




HOW TO: CREATE AN ONLINE ACCOUNT


FIRST STEP: You will need a security code. You can locate your security code on half of the page on the right-hand side of your utility bill as shown:

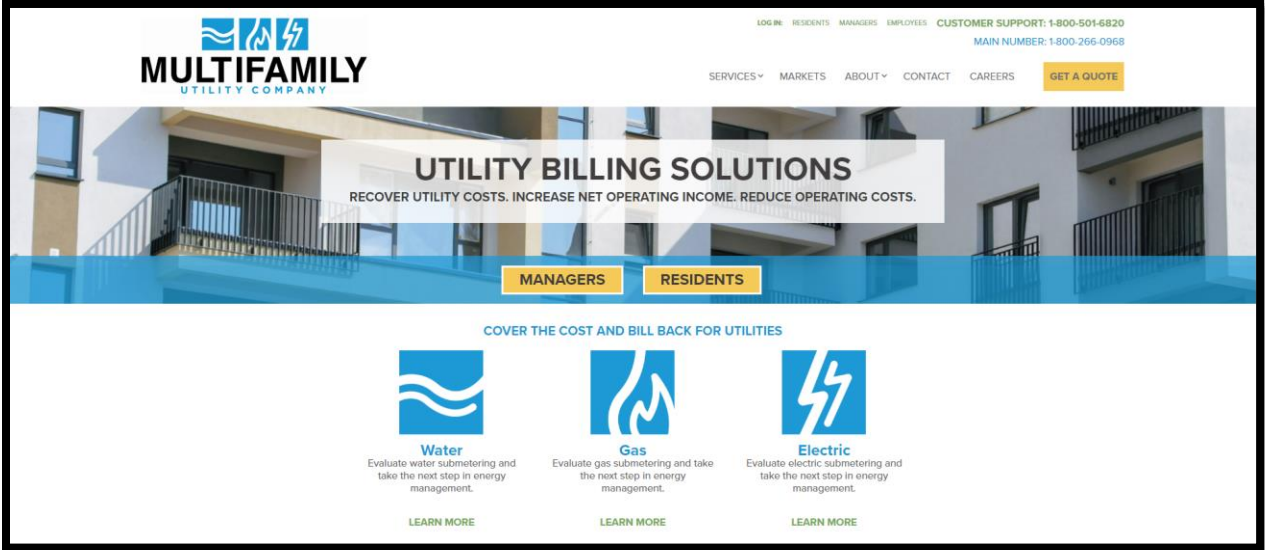
NOTE: Your security code will have numbers and upper-case letters incorporated.

Example: 

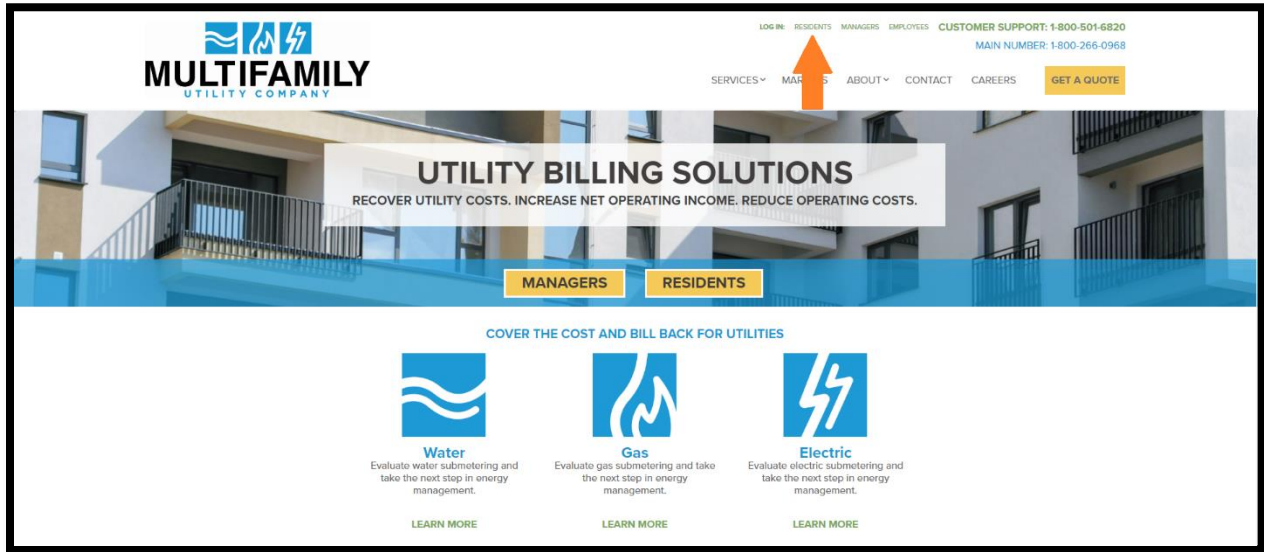
REGULAR BILL	
Billing Period 02/01/18 - 02/28/18 = 28 Days	
SECURITY CODE	STATEMENT DATE
1701792KXYB5LG	04/15/18


SECOND STEP: Go onto our homepage --- www.multifamilyutility.com

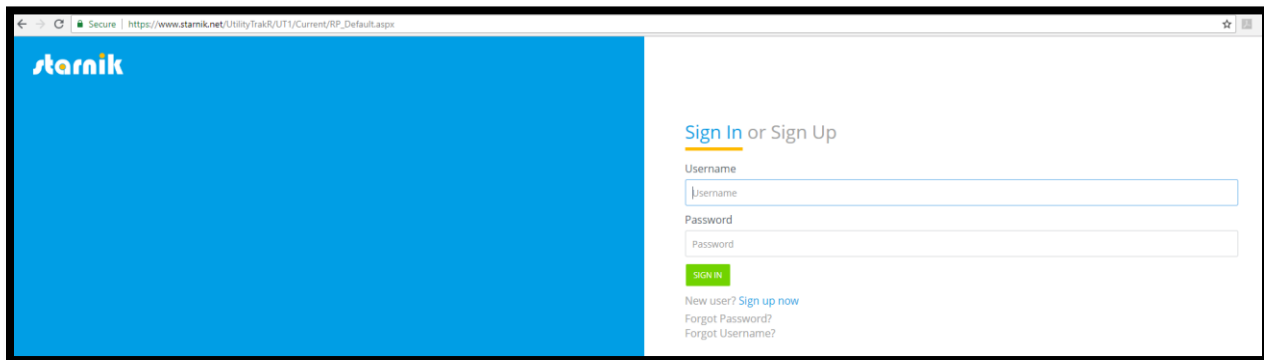
The page should look like this: 




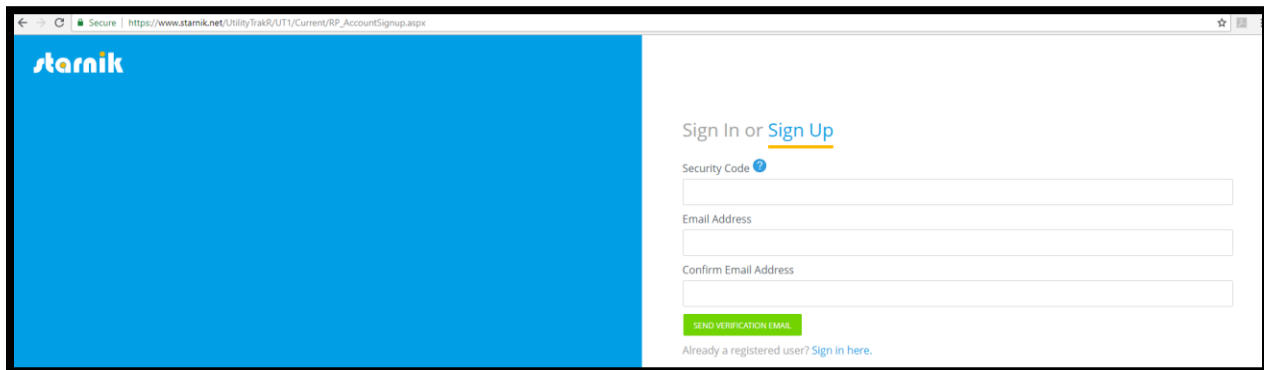
THIRD STEP: Click on “Residents” in the middle of the page or on the top right-hand corner above our phone number as shown below:



FOURTH STEP: The page should look like this: 



FIFTH STEP: As shown above, click on “Sign Up”. After clicking “Sign Up”, you will be asked to put in your security code and email as shown below: 



SIXTH STEP: Type in your security code and after doing so, type in your email and confirm it.



The screenshot shows a web form titled "Sign In or Sign Up". The "Sign Up" link is underlined. The form contains three input fields: "Security Code" (with a help icon), "Email Address", and "Confirm Email Address". A green button labeled "SEND VERIFICATION EMAIL" is positioned below the fields. At the bottom, there is a link: "Already a registered user? Sign in here." A red rectangular box highlights the three input fields.

SEVENTH STEP: After confirming email, click on 'Send Verification email'. After clicking, a verification email will be sent to your personal email.



This screenshot is identical to the previous one, showing the "Sign In or Sign Up" form. In this version, an orange arrow points to the green "SEND VERIFICATION EMAIL" button.

EIGHTH STEP: Click on the link that appears on your email and you'll be directed right back to our page where you can log in and set up a password.

NINTH STEP: LOG IN and you have made an online account successfully!