

Creating a New Account

Step 1: Click the Pay Utility button on the City of Winter Garden website www.cwgdn.com



Step 2: Select the New User Link from the menu on the left side of the page



— CITY OF —
**WINTER
GARDEN**
EST. 1903

Home	Welcome to City of Winter Garden Utility Billing.	
One Time Payment		
New Service Request	This service offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options.	
Accessibility		
New User	From the comfort of home, citizens can review such information as account history, pending payments, and account status.	
Login		
Contact Us		

A blue arrow points from the "New User" menu item to the text in the adjacent column.

Step 3: Fill in the the information requested in the form

Create New User

* = Required

Login

* eMail Address: ✓

* Confirm eMail Address: ✓

* Password: ✓

* Confirm Password: ✓

Name and Address

* First Name: ✓

* Last Name: ✓

* Address One: ✓

Address Two:

* City: ✓

* State: ✓

* ZIP Code: ✓

Step 4: Choose and answer the security questions and click "Create New User"

Security Questions

Please choose your security questions below. Security questions are used to reset your password in the event it has been compromised or forgotten. The minimum number of required predefined security questions is 3.

* 1. Type: Predefined Question User Defined Question

* Question: ▾

* Answer:

* 2. Type: Predefined Question User Defined Question

* Question: ▾

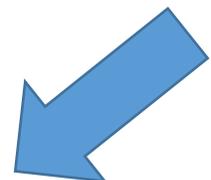
* Answer:

* 3. Type: Predefined Question User Defined Question

* Question: ▾

* Answer:

[Add Another Question](#)



You will receive this prompt:

Create New User

* = Required

Your user has been created. A confirmation eMail has been sent to the eMail address specified containing a link to enable your user.

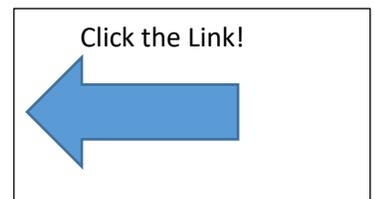
Step 5: Check your email. You will receive an email that looks something like this:

**** Please save this eMail for future reference ****
This eMail address was registered at Click2Gov3. To enable your eMail click on the l
Attention AOL Customers - you may have to copy and paste the URL into the Addr

If you have any questions, please call 407-656-4100].

Thank you and have a nice day.

Click this link to enable your account: [https://\[redacted\]](https://[redacted])



After clicking the link in your email, you will receive this prompt:

Enable Email

Your eMail has been enabled. You may now use it to login.

[Login](#)



Click the Link!!

Step 6: Enter the username and password you chose when creating the account

User Login

We have enhanced our website to better manage your accounts. Your existing user ID will need to be migrated to this new centralized user system. If this is the first time you have logged into this site since the upgrade, please enter the user ID or account number you have always used.

The site will prompt you to create a new user ID, identified by your eMail address. Your existing accounts and wallet will be migrated to this new eMail based User ID. For future logins, you will use your eMail address to gain access to the site.

User ID:

Password:

[Reset Password](#)

Step 7: Once you have successfully logged in, click the Add Account link on the left hand side. Enter the Customer and Location ID as well as the PIN/temporary password (located on your first utility bill)

- Home
- Add Account**
- New Service Request
- Accessibility
- My Profile
- Logoff
- Contact Us

Add Account

* = Required

User ID: wgcitizen@cwgdn.com

* Customer ID/Location ID: -

* PIN:

The account has been added successfully and you are now able to choose from the account options on the left hand side.

The screenshot displays a web interface with a dark sidebar on the left and a main content area on the right. The sidebar contains the following menu items: Home, Manage Accounts, Account Information, Payment History, Auto Pay, Consumption Report, Billing History, Service Summary, Edit Account, Terminate Service Request, New Service Request, Accessibility, My Profile, Logoff, and Contact Us. The main content area has an orange header with the text 'Add Account'. Below the header, there is a red asterisk indicating required fields. The 'User ID' is displayed as 'wgcitizen@cwgdn.com'. A light blue box contains the message 'The account was added successfully.'. Below this, there are two input fields for 'Customer ID/Location ID', the first of which has a green checkmark. A 'PIN' field with masked characters is also present. An orange 'Add' button is located in the bottom right corner of the main content area.