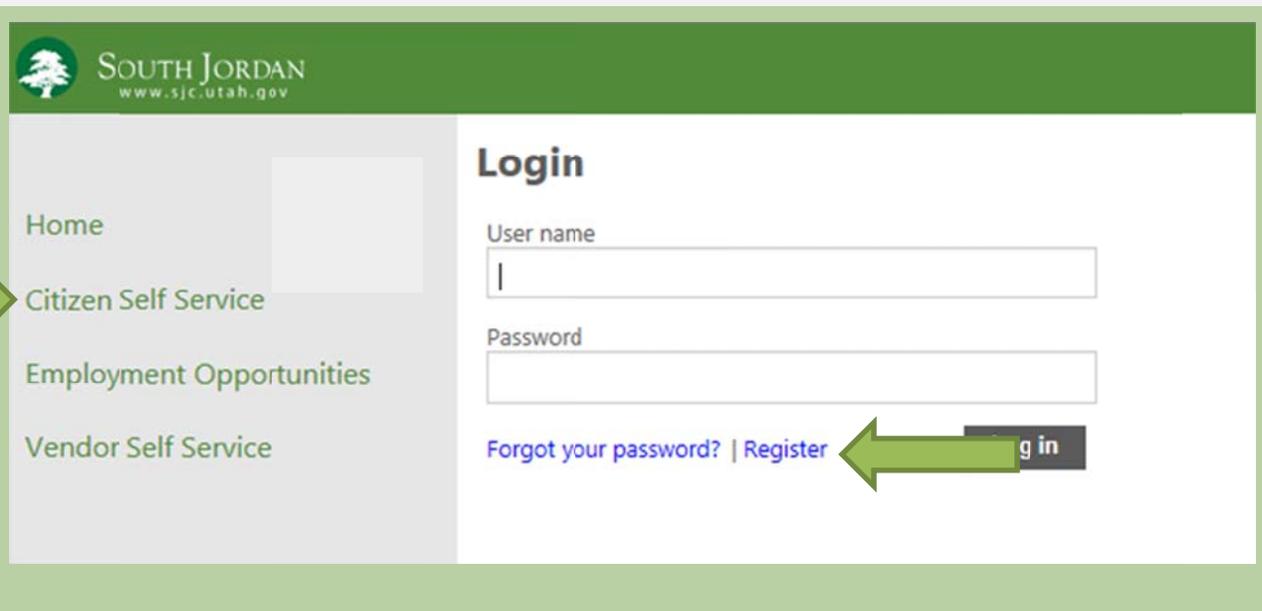


How to Set Up a New Account

The City of South Jordan changed over to a new Utility Billing System and with that change the City has a new online payment system. Citizen Self Service allows residents to make online payments, setup preauthorized payments from savings or checking accounts, and access bill and water usage information. If you are new to Citizen Self Service, please follow the steps below to setup your new user and link your Utility Billing account.

1 **Access the City’s payment system.** Go to the City’s website, www.sjc.utah.gov, click on “Pay Utility Bills” at the bottom of the menu under Resident Resources. Click on the link to **Pay Utility Bills** at the top of the page.

2 **Register as a new user.** Select the **Register link** next to the log in button. This will direct you to the registration screen.



The screenshot shows the South Jordan website interface. On the left is a navigation menu with the following items: Home, Citizen Self Service, Employment Opportunities, and Vendor Self Service. A green arrow points to the 'Citizen Self Service' link. On the right is a 'Login' section with two input fields: 'User name' and 'Password'. Below these fields are two links: 'Forgot your password?' and 'Register'. A green arrow points to the 'Register' link. At the bottom right of the login section is a dark button with the text 'Log in'.

3 Setup a New User ID and Password. Password Requirements: Must be at least 6 characters long and must include the following: • 1 Number • 1 Symbol • At least 1 upper and lower case character. When done, click **Save**.

SOUTH JORDAN
www.sjc.utah.gov

Self-Registration

*User ID (between 1 and 20 characters)

*Re-type user ID

*Password (between 6 and 15 characters)

*Re-type password

*Password hint

*Email address

Enter these validation numbers into the box below them

8763

Save

4 Click on the link to account icon. Once registered, you will be directed to your **Account Settings** page, where you can link your new user ID to your Utility Billing Account. Click **link to account** in the bottom left corner of the screen.

Account Settings

Account Information

New logged in as	TEST123
Last successful login	9/19/2016
Last failed login	9/19/2016
Password last changed	9/19/2016
Password expires in	90 days Change Password
E-Mail address	billing@sjc.utah.gov Change E-Mail Address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Utility Billing Accounts

Account	Customer	link to account
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There are currently no linked accounts

[Go To Module Homepage](#)

[link to account](#)

5 Select the **Utility Billing Account** you want linked to this account.
To link your new user to your Utility Billing Account, you are required to enter **BOTH** your account ID and CID. Then click **Submit**.

Utility Billing Account Link Setup

You can find instruction on how to link accounts in the Utility Billing Settings menu.

What is the account ID? *

What is the CID? *



Submit

Cancel

* indicates required field

Account ID – Unique 6 digit number for your property’s utilities account. This number is the first six digits of the account number used on prior bills. For Example, if your previous account number was 999999.01, your new account number will be 999999.

CID – This is a unique number assigned to an owner of the property. The CID is numeric and can be up to 9 digits long. For owners who own more than one property, the CID would be the same for each property, the Account ID would change. This is a new number that was sent out with your November Utility Bill, if you do not have this please look at your bill or call **(801) 446-HELP** or email informationcenter@sjc.utah.gov. For emails, please allow 1-3 business days for a reply as we expect to see a large number of emails initially.

On your November Bill you will see the following box, displaying your Account # and Customer #. These are the same as your Account ID and CID. (Do not use the hyphen)

Account # - Customer #
999999 - 999999999

6 Click on your Utility Billing Account to see bill and usage information.

Once you have successfully linked your account, it will display that account under your account settings. If you have more than one account, you will repeat steps 3- 5 for each Utility Billing account (home) that you owned.

If you click on the account number link, it will take you to your account where you will see bills, make payments, or enter in preauthorized payment information.

The screenshot shows the 'Account Settings' page. It is divided into sections: 'Account Information', 'Linked Accounts', and 'Utility Billing Accounts'. The 'Utility Billing Accounts' section contains a table with columns for 'Account' and 'Customer'. A green arrow points to the account number '999999' in the 'Account' column. A 'link to account' link is visible to the right of the account number. Below the table is a 'Go To Module Homepage' link.

Account	Customer	
999999	99999999	link to account

If you have questions or issues, please contact the City between 8 a.m. – 5 p.m. Monday through Friday, excluding holidays, (801) 446-HELP or email us informationcenter@sjc.utah.gov.