

Hillsborough County Public Utilities Online Account Service Updates

January 2019

The Hillsborough County Online Account Service will be receiving updates in January 2019. These updates will not change how customers view or pay waste or wastewater bills. The update will add new design and upgraded technology making it easier for customers to manage their account.

These updates include:

- A new, more user-friendly view and experience
- Self-Service password resets
- Enhanced toolbars in place of drop down menus
- Improved security features
- Easier access to view account balances, statements, and payment options
- The ability to update and manage account information, like usernames and passwords, without technical support

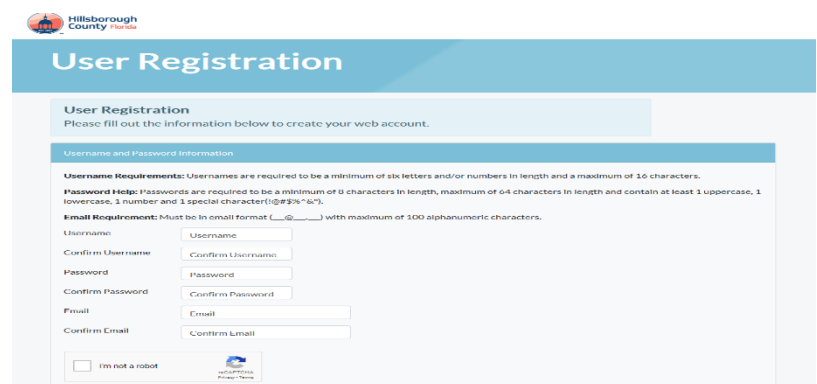
Navigating the new customer experience

This new update brings along new features to improve the customer experience. Some of these include:

1. **Create a unique username, update their password, and manager profile security through email confirmation.**

Current customer's previously established username and passwords will allow access to the current online account.

Once logged in, customers will automatically be redirected to a new user profile page where they can create a username and update their account information.

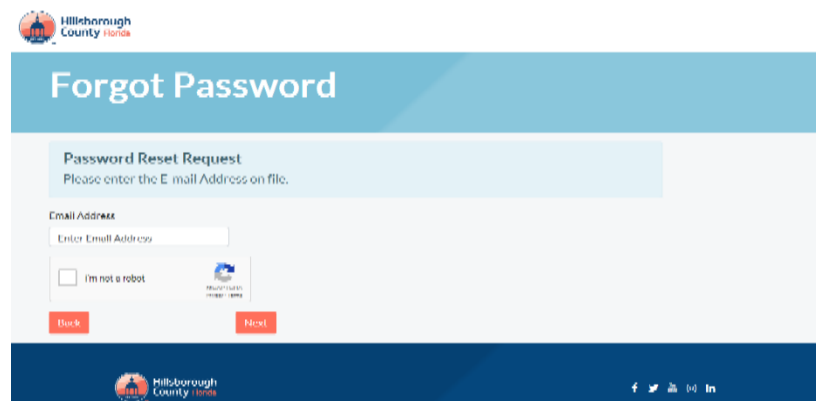


The screenshot shows the 'User Registration' page for Hillsborough County Florida. The page has a blue header with the title 'User Registration'. Below the header, there is a sub-header 'User Registration' and a prompt: 'Please fill out the information below to create your web account.' The form is titled 'Username and Password Information' and includes the following fields and instructions:

- Username Requirements:** Usernames are required to be a minimum of six letters and/or numbers in length and a maximum of 30 characters.
- Password Help:** Passwords are required to be a minimum of 8 characters in length, maximum of 64 characters in length and contain at least 1 uppercase, 1 lowercase, 1 number and 1 special character (@#%&*~&^").
- Email Requirement:** Must be in email format (____@____) with maximum of 100 alphanumeric characters.

The form fields include: Username, Confirm Username, Password, Confirm Password, Email, and Confirm Email. There is also a checkbox for 'I'm not a robot' and a 'Submit' button.

2. **Self-service reset forgotten usernames and passwords through email verification.**

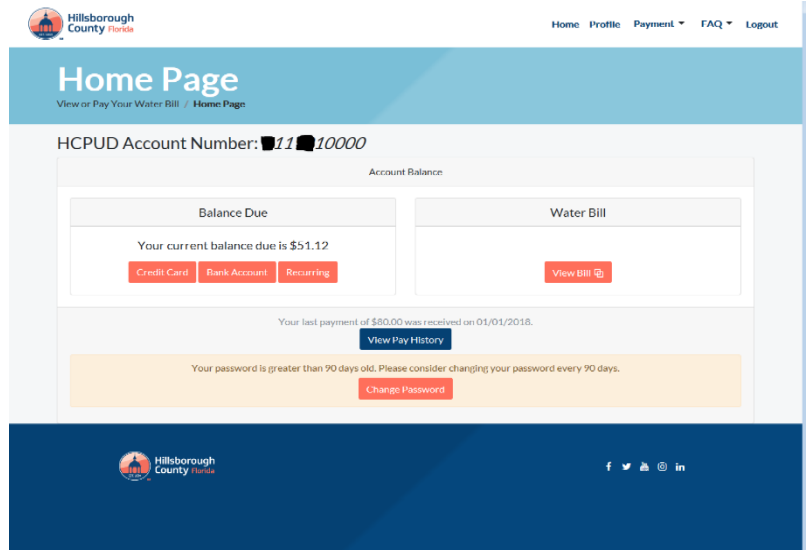


The screenshot shows the 'Forgot Password' page for Hillsborough County Florida. The page has a blue header with the title 'Forgot Password'. Below the header, there is a sub-header 'Password Reset Request' and a prompt: 'Please enter the E-mail Address on file.' The form is titled 'Email Address' and includes the following fields and instructions:

- Email Address:** Enter Email Address

There is also a checkbox for 'I'm not a robot' and 'Next' and 'Back' buttons.

- Updated home page will show quick summary of account status. Including information such as account number, balance due, view bill, view pay history, and change password. Easy to use buttons allow for no-cost payment via credit card, bank account, or recurring payments.



- Profile Page will give more options for managing your account. Including: changing your password, signing up for paperless billing, email notifications, update recurring auto-pay information, and editing contact information.

