Help Guide for Water Resources Online Account Information

Table of Contents

Setting up your new password & personal profile:

1. To begin, go to https://www.hillsboroughcounty.org/waterbill . You will be directed to an **Online Account Information Login** screen. First time users must start by registering their account. Tap **click here** to be navigated to the User Registration page.

2. Once you have navigated to the User Registration page enter your 10-digit Hillsborough County Water Resources Account Number in the Account Number field. Then enter the last 4 digits of the Social Security Number or the Federal Identification number in the PIN field. Check **I'm not a robot**, then click the **Submit** button. This will take you to the **User Registration Profile** screen.

Tip(s): This pin is temporary and once changes are updated becomes invalid.

3. On the User Registration Profile screen, you will be asked to create a new username, a password, and update your email address including confirmations. Check **I'm not a robot** and tap **Create Account**.

User Registration Profile

User Registration
Please fill out the information below to create your web account.

Username and Password Information

Username Requirements: Usernames are required to be a minimum length of 10, and a maximum length of 100.

Password Requirement: Passwords are required to be a minimum of 9 characters in length, maximum of 64 characters in length and contain at least 1 uppercase, 1 lowercase, 1 number , 1 special character(!@#$%^&*) and cannot contain a character repeated more than 2 times in a row.

| Username | Welcome123 |
Confirm Username	Welcome123
Password	••••••••••
Confirm Password	••••••••••
Email	
Confirm Email	

☐ I'm not a robot

Back   Create Account

Tip(s):

- For security reasons, your Username will become a permanent record to your account as is your Water Resources account number. They cannot be modified after initial registration.
- Select a Username that is not easily forgotten. Keep in mind a Username of your choosing may have already been registered by another user requiring you to select another.
- Passwords must be at least 8 characters and a maximum of 64 characters in length.
- It will also require 1 upper case, 1 lower case, 1 number and 1 special password special character must be one of the following !@#$%^&*
- All other special keyboard characters are invalid.
- Your email address becomes a critical tool when utilizing the new online self service portal. Any future request to retrieve forgotten Password or Username will require validation against the email record on file.
- Please save your registration information in a secured manner for future reference, if necessary.

4. Now that the user has tapped **Create Account**, the user will be navigated to the Verification page. Using the email provided on the **User Registration Profile** page the user will be sent an email with a **verification code**. Enter the **verification code** in the field provided, then tap **Submit**.
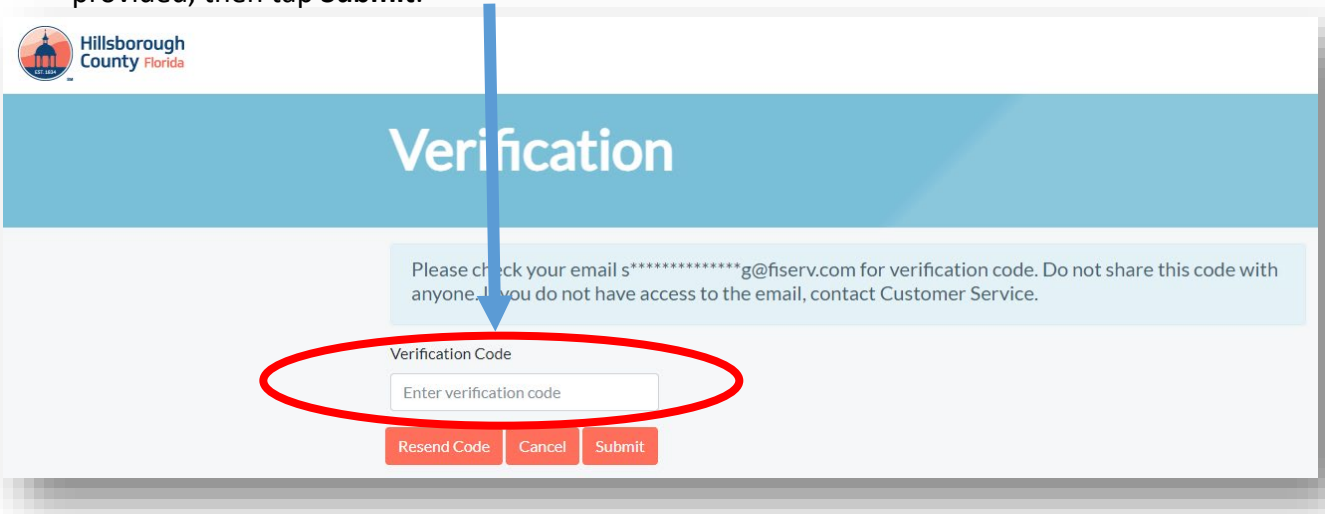

5. The user can update their contact information, the Phone Number and Email Address fields are required. Lastly tap the **Update** button to be navigated to the users **Home** page.

Important Message: It is important all users enter their cell phone number; this will be used to communicate emergency and account related information.
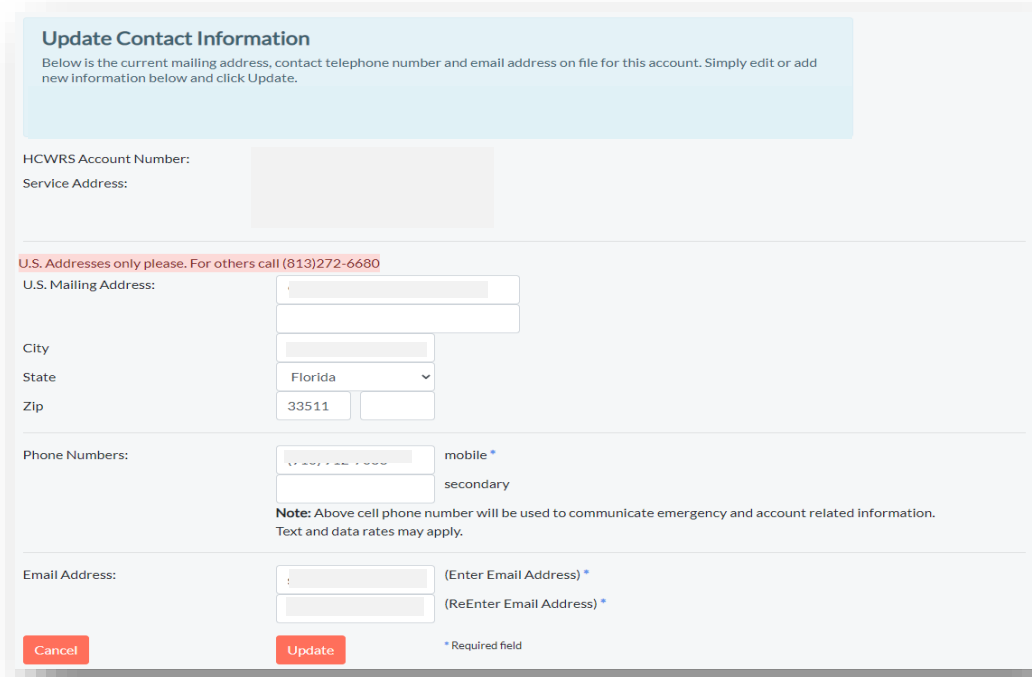
6. Please note if the user wants to change whether they receive Paperless or Paper billing this option is provided at the top of the **Update Contact Information** page. Below is a screen shot of what will appear for users automatically enrolled in **Paperless Billing and Email Notification**. To make changes, tap **Update**.
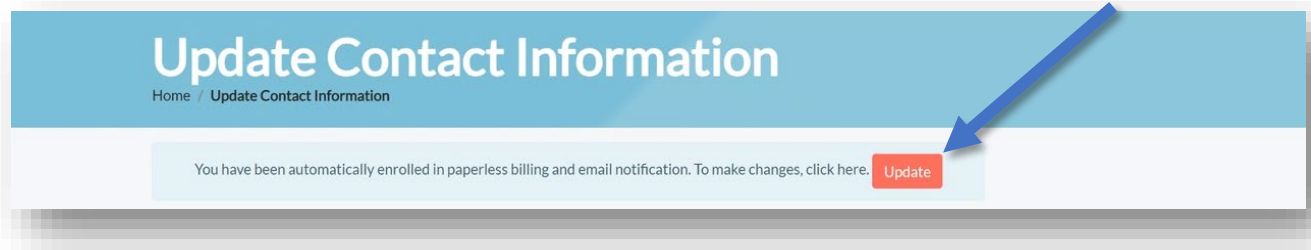

7. Once the user taps **Update**, they will be navigated to the **Paperless Bill and Email Notification** page. If the user wants to switch to **Paper Billing,** they will tap the **No** option, then tap **Update**.
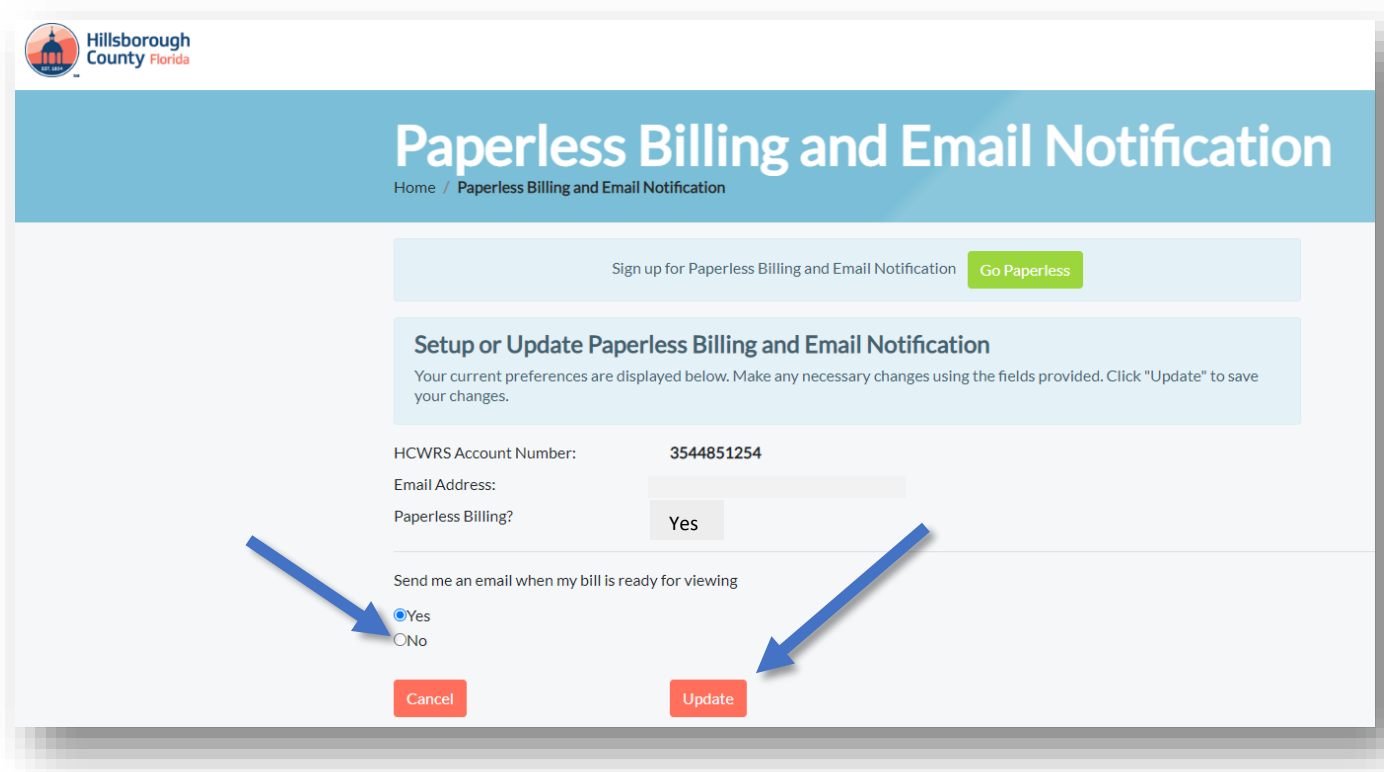
8. Below is a screen shot of what will appear for users Not registered for **Paperless Billing**. To sign up for **Paperless Billing** tap the **Go Paperless** option.

9. Once the user taps **Go Paperless**, they will be navigated to the **Paperless Bill and Email Notification** page. If the user wants to switch to **Paperless Billing**, they will tap the **Yes** option, then tap **Update**.
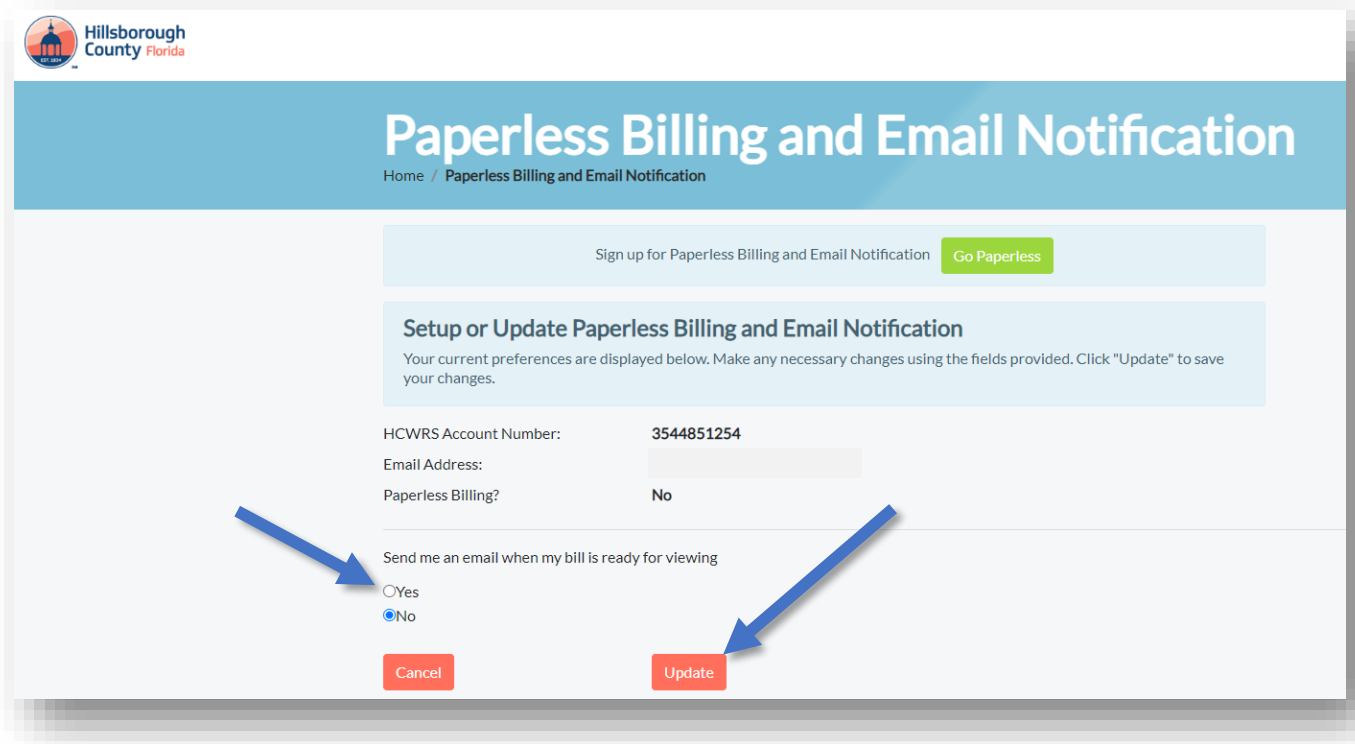
Forgot Username or Password

1. The Forgot Username and Password features are automatically activated when an online User Registration has been established. You can easily retrieve your Username/Password by clicking on the Forgot Username/Forgot Password button. The user will then be navigated to Username Request or Password reset request screen which is contingent upon which button was selected. There you will be directed to enter your email record on file. If your email is linked to multiple accounts, the Water Resources Account Number in question is required. If email address is correct, you will receive a message in your Inbox or Primary with the forgotten information or further instructions to unlock your information

Tip(s):

Be sure to enter the correct email address you provided at first registration. Often as users we may have multiple emails that we use. If an incorrect email entry is made, a security precaution will not send responses to random email addresses.

A simple key entry error may also be another reason for a failed entry. Close and re-launch application.

You may also have tools or settings in your internet browser that saves previous history and may find it necessary to clear your browsing history data or previously set internet options/tools.

Updated by: SS
Last updated: 11.22.22
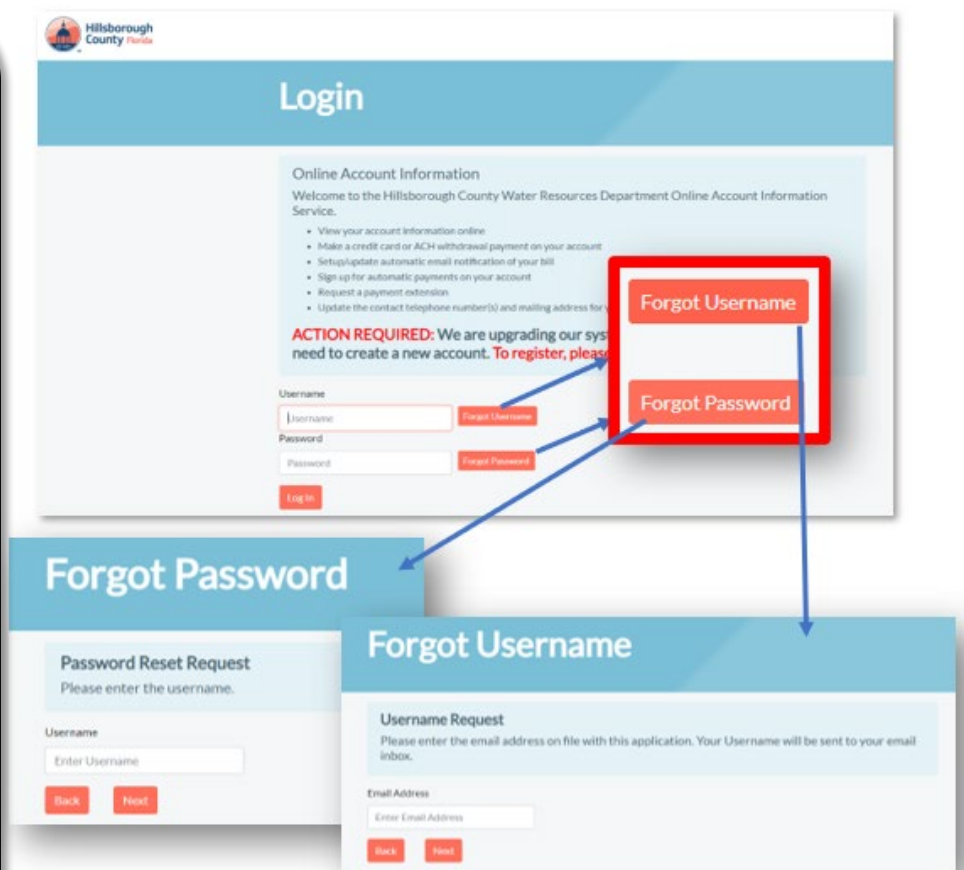
Home Page

1. The home page offers quick access to the most common reasons you wish to access your Water Resources account online such as simple views of your Account Balance, the ability to View Bill and View Pay History. Three easy payment options to pay your Water Resources bill are readily available. You may also sign up for Paperless Billing and Email Notifications.
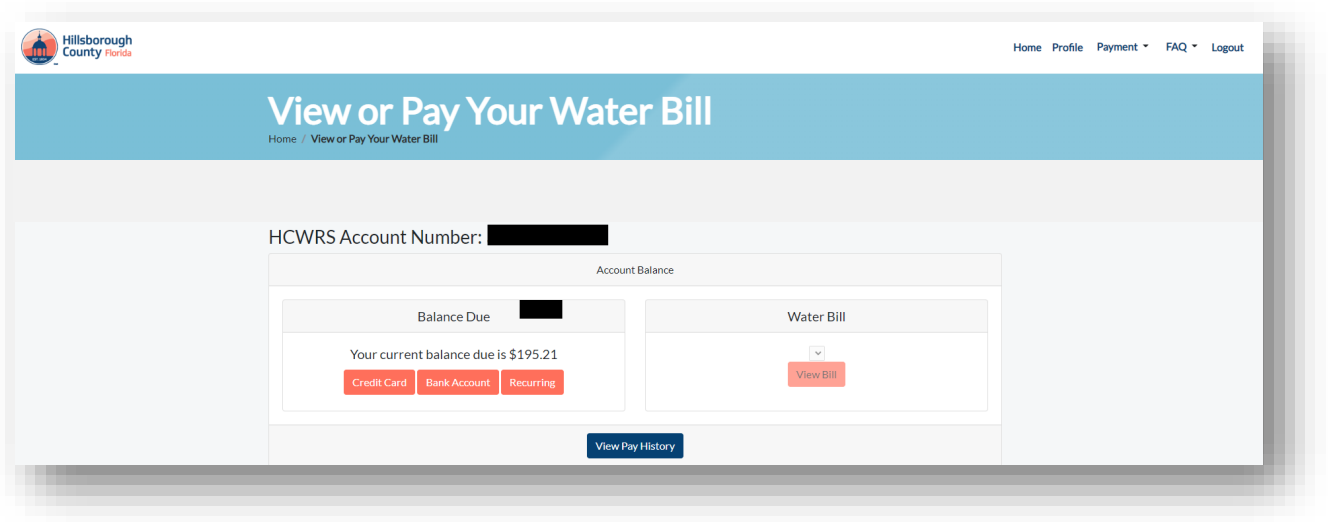
Menu Options
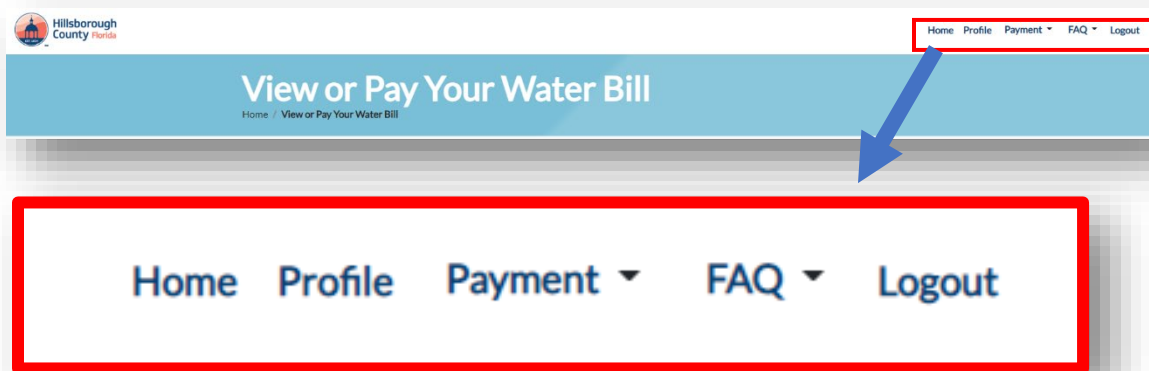
1. **Home:** Takes you to the home page from wherever you are.
2. **Profile:** Here you can change your password. Edit your Paperless Billing option. Sign up for or update Recurring Auto Payment. You can edit your mailing address, phone numbers, and email address.
3. **Payment:** Make a one-time Credit Card or ACH (bank account) payment. Sign up for or update Recurring Auto Payment. View your Payment History. Request a Payment Extension.
4. **FAQ:** May contain helpful information related to your Water Resources Services.
5. **Logout:** Closes session.