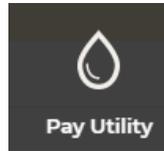


Migrating an Existing Account

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



Step 2: Select the Login Link from the menu on the left side of the page and enter the user-id (email address or account number XXXXX-XXXXX) and password that was used in the previous system.

The screenshot shows the City of Winter Garden website header with the logo "CITY OF WINTER GARDEN EST. 1903". A dark navigation menu on the left contains links: Home, One Time Payment, New Service Request, Accessibility, New User, Login, and Contact Us. The main content area is titled "User Login" and features a light orange header. Below the header is a pink informational box with text: "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." and "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." Below this box are two input fields: "User ID:" with a green checkmark icon and "Password:". A "Login" button is on the right, and a "Reset Password" link is at the bottom left.

You will receive this prompt. Click "OK" to proceed

The dialog box has a grey header with the title "User Upgrade". Below the header is a blue information icon (i) followed by the text: "As part of our ongoing efforts to provide security, reliability and availability for our customers, we are upgrading our online systems. To ensure smooth transition of your data we need you to complete the following fields and submit the information. Upon completion, you will automatically logged-out and receive an eMail prompting you to complete the process." At the bottom center is an orange "OK" button.

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

Migrate User Profile ?

* = Required [Maintain Accounts](#)

New password is required.

Name and Address

* eMail Address: 

* First Name: ✓

* Last Name: ✓

* Address One: ✓

Address Two: ✓

* City: ✓

* State: ✓

* ZIP Code: ✓

Phone Number

Step 4: Choose and answer the security questions and click “Update 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](#)



Step 5: A confirmation email will be sent to the email address on file. Check the email and click the link contained within. This will confirm your account email address. You will then be directed to the log in page.

User Upgrade

 Your user has been created. A confirmation eMail has been sent to the eMail address specified containing a link to enable your user. You will now be redirected to the Login Page.

Step 6: Enter your login credentials.



— CITY OF —
WINTER GARDEN
EST. 1903

- Home
- One Time Payment
- New Service Request
- Accessibility
- New User
- Login
- Contact Us

User Login

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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](#)

Login

After Login you will see all of your account options on the left hand side:

- 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
- Contact Us

Welcome to City of Winter Garden Utility Billing.

This service offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options.

From the comfort of home, citizens can review such information as payment history, pending payments, and account status.

