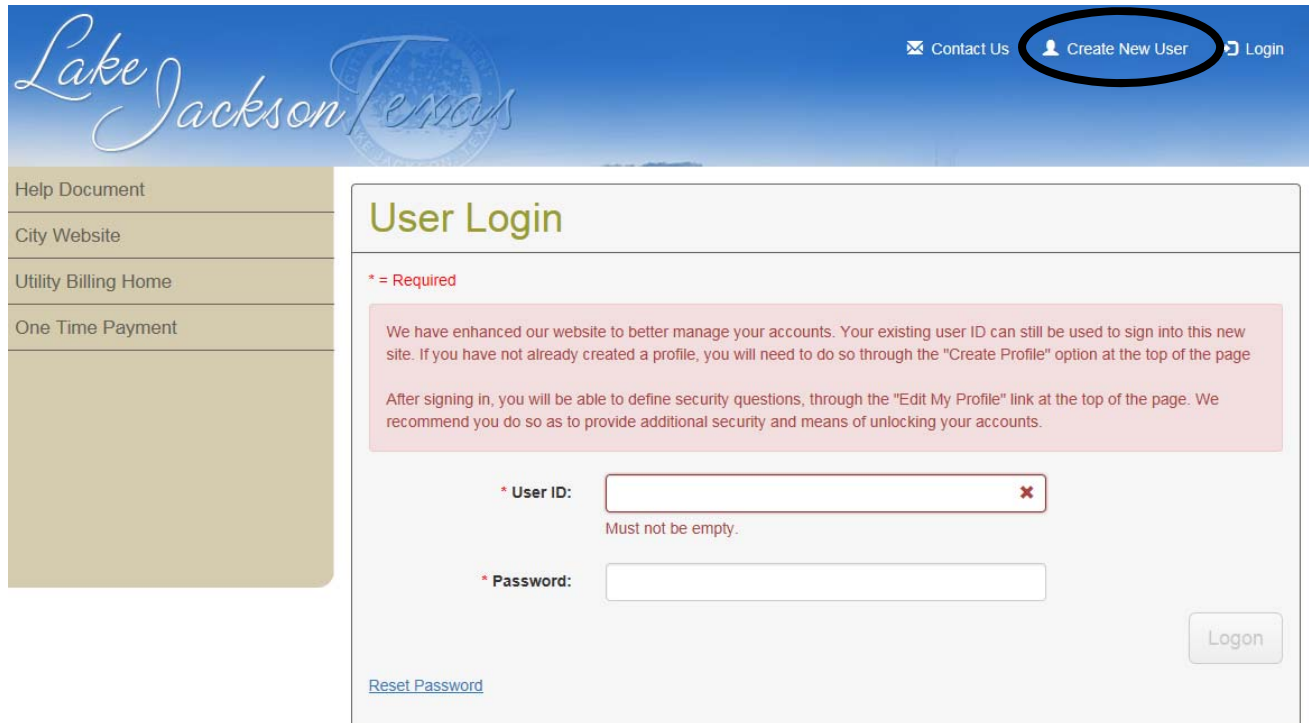


City of Lake Jackson

New User Registration Process

1. In Click2GovCx, click on 'Create New User'



The screenshot shows the top navigation bar with the 'Create New User' link circled. Below the navigation bar is a sidebar with links: Help Document, City Website, Utility Billing Home, and One Time Payment. The main content area is titled 'User Login' and contains a message about account management and a login form with fields for User ID and Password, a Logon button, and a Reset Password link.

User Login

* = Required

We have enhanced our website to better manage your accounts. Your existing user ID can still be used to sign into this new site. If you have not already created a profile, you will need to do so through the "Create Profile" option at the top of the page

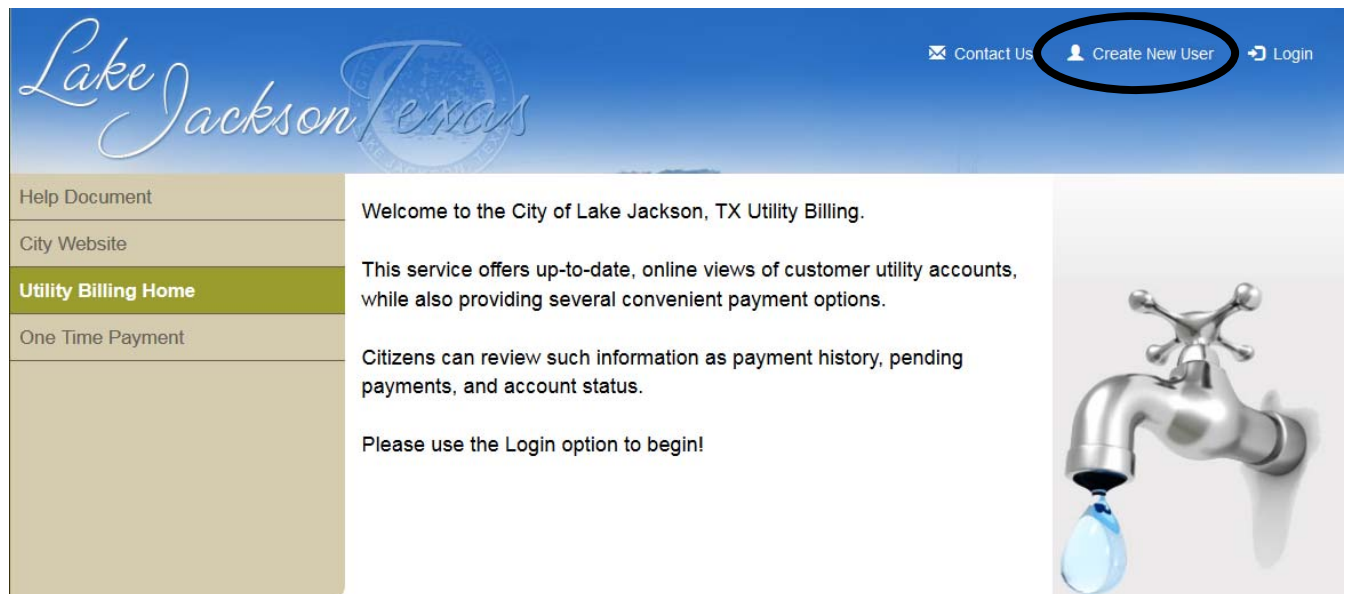
After signing in, you will be able to define security questions, through the "Edit My Profile" link at the top of the page. We recommend you do so as to provide additional security and means of unlocking your accounts.

* User ID: ✘
Must not be empty.

* Password:

[Reset Password](#)

[Logon](#)



The screenshot shows the top navigation bar with the 'Create New User' link circled. Below the navigation bar is a sidebar with links: Help Document, City Website, Utility Billing Home (highlighted), and One Time Payment. The main content area contains a welcome message and a description of the utility billing service, along with a photograph of a faucet with a single drop of water.


Utility Billing Home

Welcome to the City of Lake Jackson, TX Utility Billing.

This service offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options.

Citizens can review such information as payment history, pending payments, and account status.

Please use the Login option to begin!



2. Enter email address. This will be the user id/logon for citizen's account.

Create New User

*** = Required**

* eMail Address: ✘
Must not be empty.

* 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:

* 2. Question:
Answer:

* 3. Question:
Answer:

[Add Another Question](#)

The citizen will also need to enter their address and at least one phone number. They will be prompted to select from a variety of security questions. These questions are customizable. The answers to these questions are used if the citizen forgets their login information and needs to reset their password. They will be prompted to answer these questions.

Click on the 'Create New User' button when all the fields have been successfully filled out. The following message will display:

Help Document	<h2>Create New User</h2> <p>* = Required</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e0f2f1;">Your user has been created. A confirmation eMail has been sent to the eMail address specified containing a link to enable your user.</div>
City Website	
Utility Billing Home	
One Time Payment	

- The citizen will receive an email that contains a link. The citizen will click on this link to complete the registration process. The email will be from System Admin webmaster@lakejacksontx.gov

Enable Email

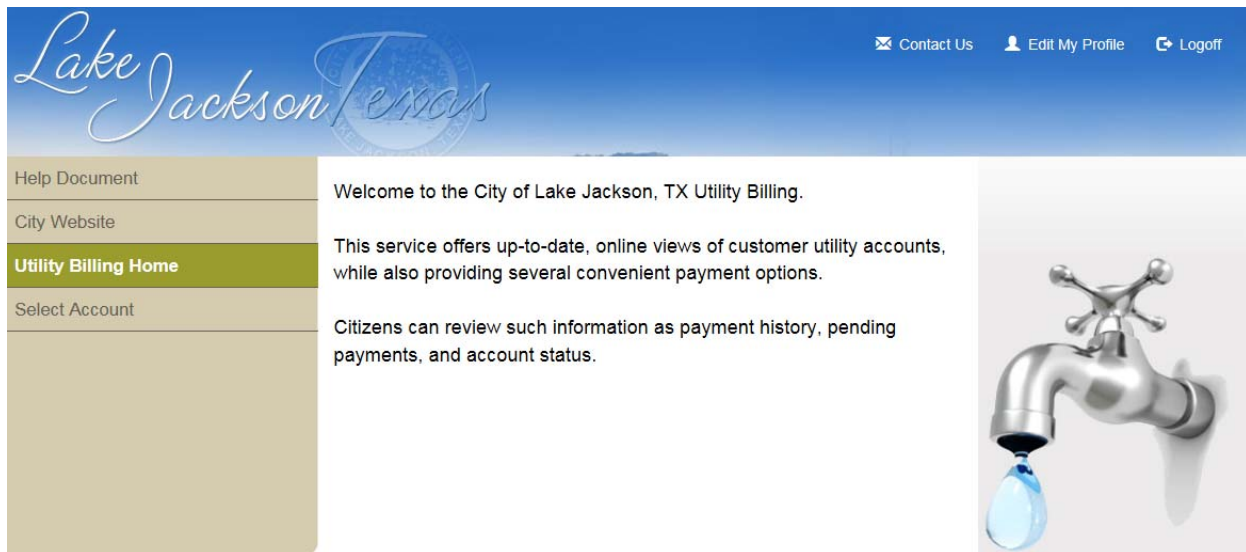
Your eMail has been enabled. You may now use it to login.

[Login](#)

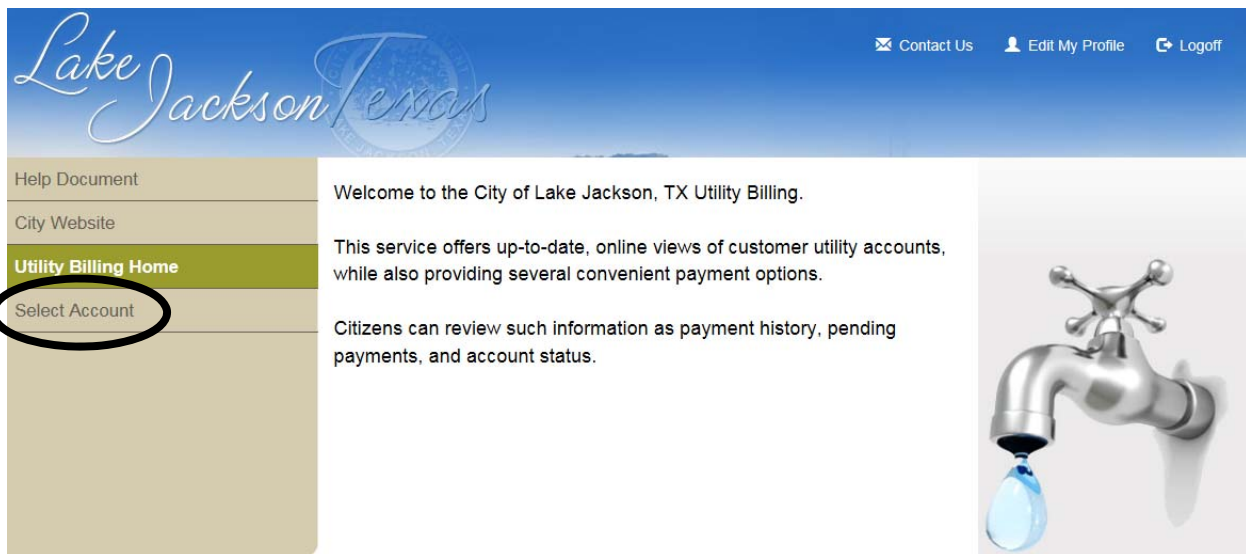
- Once the registration process is complete, the citizen can log into their account. After entering the user id and password, click the 'logon' button.

Help Document	<h2>User Login</h2> <p>* = Required</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #ffe0b2;">We have enhanced our website to better manage your accounts. Your existing user ID can still be used to sign into this new site. If you have not already created a profile, you will need to do so through the "Create Profile" option at the top of the page</div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #ffe0b2;">After signing in, you will be able to define security questions, through the "Edit My Profile" link at the top of the page. We recommend you do so as to provide additional security and means of unlocking your accounts.</div> <p>* User ID: <input type="text" value="lkjcxuser@gmail.com"/> ✓</p> <p>* Password: <input type="password" value="••••••••"/> ✓</p> <p style="text-align: right;">Logon</p> <p>Reset Password</p>
City Website	
Utility Billing Home	
One Time Payment	

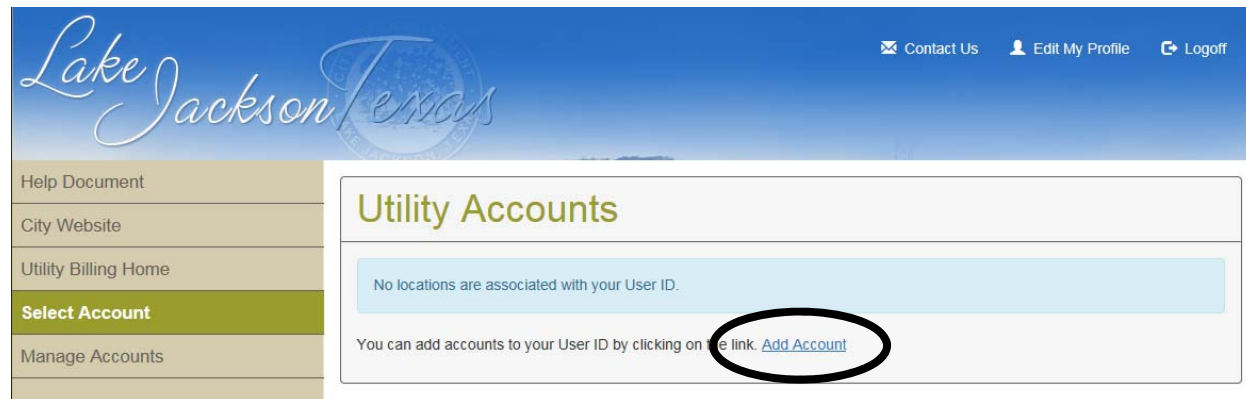
The following screen will display.



5. To add accounts to the login, click on the 'Select Account' button on the left side of the screen.



6. Click on the 'Add Account' link.



7.

8. Enter the customer account number from the top of your utility bill. You will enter the first number in the first blank, and the second number in the second blank. The dash is not entered.



City of Lake Jackson
Utility Billing
25 Oak Dr.
Lake Jackson, TX 77566-5289

ACCOUNT NUMBER 239925 - 14205	DUE DATE BY 2:00 PM 7 / 11 / 2017	AMOUNT DUE 57.14
----------------------------------	--------------------------------------	---------------------

Pay 62.85 after 7 / 11 / 2017

ACCOUNT INFORMATION

9. Press the 'Submit' button to add the account.

A screenshot of the "Add Account" form on the Lake Jackson Texas website. The form includes a sidebar with navigation links: "Help Document", "City Website", "Utility Billing Home", "Select Account", and "Manage Accounts" (highlighted). The main form area has a title "Add Account" and a red asterisk indicating required fields. It contains a "User ID" field with the value "lkjkcuser@gmail.com" and an "Account ID" field with two input boxes containing "239925" and "14205", both with green checkmarks. A "Submit" button is circled in black. A red error message at the bottom states: "* Account ID must be entered exactly as it appears on your monthly statement." Navigation links "Contact Us", "Edit My Profile", and "Logoff" are visible in the top right.

The following screen will be displayed.

A screenshot of the "Add Account" form on the Lake Jackson Texas website, showing a successful message. The form includes the same sidebar as the previous screenshot. The main form area has a title "Add Account" and a red asterisk indicating required fields. It contains a "User ID" field with the value "lkjkcuser@gmail.com" and an "Account ID" field with two input boxes containing "000239925" and "000014205", both with green checkmarks. A light blue message box displays "The account was added successfully." A "Submit" button is visible. A red error message at the bottom states: "* Account ID must be entered exactly as it appears on your monthly statement." Navigation links "Contact Us", "Edit My Profile", and "Logoff" are visible in the top right.

10. To view the accounts attached to the user id, click on 'Select Account' and then click on the account number in the table.

Help Document
City Website
Utility Billing 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?
000239925-000014205	99 S PARKING PL IRR	\$0.00	None		

Showing 1 to 1 of 1 entries

11. The account information screen will be displayed.

Help Document
City Website
Utility Billing Home
Select Account
Account Information
Payment History
Make Payments
Auto Pay
Consumption Report
Billing History
Service Summary
Edit Account

Account Information

Account Number: 000239925-000014205
Location Address: 99 S PARKING PL IRR
LAKE JACKSON TX
Customer Name: CITY OF LJ - NEW IRR-DOWNTOWN
Phone Number: (000) 000-0000

Account Status

Account Status: ACTIVE Payments are allowed
Account Balance: \$0.00 *
Amount Past Due: \$0.00
Cash Only: No

* Transactions that have been authorized but not yet posted may be included.
[Pay Now](#)