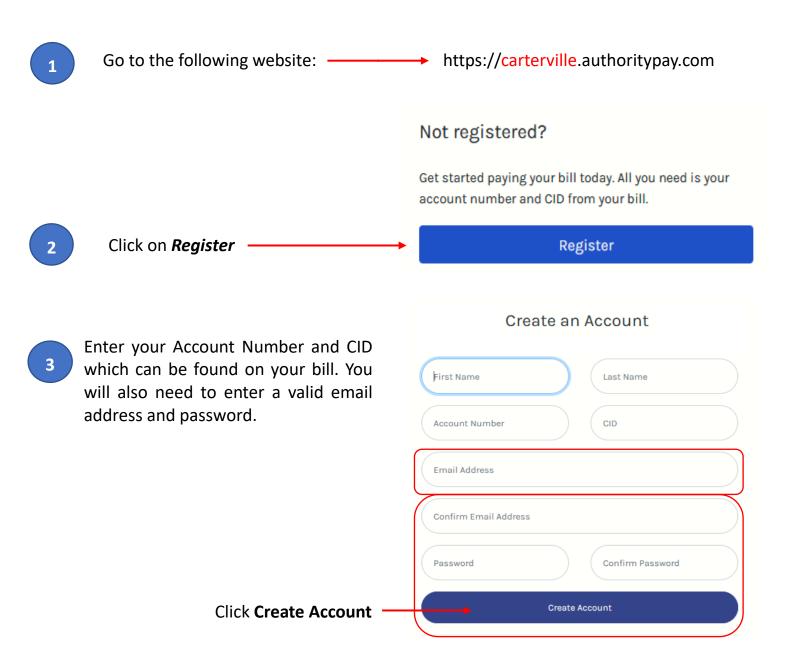
## Signing up for the City of Carterville Customer Portal

By signing up for the <u>City of Carterville</u> <u>Customer Portal</u> you will be able to view, print, and pay your bills online. You will also be able to view your bill, payment, and usage history.



A Registration Confirmation window will appear. No action is needed on this window. The Verification Email will only be active for <u>4 Hours</u> and will require you to verify your email within that 4 hour time window.

You have successfully registered your account. A verification email has been sent to your email address. Please check your inbox. The verification email will expire in 4 hours. You must verify your account before you can sign in.

You will also receive an email confirmation. You must <u>click on the link</u> provided in this email to complete your enrollment.

Hello John Doe,

Follow the link below to verify your email and finish your account registration:

https://<InsertAuthorityName>.authoritypay.com/user/verify-registration?token

After clicking on the verification link embedded in the email, you will be re-directed to the Account Verification screen. Click on the green 'Click to Verify' button to complete verification.



You should now see a green message confirming verification was successful. Now you can then re-enter your email and password and select **Login** to access your Customer Portal Account.

Your account and email have been verified. You can now login to manage your account.

