Bend
Indiana

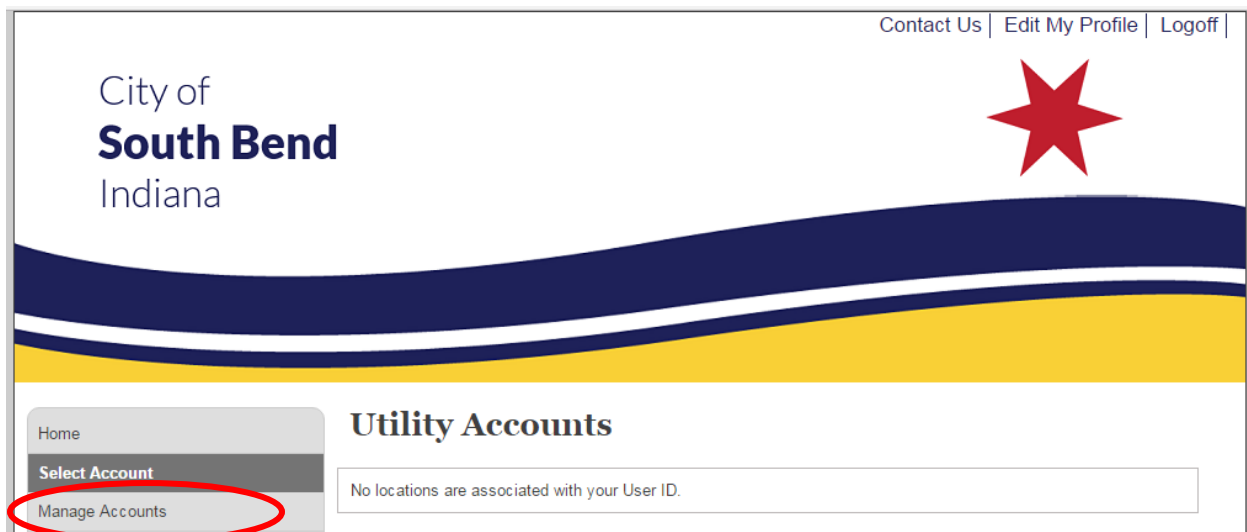
Home
Select Account

Welcome to the City of South Bend 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.

When the screen for Utility Accounts Displays, select 'Manage Accounts.'



Contact Us | Edit My Profile | Logoff |

City of
South Bend
Indiana

Home
Select Account
Manage Accounts

Utility Accounts


No locations are associated with your User ID.

NEW USER REGISTRATION PROCESS

Click on the link 'Add Account'

Contact Us | Edit My Profile | Logoff |

City of
South Bend
Indiana



Home
Select Account
Manage Accounts


Add/Delete Account

No accounts associated with your User ID.
You can add accounts to your User ID by clicking on the link. [Add Account](#)

Enter the customer account number, Bill Date, and Due Date.

Contact Us | Edit My Profile | Logoff |

City of
South Bend
Indiana




Home
Select Account
Manage Accounts


Add Account

*** = Required**

User ID someone@somewhere.com

* Account ID: -

* Bill Date:  e.g. MMDDYY

* Due Date:  e.g. MMDDYY


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

NEW USER REGISTRATION PROCESS

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

[Contact Us](#) | [Edit My Profile](#) | [Logoff](#)

City of
South Bend
Indiana



- Home
- Select Account**
- Manage Accounts

Utility Accounts

Select the location you would like to work with:

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