



HOW TO: CREATE AN ONLINE ACCOUNT

FIRST STEP: You will need a security code. You can locate your security code on half of the page on the right-hand side of your utility bill as shown:

NOTE: Your security code will have numbers and upper-case letters incorporated.

Example:

REGULAR BILL	
Billing Period 02/01/18 - 02/28/18 = 28 Days	
SECURITY CODE	STATEMENT DATE
1701792KXYB5LG	04/15/18


SECOND STEP: Go onto our homepage --- www.multifamilyutility.com

The page should look like this:




THIRD STEP: Click on “Residents” on the top right-hand corner above our phone number as shown below:



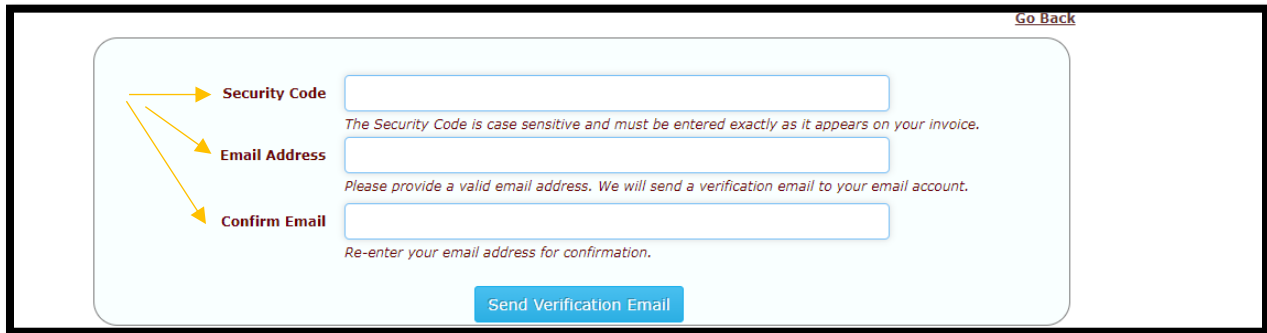
FOURTH STEP: The page should look like this: 



FIFTH STEP: As shown above, click on “New User Registration”. After clicking “New User Registration”, you will be asked to put in your security code and email as shown below: 



SIXTH STEP: Type in your security code and after doing so, type in your email and confirm it.



The screenshot shows a verification form with three input fields: Security Code, Email Address, and Confirm Email. Each field has a corresponding instruction below it. A blue button labeled "Send Verification Email" is at the bottom. A "Go Back" link is in the top right corner. Three yellow arrows point from the left to each of the input fields.

[Go Back](#)

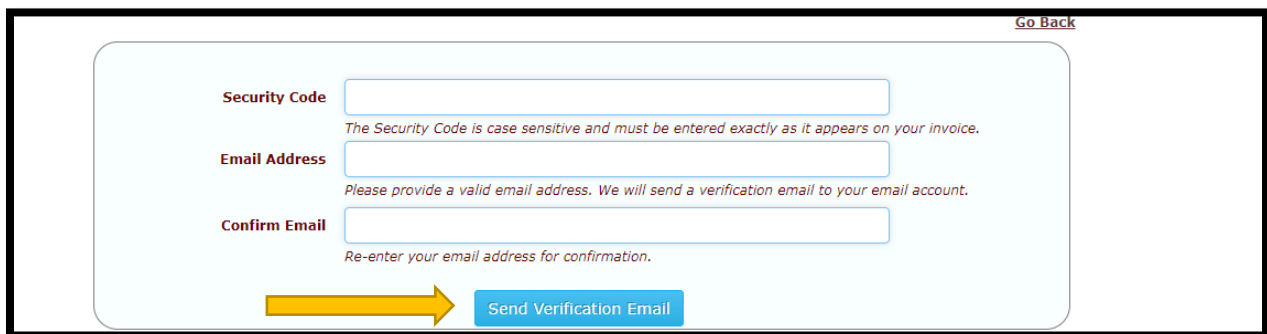
Security Code
The Security Code is case sensitive and must be entered exactly as it appears on your invoice.

Email Address
Please provide a valid email address. We will send a verification email to your email account.

Confirm Email
Re-enter your email address for confirmation.

[Send Verification Email](#)

SEVENTH STEP: After confirming email, click on 'Send Verification email'. After clicking, a verification email will be sent to your personal email.



The screenshot shows the same verification form as in the previous step. A large yellow arrow points from the left towards the "Send Verification Email" button.

[Go Back](#)

Security Code
The Security Code is case sensitive and must be entered exactly as it appears on your invoice.

Email Address
Please provide a valid email address. We will send a verification email to your email account.

Confirm Email
Re-enter your email address for confirmation.

[Send Verification Email](#)

EIGHTH STEP: Click on the link that appears on your email and you'll be directed right back to our page where you can log in and set up a password.

NINTH STEP: LOG IN and you have made an online account successfully!