

## H2O2GO New User Registration Guide

1. Click on Create New User

**QUICK PAY ACCESS:** You can Click on the One Time Payment Menu on the left to make a quick payment without registering all you need is your account number.

To get full account access, set up recurring payments, see account history etc. Please follow instructions to the left to REGISTER



2. Enter your email address. (This will be your USER ID to log into your account) You will also need to fill in all the required fields these are marked with an asterisk. You will need to enter a minimum of 3 predefined security questions. The security questions are used if you forget your login information and need to reset your password; you will be prompted to answer these questions.

**Create New User**

\* = Required

\* Email Address:

\* Confirm email address:

\* Password:

\* Confirm Password:

\* First Name:

\* Last Name:

\* Address One:

Address Two:

\* City:

\* State:

\* ZIP Code:

Phone Number

PLEASE NOTE PHONE MUST BE ENTERED

Home Phone:

Work Phone:

Work Extension:

Cell Phone:

Security Questions

Please choose your security questions below. Security questions are asked to help your password in this report it has been compromised or forgotten. The minimum number of required predefined security questions is 3.

1. Type: ☒ Predefined Question ☐ User Defined Question

Question:

Answer:

2. Type: ☒ Predefined Question ☐ User Defined Question

Question:

Answer:

3. Type: ☒ Predefined Question ☐ User Defined Question

Question:

Answer:

[Add Another Question](#)

3. When you are finished click on the Create New User Button.

4. You will see the following message: Your user has been created.

A confirmation email has been Sent to the email address specified containing a link to enable your user.

**Create New User**

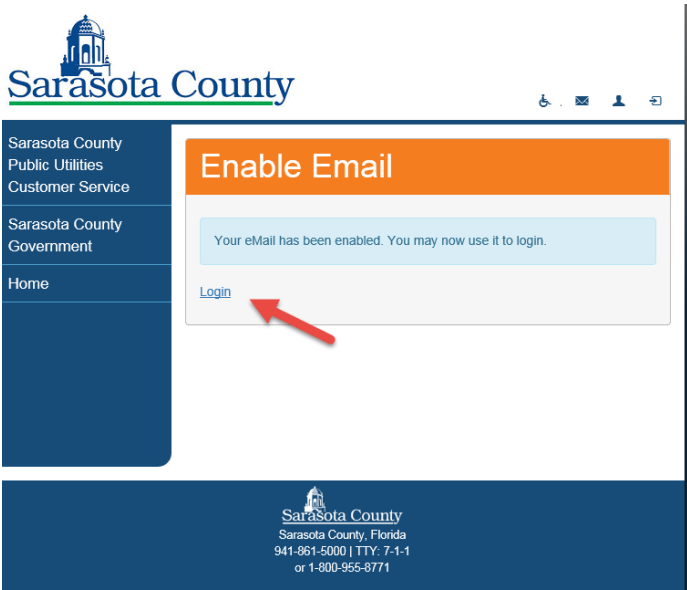
\* = Required

Your user has been created. A confirmation email has been sent to the email address specified containing a link to enable your user.

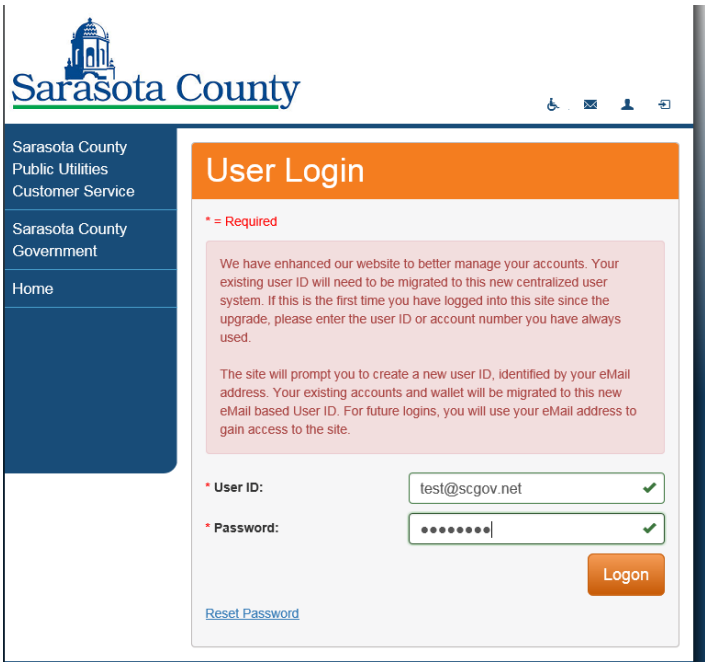
Sarasota County  
Sarasota County, Florida  
941.861.8000 | TTY: 7-1-1  
or 1-800-955-6771

You will need to open your email (it will be addressed from [utilitybill@scgov.net](mailto:utilitybill@scgov.net) ) click on the link to complete the registration process. \* if you don't see the email please check your spam folder. Your account is now enabled and you can Login.

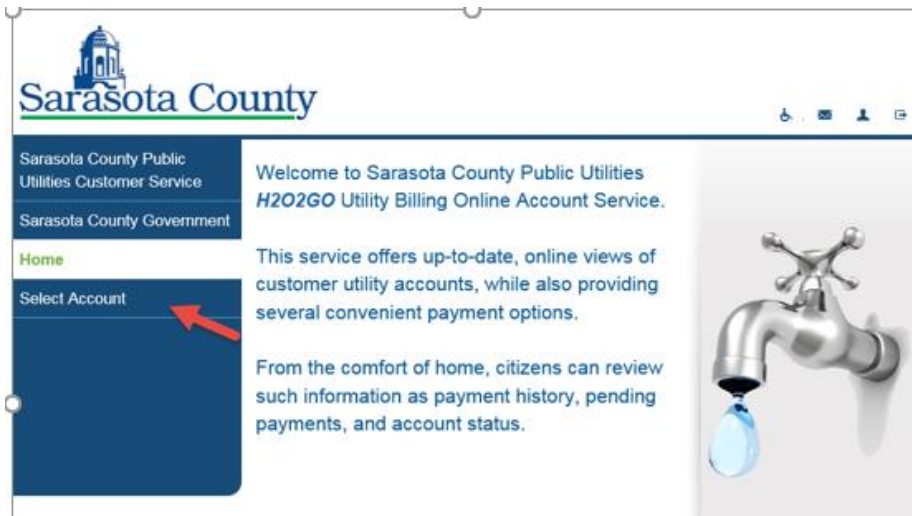
5. Click Login to log in to your account.



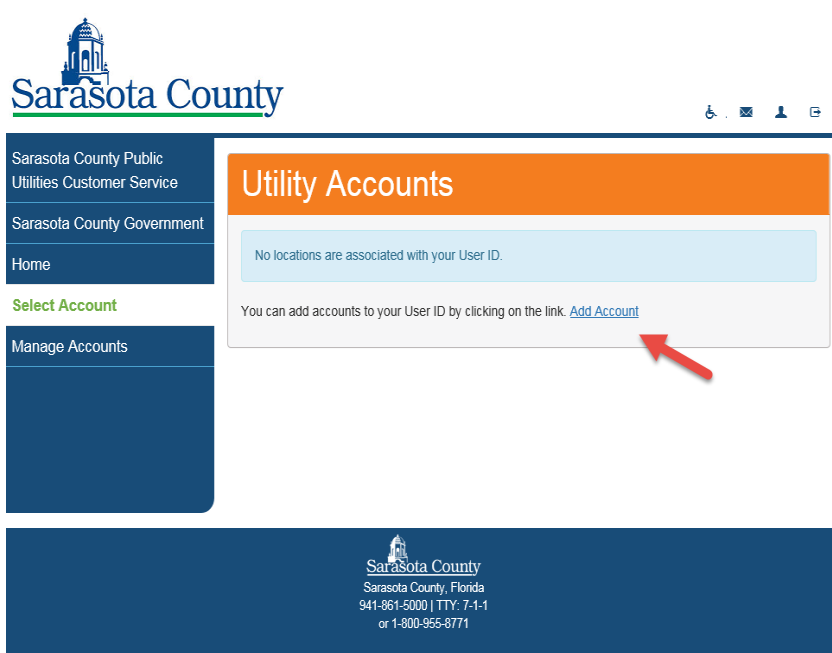
6. **First time** customers enter your new user id which is your email and password and click Logon:



7. The following screen will display. Click Select Account on the left side of the screen.



8. Now you will add your account. Click on the link Add Account



9. ***This first time you will need your bill for account verification.***

Enter your user id (email address) and the required information off your last bill, and Click SUBMIT

The screenshot shows the 'Add Account' form on the Sarasota County website. The form has an orange header with the title 'Add Account'. Below the header, there is a red asterisk followed by '= Required'. The form contains four input fields: 'User ID' (with a masked value), 'Account ID' (with a single character), 'Bill Date' (with a calendar icon), and 'Total Amount Due' (with a dollar sign and '0'). A red arrow points to the 'Submit' button. At the bottom of the form, there is a small red note: '\* Account ID must be entered exactly as it appears on your monthly statement.'

10. You will see a message that the account is added successfully. Click on SELECT ACCOUNT.

\*\*If you have multiple accounts you can choose MANAGE ACCOUNTS to add the next account.

11. You can click on the Account Number to view the Account Information.

The screenshot shows the 'Utility Accounts' page on the Sarasota County website. The page has an orange header with the title 'Utility Accounts'. Below the header, there is a text prompt: 'Select the location you would like to work with:'. Below this is a table with the following data:

Account Number	Location Address	Total	Auto Pay	Tender Number	Cash Only
<a href="#">000008517-000550938</a>	1001 SARASOTA CENTER BLVD TEST	\$0.00	None		

A red arrow points to the account number '000008517-000550938'. Below the table, it says 'Showing 1 to 1 of 1 entries'.

12. Click the links on the left to see your Account History, pay your bill, manage your account information, or choose how you would like to receive your billing statement, by paper or electronic bills.

The screenshot displays the Sarasota County Public Utilities Customer Service website. On the left is a dark blue navigation menu with white text links: "Sarasota County Public Utilities Customer Service", "Sarasota County Government", "Home", "Select Account", "Account Information" (highlighted in green), "Payment History", "Make Payments", "Auto Pay", "Consumption Report", "Billing History", "Service Summary", "Edit Account", and "Manage eBilling". The main content area has an orange header for "Account Information". Below this, account details are listed in two columns: Account Number (000008517-000550938), Customer Name (SARASOTA COUNTY PUBLIC UTILITI), Location Address (1001 SARASOTA CENTER BLVD TEST, ACCT SARASOTA FL), and Phone Number (941-861-6790). A red arrow points to the "Account Information" link in the menu. Below the account details is a grey header for "Account Status". This section shows: Account Status (ACTIVE Payments are allowed), Account Balance (\$0.00 \*), Amount Past Due (\$0.00), and Cash Only (No). A note states: "Your last bill was sent on 10/03/2012 in the amount of \$0.00 due on 10/18/2012." and a footnote says: "\* Transactions that have been authorized but not yet posted may be included." A blue "Pay Now" link is at the bottom of the status section. The footer is dark blue with the Sarasota County logo and contact information: "Sarasota County, Florida 941-861-5000 | TTY: 7-1-1".

Sarasota County Public Utilities Customer Service

Sarasota County Government

Home

Select Account

Account Information

Payment History

Make Payments

Auto Pay

Consumption Report

Billing History

Service Summary

Edit Account

Manage eBilling

## Account Information

**Account Number:** 000008517-000550938

**Customer Name:** SARASOTA COUNTY PUBLIC UTILITI

**Location Address:** 1001 SARASOTA CENTER BLVD TEST  
ACCT SARASOTA FL

**Phone Number:** 941-861-6790

## Account Status

**Account Status:** ACTIVE Payments are allowed

**Account Balance:** \$0.00 \*

**Amount Past Due:** \$0.00

**Cash Only:** No

Your last bill was sent on 10/03/2012 in the amount of \$0.00 due on 10/18/2012.

\* Transactions that have been authorized but not yet posted may be included.

[Pay Now](#)

Sarasota County  
Sarasota County, Florida  
941-861-5000 | TTY: 7-1-1

That's it!

If you have any questions you can always contact our Utilities Customer Service Center at 941-861-6790 or [utilitybill@scgov.net](mailto:utilitybill@scgov.net) . For email please allow up to One Business Day for your request to be processed. Our customer service call center is open Monday, Tuesday, Thursday, Friday 8 a.m. - 5 p.m., and Wednesday 9a.m. - 5p.m.

Thank you,  
Sarasota County Public Utilities Customer Service Department  
[utilitybill@scgov.net](mailto:utilitybill@scgov.net) | 941-861-6790 (Ph) 941-861-0603 (Fax)  
**SARASOTA COUNTY PUBLIC UTILITIES**  
**1001 SARASOTA CENTER BLVD, SARASOTA FL 34240**