

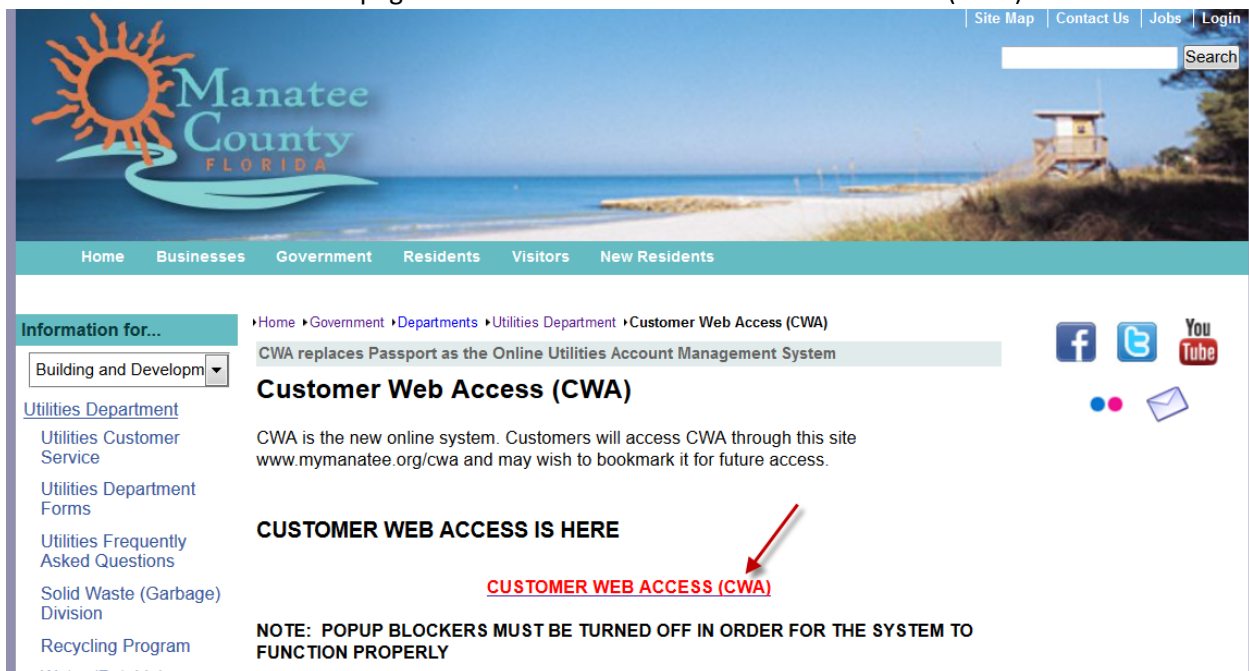
## Customer Web Access

How to Register for Customer Web Access

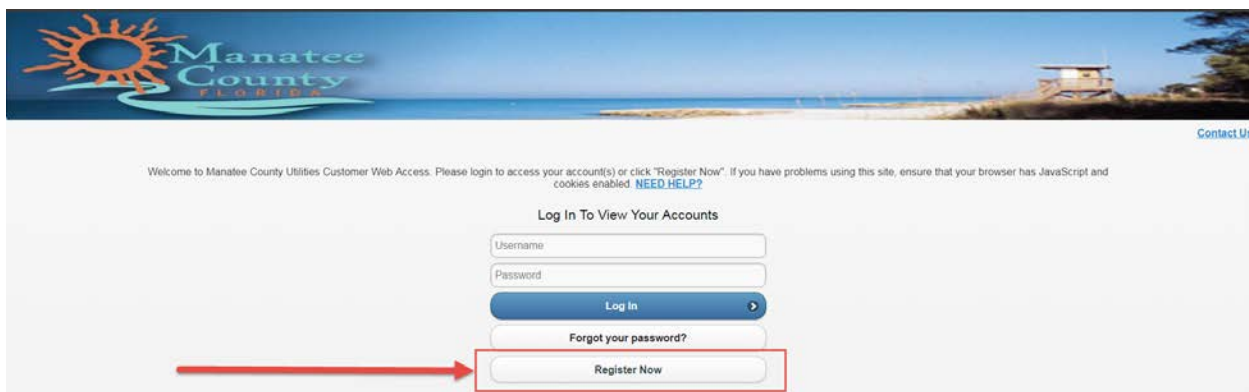
Click "Login" in the top-right corner of [www.mymanatee.org](http://www.mymanatee.org)



You will be taken to the CWA page. Click on the CUSTOMER WEB ACCESS LINK (CWA)



The first time you access CWA, you must create a username and password. Click "Register Now."



### Registration

- 1
- 2
- 3
- 4
- 5

#### Registration

1. Enter your Utilities Account Number (e.g. 987654-123456).
2. In the **Username** field, enter a name that you want to use to log into CWA in the future.
3. In the **Password** field, enter a password that you will use to log into CWA in the future.
4. In the **Verify Password** field, retype your password exactly as you entered it in the Password field.
5. Click on **Continue**.

Enter the required information to verify your identity. [NEED HELP?](#)

### Registration - Identity Verification (Residential Accounts)

Account:   
Username:

- 1
- 2
- 3

#### Registration – Identity Verification (Residential Accounts)

1. If you have a residential account, fill out the **Last four digits of your SS#**.
2. In the **Last four digits of DL#** field, enter the last four digits of your driver's license number or passport ID.
3. Click on **Continue**.

Enter the required information to verify your identity. [NEED HELP?](#)

### Registration - Identity Verification (Commercial Accounts)

Account:   
Username:

- 1
- 2

#### Registration – Identity Verification (Commercial Accounts)

1. If you have a commercial account, fill out the **Last four digits of your Federal ID#**.
2. Click on **Continue**.

To complete the registration process please enter your email address and security question answer.

**Registration - User Preferences**

Account Number  
Username

Email Address

1 Email Address

Retype Email Address

2 Retype Email Address

3  Check to only receive Paperless bill

4 What is your mother's maiden name? ▼

Security Answer

5 Security Answer

6 **Submit** ▶

## Registration – User Preferences

1. In the **Email Address** field, enter your e-mail address.
2. In the **Retype Email Address** field, enter the same e-mail address. Click the **Paperless Bill** checkbox if you want your bill to be sent via e-mail.
3. Choose a **Security Question** from the list in the dropdown field.
4. Enter the **Security Answer** for use with the Security Question.
5. Click the **Submit** button to complete the registration.

**Log In To View Your Accounts**

1 Username

2 Password

3 **Log In** ▶

**Forgot your password?**

**Register Now**

## Logging In to Customer Web Access

1. Enter the **Username** you established when you registered.
2. Enter the **Password** you established when you registered.
3. Click the **Log In** button. If you have more than one account, the system displays the Account List page. Otherwise, it displays the Accounts Summary page.