



Registration Directions

Updated 12/1/2011

Before you begin registration:

1. Add 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.



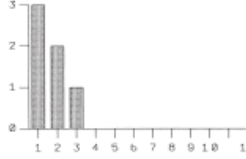
Okaloosa County Water & Sewer
1804 Lewis Turner Blvd.
Fort Walton Beach, FL 32547
IMAGINE...WATER FOREVER CONSERVE!
www.okaloosaws.com

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 59.15
Current Charges Due Date 10/20/09

JANE R SMITH
123 MAIN ST
FORT WALTON BEACH FL 32547



CURRENT METER INFORMATION

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

METER READINGS

CODE	PERIOD	AMOUNT
CURRENT	252	
PREVIOUS	249	

CALCULATION

CONSUMPTION	AMOUNT
Billed in 1,000 gallon increments	3

ACCOUNT ACTIVITY

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

NEW CHARGES

DESCRIPTION	AMOUNT	RECYCLE	SEWER
LANDFILL	6.16	2.03	
REFUSE	9.42		26.90
WATER	14.64		

ACCOUNT BALANCE

DESCRIPTION	AMOUNT
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

DESCRIPTION	AMOUNT
CURRENT CHARGES	59.15
DUE 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 OCWS 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:

The image shows a registration form with the following fields and instructions:

- 1. Type in a PIN**: Points to the "New PIN:" text box. Below it, instructions state: "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**: Points to the "Verify PIN:" text box. Below it, the instruction is: "Please re-type your PIN for verification."
- 3. Give a password hint for PIN**: Points to the "Password Hint" and "PIN Hint:" text boxes. Below them, the instruction is: "Please provide a message that will remind you of your PIN."
- 4. Type in a valid email address**: Points to the "Email Address:" text box.
- 5. Retype the email address**: Points to the "Verify Email Address:" text box. Below it, the instruction is: "Please verify your email address."
- 6. Click the Submit button**: Points to the "Submit" button at the bottom of the form.

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 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. **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 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:

<https://egov.co.okaloosa.fl.us/Click2GovCXP/LoginValidate.jsp?eVal=X>

Your PIN: XXXXX
Your Hint: XXXXXXXXXXXXXXXXXXXXXXX

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 button.

You should see this message on the screen:

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

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

You are now registered as an Online Account User.

Please contact [Customer Service \(850\) 651-7171](tel:850-651-7171) if you have any questions.