



Welcome to the Customer Self Service Portal – Step by Step Instructions

Requirements:

- Access to a valid email account and email address
- Please have your utility account #
- Driver's License of the primary account holder (for security verification)
- Access to a computer, smart phone or tablet

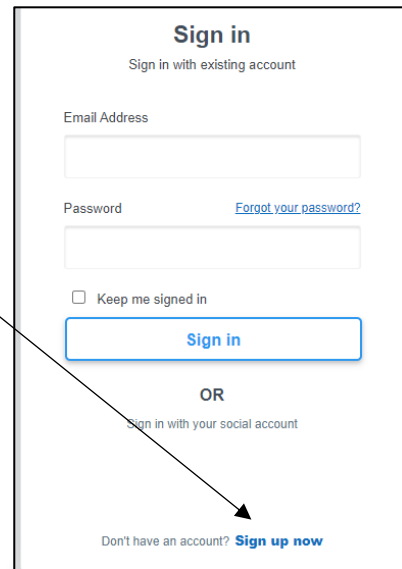
FIRST! On your computer or device, navigate to the following web address:

<http://css.georgetowntexas.gov>

Options you can do here:

- Sign In – If you've created an account already
- Reset your password
- Sign Up Now – for the first time

Click on [Sign up now](#)



Sign in
Sign in with existing account

Email Address

Password [Forgot your password?](#)

☐ Keep me signed in

[Sign in](#)

OR

Sign in with your social account

Don't have an account? [Sign up now](#)

An arrow points from the text 'Click on Sign up now' to the 'Sign up now' link at the bottom of the form.

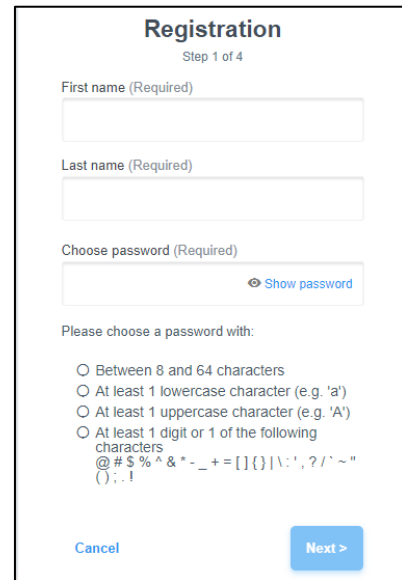
STEP 1

Enter First Name

Enter Last Name

Enter a password that meets the requirements.
Please save this password in a secure location.

Click [Next](#)



Registration
Step 1 of 4

First name (Required)

Last name (Required)

Choose password (Required)
 [Show password](#)

Please choose a password with:

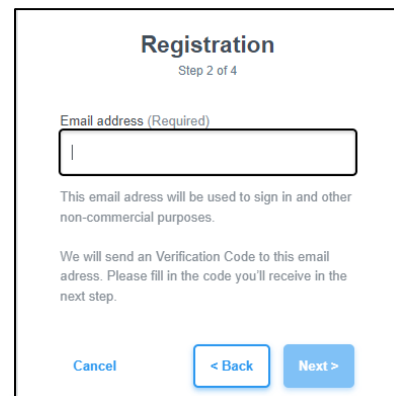
- ☐ Between 8 and 64 characters
- ☐ At least 1 lowercase character (e.g. 'a')
- ☐ At least 1 uppercase character (e.g. 'A')
- ☐ At least 1 digit or 1 of the following characters
@ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ~ " () ; . !

[Cancel](#) [Next >](#)

STEP 2

Enter the email you wish to use.

A verification code will be emailed to you to complete your registration. This should only take a few minutes to happen. If you don't see it,



Registration
Step 2 of 4

Email address (Required)

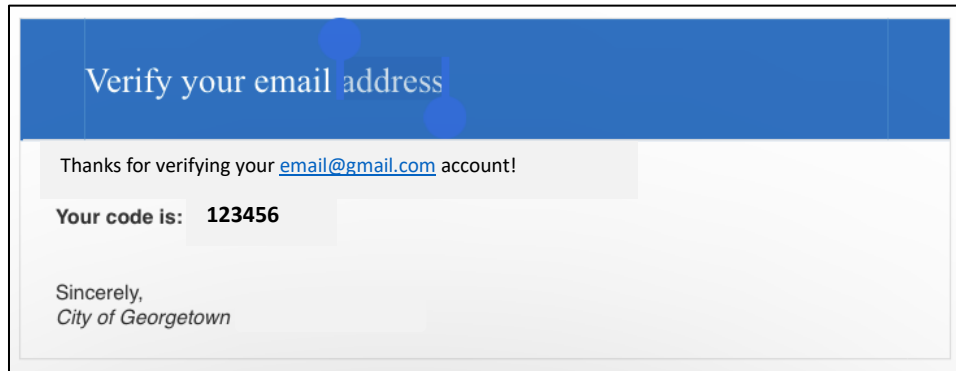
This email address will be used to sign in and other non-commercial purposes.

We will send an Verification Code to this email address. Please fill in the code you'll receive in the next step.

[Cancel](#) [< Back](#) [Next >](#)

check your email Junk folder.

The email will be from: **Microsoft on behalf of City of Georgetown**



STEP 3

Retrieve this email and the verification code it contains.

Enter the code sent.

You will get an error if you do not enter a valid code. For security reasons, codes are only good for a few minutes.

Click **Next**

A screenshot of the "Registration" form, Step 3 of 4. The title is "Registration" with "Step 3 of 4" below it. There is a label "Verification Code (Required)" above a text input field. Below the input field, it says "A 6 digit Verification Code was sent to [sugaredveil@gmail.com](#). This may take a few minutes." Below that, it says "Didn't receive an email? Check your spam folder or [Resend Verification Code](#)". At the bottom, there are three buttons: "Cancel", "< Back", and "Next >".

STEP 4

Enter your Account # (ID)

Enter the Driver License Number for the Primary Account Holder.

Click **Create Account**

A screenshot of the "Registration" form, Step 4 of 4. The title is "Registration" with "Step 4 of 4" below it. There is a label "Account ID (Required)" above a text input field. Below the input field, it says "You can find your Account ID on the communication you received earlier from us." Below that, there is a label "Driver License Number" above another text input field. At the bottom, there are two buttons: "Cancel" and "Create account".

CONGRATULATIONS!

You will now be able to access and view bills, pay your account, sign up for autopay, view usage consumption and make CSS Requests for programs and assistance.

If you need further technical support, please contact our Customer Care Team at customer care@georgetowntexas.gov or by calling 512-930-3640.