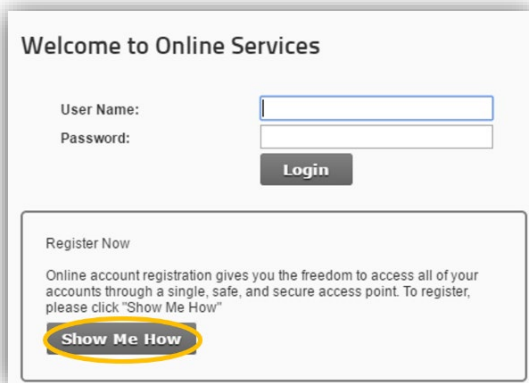# Guide for using the Water and Waste Water Online Service

1. Click on the Water & Waste Water link under Quick Links:
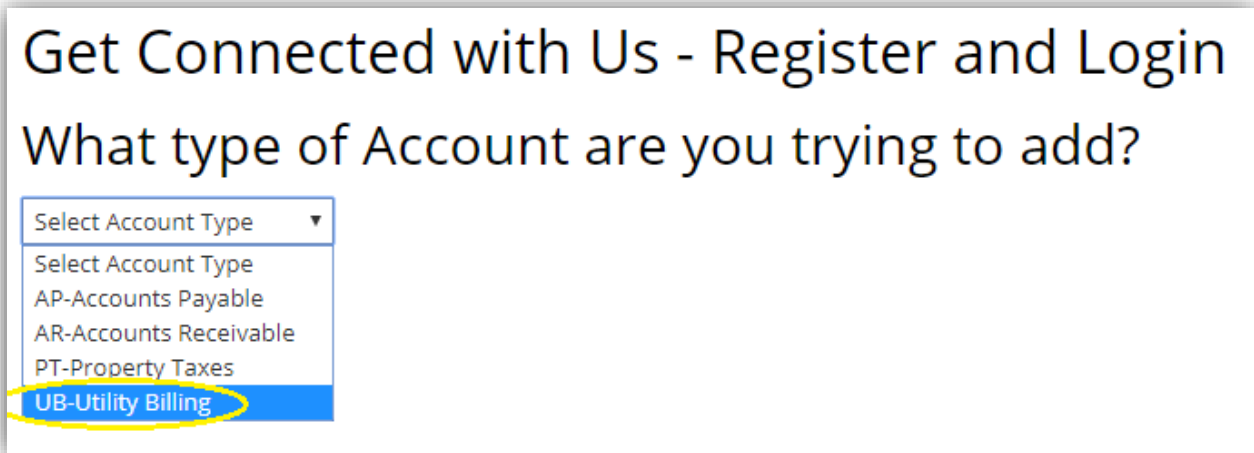

2. For first time users, you are required to set up a new account.
   Scroll down and click on the **[Show Me How]** button near the bottom of the page.

3. If prompted, click the drop down menu and select **[UB-Utility Billing]** to indicate the type of account to add.

4. Once you've selected the Utility Billing from the drop down box, you will need to fill in the Account Number and Access Code/PIN information. This will be found on your Water & Waste Water Bill.

This Water & Waste Water Bill is an example that should look just like yours.

5. Use the Account Number on your Water & Waste Water Bill to fill in the three fields
   Using the example from the previous step:

6. Now enter the Access Code / PIN that was indicated on the right side of your Water & Waste Water
   bill above account details.

Note: If you entered any of the 2 items above incorrectly, you will not be able to continue with the
registration. Please double check the information on your Water & Waste Water Bill and try again.
Select your bill options, enter your email address and verification code before clicking "Continue".

7. Choose a User Name for your account. Your User Name is case sensitive and should not have
   spaces or special characters. Ensure your password is at least 8 characters long and contains at least
   one special character. Examples of special characters are: (! @ # $ % ^ & *)
   Once complete click on the Save button

User Name:	johndoe	
Email Address:	johndoe@email.com	**Send Verification Email**
Verification Code:		
Password:	....	
Confirm Password:	....	

Verification code has been sent to johndoe@email.com. This code will be active for 15 minutes.

Back   **Save**

8. Once you click on Save, you will be redirected to your Accounts page that will display the Account that you just registered with. **If you have other accounts**, you are able to add them within this window by clicking on the 'Need to Add an Account?' heading below, choosing the UB-Utility Billing option, and completing the above steps for subsequent accounts.