RE-REGISTER ON SELF-SERVICE PORTAL FOR YOUR UTILTIY ACCOUNT

- Go to www.cityofmarcoisland.com
- Under the selection "How Do I?" - choose "Pay My Water Bill"

- Select "Pay My Water Bill" & at the bottom of the menu choose "Sign up"

- Complete the information requested. You will be required: symbol, a capital letter & a number for your password.
  - Once submitted you will receive a verification email

Verification email sent

To finish signing in, check your email.

Back to sign in
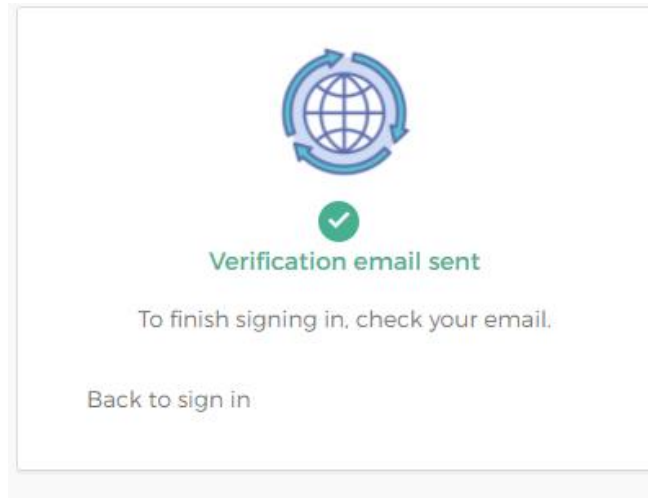
- The subject of the email should look like this:

Subject: Welcome to your Community Access account

- Open email & activate account.

To verify your email address and activate your account, please click the following link:

Activate account

- Once you log-in you will need to re-link your UTILITY BILLING ACCOUNT:

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.

Customer Accounts   link to account

There are currently no linked accounts

Utility Billing Accounts   link to account

Account   **Customer**

- Enter your Account number & Customer ID

   What is the account ID? *

   What is the CID? *

- It will show your account is linked
   - NOTE: if you own more than one property/account, you will need to link each property individually
- Click on the blue link of the address you want to review – the remainder of the access is the same as previously. You can review your account, make a payment, etc.