

## **Detailed First Time User Instructions**

First-time users need to register before accessing your account. To register you need to complete the following steps the first time you want to access your City of Loveland utility account. After registering, you can pay a bill or access your account information by clicking on the link above, or create a link or bookmark on your internet. For instructions on how to do that, check your internet provider. Pop-ups must be allowed on BillPay.

[Click here](#) for examples of registration and consolidation.

1. You must have an email account. If you do not have email, you can set up a free email account at [www.hotmail.com](http://www.hotmail.com) or at [www.yahoo.com](http://www.yahoo.com) or with another internet based email provider.
2. Find your Customer ID # on your utility bill. This is the first portion of your account number, before the dash. [Click here](#) to see where the number is located on your bill.
3. Find the temporary PIN shown on your utility bill. The PIN is located below the words "Balance Forward" on the right-hand side of your bill, just above the detailed utility information. [Click here](#) to see where this number is located. The number will remain on the bill until you complete online registration.
4. Register.
5. Enter your Customer ID #.
6. Enter your temporary PIN.
7. Enter a password. Your password must be more than 6 alpha-numeric characters in length and cannot start with a special character (#, %, @). Passwords are case-sensitive.
8. Re-enter your password.
9. Enter your email address. Re-enter your email address.
10. Click on the submit button. An email will be sent to you.
11. Open the email and click on the link in the email.

12. After clicking on the email link, a confirmation screen will appear which states that your account has been enabled. The registration process is now complete. Click on the log in button to access the BillPay log in screen.
13. Log in using your email address and password to pay a bill or view your account information.
14. Consolidate Accounts option with first log in. Your email address and Customer ID # are identifying factors for log in and may not be registered more than once. To view more than one Customer ID #, through one log in and using one email address, you will need to consolidate Customer ID #'s.

It is not necessary to consolidate if you use a separate email for each Customer ID # you wish to register. No consolidation is needed to view multiple locations tied to one Customer ID #.

### **To Consolidate**

1. Enter the customer ID #(s) you wish to consolidate to the account you just registered.
2. Enter the PIN(s).
3. Click on the “add selected accounts” button.
4. Successful changes are effective with the next log in.
5. Future consolidation additions or removals are done through the manage accounts button.

### **No Consolidation**

1. Click on the “I do not wish to add accounts at this time” button.