



## Registration Directions

Updated 7-30-2014

### Before you begin registration:

1. Add [WSsupport@co.okaloosa.fl.us](mailto:WSsupport@co.okaloosa.fl.us) to your email address book to ensure delivery of email from OCWS Online.
2. Verify that you have website browser **Microsoft Internet Explorer v5.5 or greater or Firefox v3.0 or greater** in order to use this website.

### To Verify IE Version:

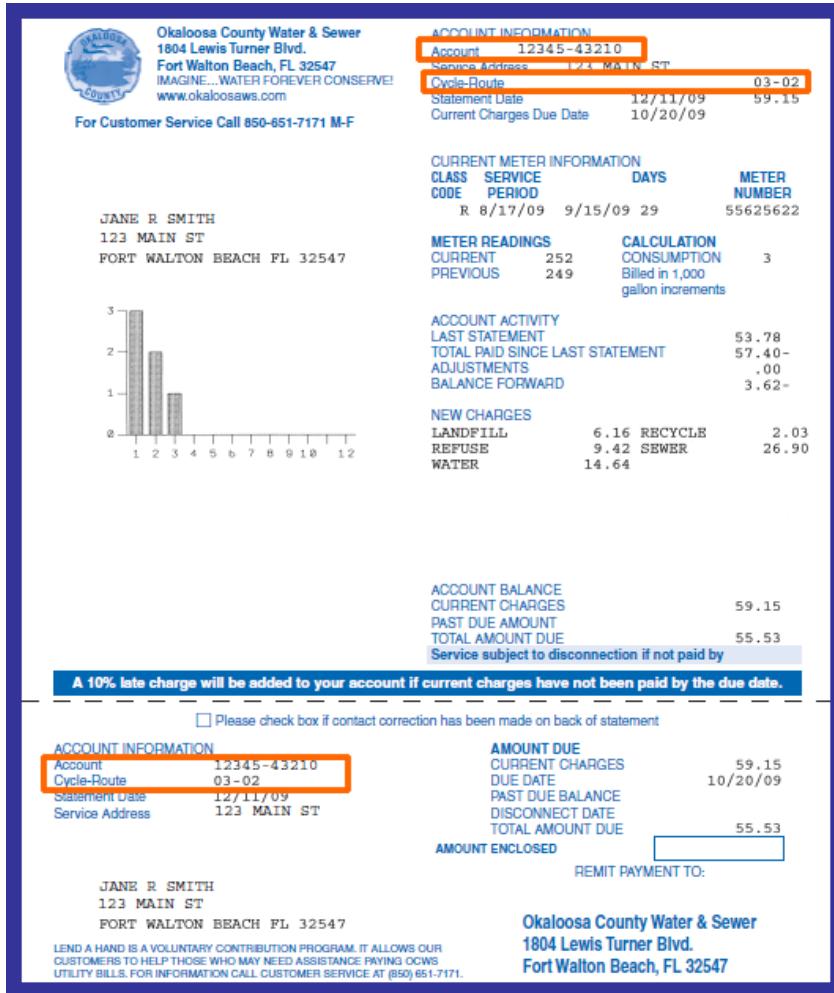
1. Open a **Microsoft Internet Explorer** web browser session.
2. Click on the **Help** on the top toolbar.
3. Select **About Internet Explorer** from the drop down menu.
4. A window will popup noting the version of Microsoft Internet Explorer you are using.

*Example:*



## Step 1: Customer Verification

Fill in the fields directly from your current Okaloosa County Water & Sewer Utility Bill.



The image shows a template of an Okaloosa County Water & Sewer Utility Bill. The bill is divided into two main sections: a top section and a bottom section. The top section contains account information, meter readings, and account activity. The bottom section contains new charges, account balance, and a payment stub. Specific fields are highlighted with red boxes for identification.

**Okaloosa County Water & Sewer**  
1804 Lewis Turner Blvd.  
Fort Walton Beach, FL 32547  
IMAGINE... WATER FOREVER CONSERVE!  
[www.okbosaws.com](http://www.okbosaws.com)  
For Customer Service Call 850-651-7171 M-F

**ACCOUNT INFORMATION**

Account	12345-43210
Service Address	123 MAIN ST
Cycle-Route	03-02
Statement Date	12/11/09
Current Charges Due Date	10/20/09

**CURRENT METER INFORMATION**

CLASS CODE	SERVICE PERIOD	DAYS	METER NUMBER
R	8/17/09 - 9/15/09	29	55625622

**METER READINGS**

CURRENT	PREVIOUS	CALCULATION
252	249	Consumption Billed in 1,000 gallon increments

**ACCOUNT ACTIVITY**

LAST STATEMENT	53.78
TOTAL PAID SINCE LAST STATEMENT	57.40-
ADJUSTMENTS	.00
BALANCE FORWARD	3.62-

**NEW CHARGES**

LANDFILL	6.16	RECYCLE	2.03
REFUSE	9.42	SEWER	26.90
WATER	14.64		

**ACCOUNT BALANCE**

CURRENT CHARGES	59.15
PAST DUE AMOUNT	
TOTAL AMOUNT DUE	55.53

Service subject to disconnection if not paid by

**A 10% late charge will be added to your account if current charges have not been paid by the due date.**

Please check box if contact correction has been made on back of statement

**ACCOUNT INFORMATION**

Account	12345-43210
Cycle-Route	03-02
Statement Date	12/11/09
Service Address	123 MAIN ST

**AMOUNT DUE**

CURRENT CHARGES	59.15
DU DATE	10/20/09
PAST DUE BALANCE	
DISCONNECT DATE	
TOTAL AMOUNT DUE	55.53

**AMOUNT ENCLOSED**

**REMIT PAYMENT TO:**

Okaloosa County Water & Sewer  
1804 Lewis Turner Blvd.  
Fort Walton Beach, FL 32547

LEND A HAND IS A VOLUNTARY CONTRIBUTION PROGRAM. IT ALLOWS OUR CUSTOMERS TO HELP THOSE WHO MAY NEED ASSISTANCE PAYING OWSB UTILITY BILLS. FOR INFORMATION CALL CUSTOMER SERVICE AT (850) 651-7171.

1. Your **Account ID** is your ACCOUNT NUMBER located in the top right corner of the top portion of the bill and the top left corner of the bottom section of the bill and should be entered in exactly as it appears on the bill (*Example: 12345-543210*).
2. The **Cycle and Route** numbers are located in the top right corner of the top portion of the bill one line down from the Account Number and the top left corner of the bottom section of the bill below the Account Number and should be entered in exactly as shown (*Example: CYCLE-03 ROUTE-01* should be entered as 03-01).

Verify the information and click the  button.

## Step 2: Setup Online PIN

You will be taken to a page where you will create your PIN and give your email address.

*Example:*

1. Type in a PIN

New PIN:  
Please enter a new PIN you can easily remember.  
You may use any combination of letters and  
numbers.  
NOTE: PINs are case sensitive.

2. Retype the same PIN

Verify PIN:  
Please re-type your PIN for verification.

3. Give a password hint for PIN

Password Hint  
PIN Hint:  
Please provide a message that will remind you of  
your PIN.

4. Type in a valid email address

Email Address:  
Verify Email Address:  
Please verify your email address

5. Retype the email address

6. Click the Submit button

1. Type in a PIN that is a minimum of 6 and a maximum of 10 case sensitive alpha and numeric characters only and should contain at least one numeric character. Please note that the PIN is case sensitive.
2. Re-type your PIN for verification.
3. Provide a message that will remind you of your PIN.
4. Please give a valid email address that will be used to register your online account.
5. Re-type your email address for verification.
6. Click the **Submit** button.

If all the information was entered correctly you will see this message on the screen:

Thank You!

We will be sending an email out to you momentarily containing instructions on how to complete the registration process.

[Exit](#)

**Note: You must click on the "Exit" on this page in order to continue your registration.**

### **Step 3: Email Confirmation**

1. You will receive an email from [WSsupport@co.okaloosa.fl.us](mailto:WSsupport@co.okaloosa.fl.us). **Receipt of the email could take up to one (1) HOUR** depending on your ISP (Internet Service Provider).

**PLEASE NOTE:** Some email services (i.e. AOL, Hotmail, etc) may perceive this email as Spam and send it directly to your Junk Email folder. Please check your "Junk" Email Folder for the [WSsupport@co.okaloosa.fl.us](mailto:WSsupport@co.okaloosa.fl.us) email if it has not arrived in your Inbox after 1 hour.

**This email contains IMPORTANT information for completing the registration process. Below is an example of the email:**

\*\*\*\* Please save this email for future reference \*\*\*\*

\*\*\*\*Attention AOL Customers - you must copy and paste the URL into the Address Box to complete the registration process\*\*\*

Please follow the link below to complete the registration process:

["Your link would be here"](#)

Your PIN: XXXXX

Your Hint: XXXXXXXXXXXXXXXXXXXX

If you have any questions, please call 850-651-7171 or simply reply to this message.

2. You **\*must\*** click on the link in the email you receive in order for your account registration to complete.

## **Step 4: Complete Confirmation of Registration**

1. Enter your account number exactly like it is on your bill.
2. Enter the PIN you created.
3. Click the **Sign-On** button.

**You should see this message on the screen:**

Your account has been enabled. Please click below to sign into the system.

**Sign-On**

4. Click the **Sign-On** button.
5. You will be taken to the homepage, where your Account ID and PIN are already entered. Click the **Sign-On** button to complete the confirmation.

**You are now registered as an Online Account User.**

**Please contact Customer Service (850) 651-7171 if you have any questions.**