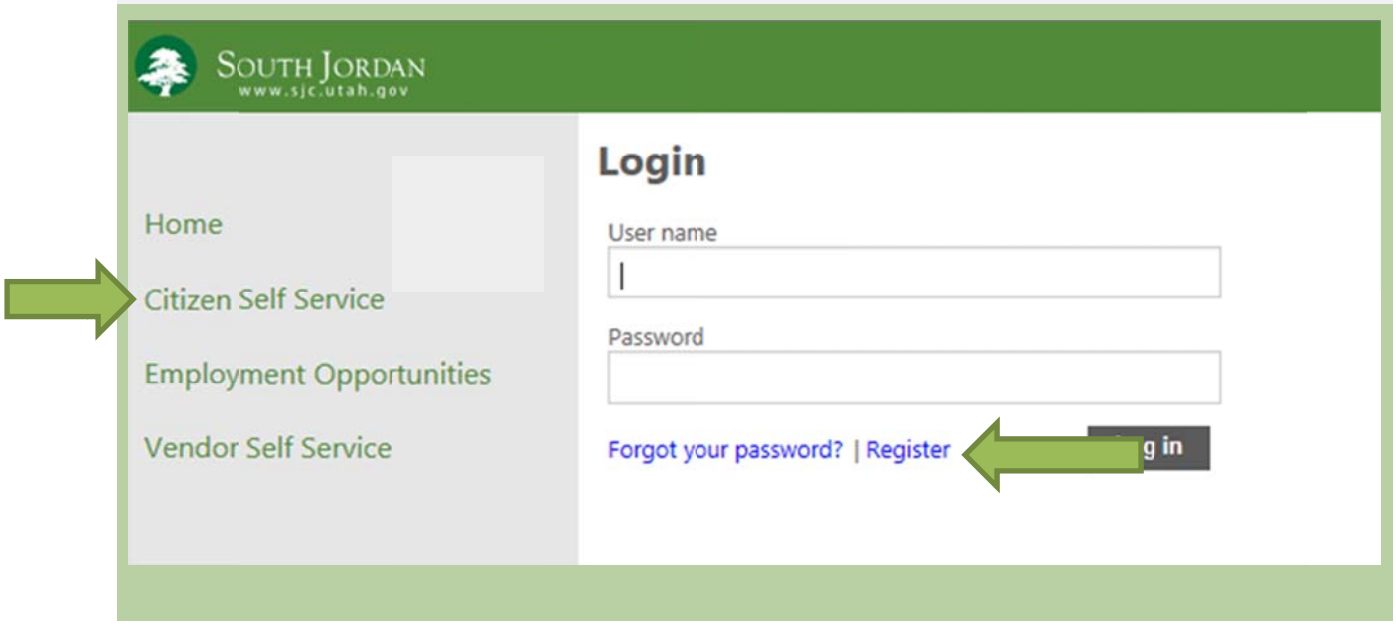
How to Set Up a New Account

The City of South Jordan changed over to a new Utility Billing System and with that change the City has a new online payment system. Citizen Self Service allows residents to make online payments, setup preauthorized payments from savings or checking accounts, and access bill and water usage information. If you are new to Citizen Self Service, please follow the steps below to setup your new user and link your Utility Billing account.

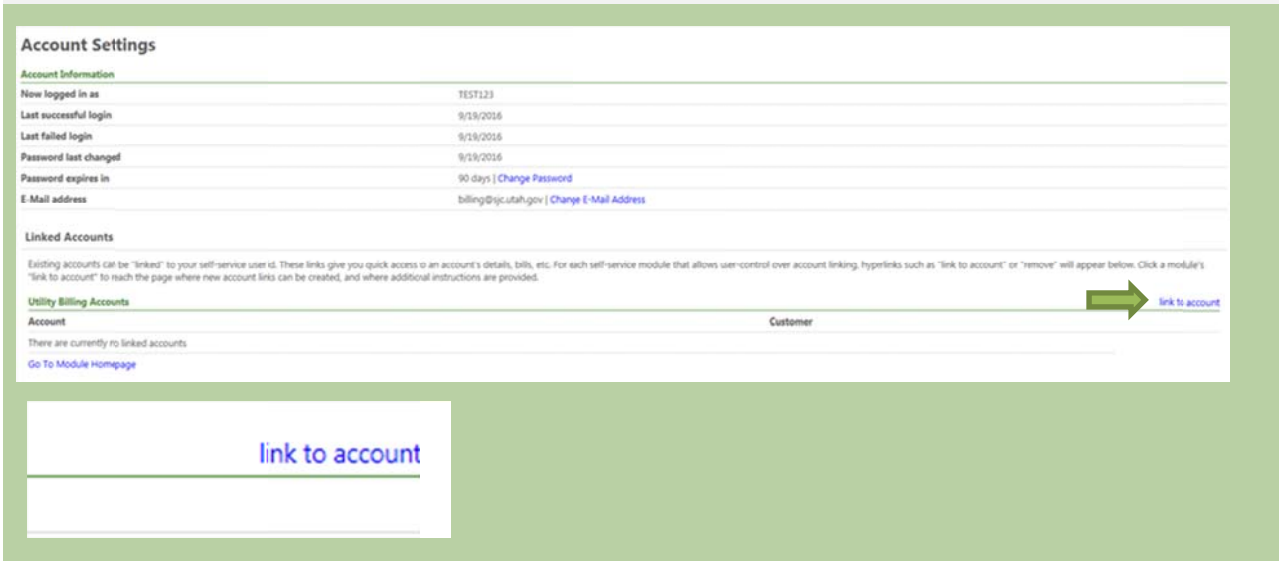
1 **Access the City's payment system**. Go to the City's website, www.sjc.utah.gov, click on "**Pay Utility Bills**" at the bottom of the menu under Resident Resources. Click on the link to **Pay Utility Bills** at the top of the page.

2 **Register as a new user.** Select the **Register link** next to the log in button. This will direct you to the registration screen.

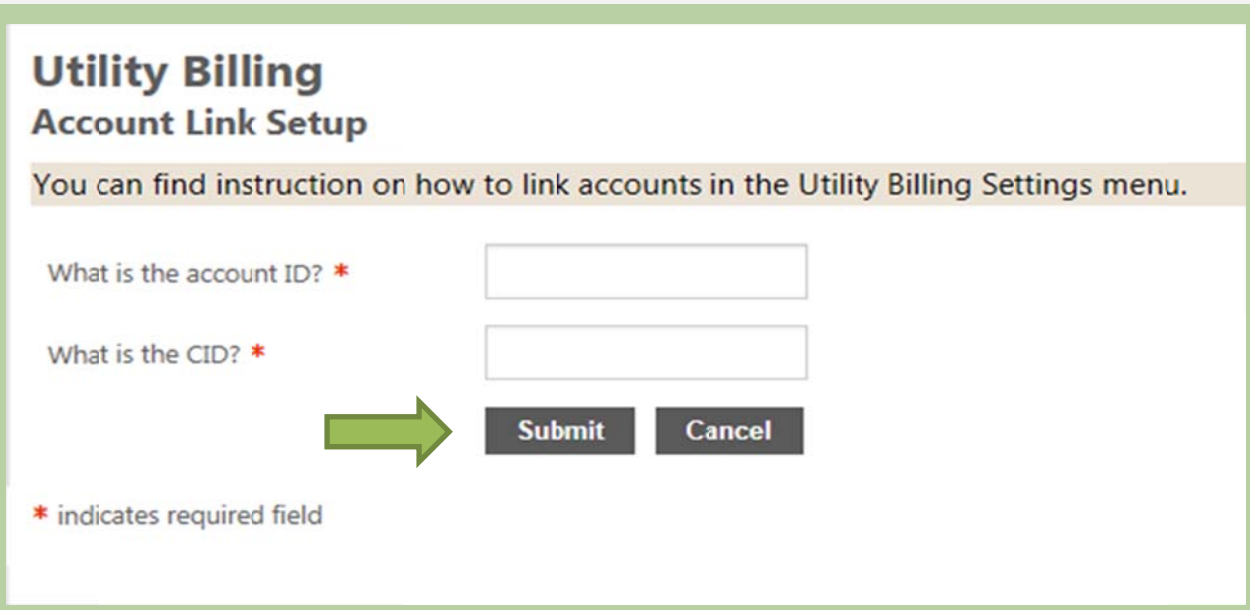


3 **Setup a New User ID and Password.** Password Requirements: Must be at least 6 characters long and must include the following: • 1 Number • 1 Symbol • At least 1 upper and lower case character. When done, click **Save**.

4 **Click on the link to account icon.** Once registered, you will be directed to your **Account Settings** page, where you can link your new user ID to your Utility Billing Account. Click **link to account** in the bottom left corner of the screen.



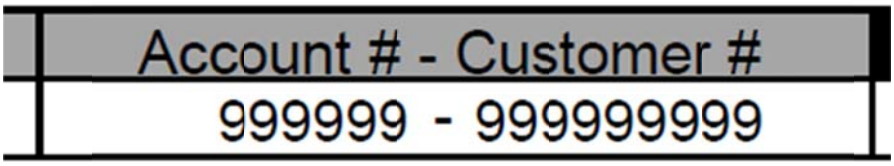
5 **Select the Utility Billing Account you want linked to this account.**
To link your new user to your Utility Billing Account, you are required to enter ***BOTH*** your account ID and CID. Then click **Submit**.



Account ID – Unique 6 digit number for your property's utilities account. This number is the first six digits of the account number used on prior bills. For Example, if your previous account number was 999999.01, your new account number will be 999999.

CID – This is a unique number assigned to an owner of the property. The CID is numeric and can be up to 9 digits long. For owners who own more than one property, the CID would be the same for each property, the Account ID would change. This is a new number that was sent out with your November Utility Bill, if you do not have this please look at your bill or call **(801) 446-HELP** or email informationcenter@sjc.utah.gov. For emails, please allow 1-3 business days for a reply as we expect to see a large number of emails initially.

On your November Bill you will see the following box, displaying you r Account # and Customer #. These are the same as your Account ID and CID. (Do not use the hyphen)



6 Click on your Utility Billing Account to see bill and usage information.

Once you have successfully linked your account, it will display that account under your account settings. If you have more than one account, you will repeat steps 3- 5 for each Utility Billing account (home) that you owned.

If you click on the account number link, it will take you to your account where you will see bills, make payments, or enter in preauthorized payment information.

If you have questions or issues, please contact the City between 8 a.m. – 5 p.m. Monday through Friday, excluding holidays, (801) 446-HELP or email us informationcenter@sjc.utah.gov.