



Customer Self Service Tutorial

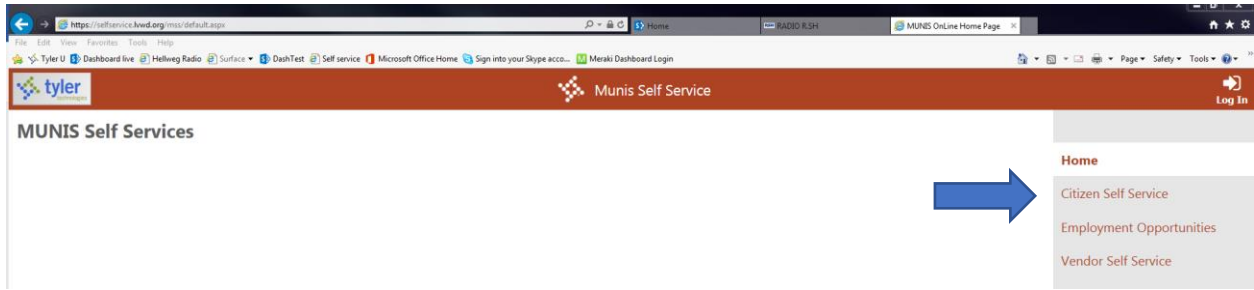
How to use the Lower Valley Water District Self Service Page to Register User Accounts.

Created by the IT Helpdesk to assist Customers of the Lower Valley Water District.



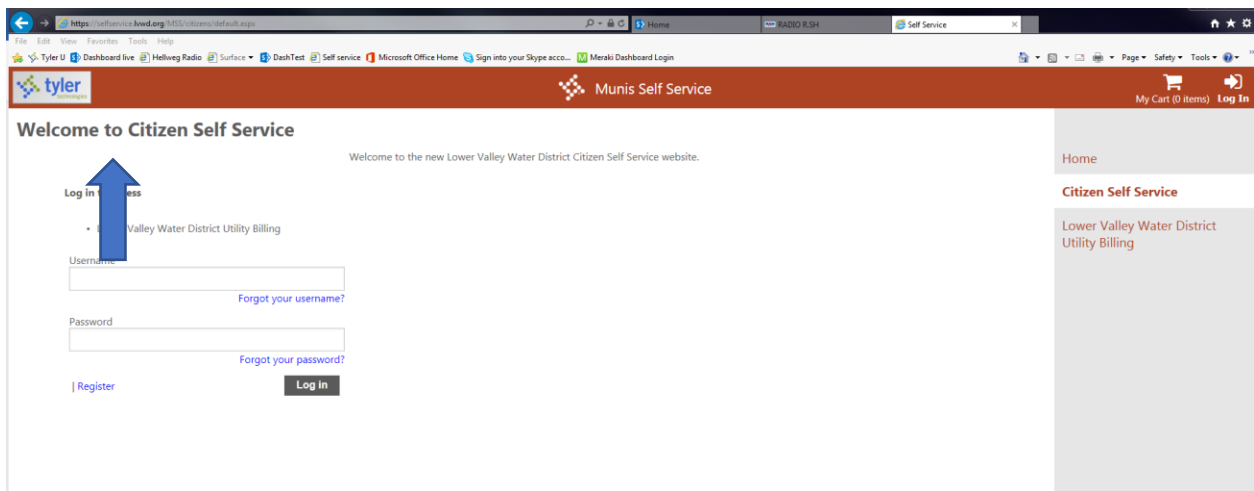
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Lower Valley Water District is an equal opportunity provider, employer and lender.



In any browser go to <https://selfservice.lvwd.org/mss/default.aspx> to get to the Lower Valley Water District Self Service Page.

On the Screens Right Hand Side select the Citizen Self Service option to access this Screen:
<https://selfservice.lvwd.org/MSS/citizens/default.aspx>



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In case your Account information were registered before 10/01/2017 you will have to Register using the new System.

To Register please select Register


• Lower Valley Water District Utility Billing

Username

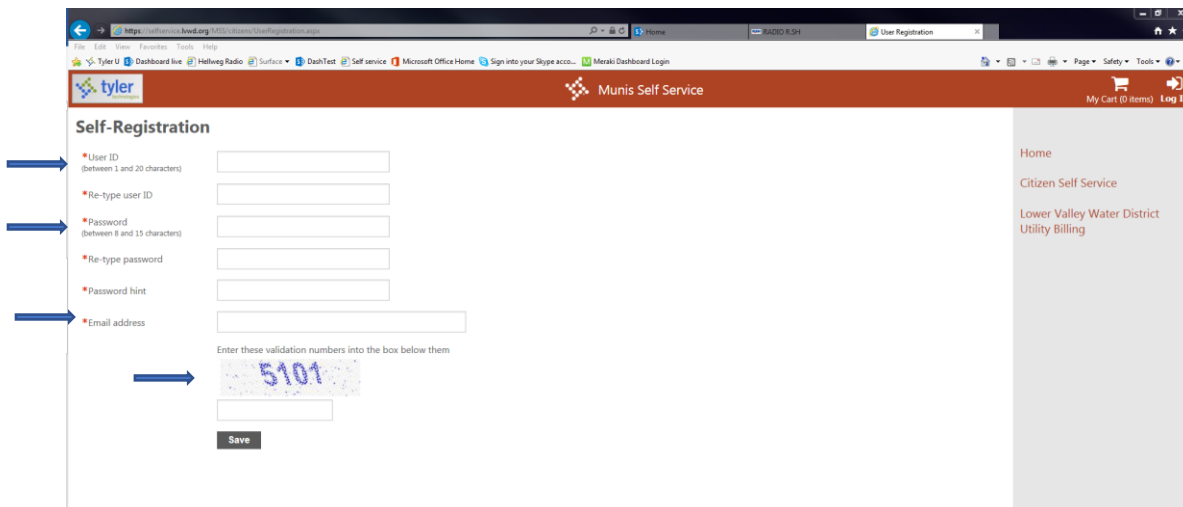
[Forgot your username?](#)

Password

[Forgot your password?](#)

[Register](#)  [Log in](#)

Selecting Register will direct you to: <https://selfservice.lvwd.org/MSS/citizens/UserRegistration.aspx>



On this Page create your User ID and Password, enter a valid E-Mail Address and the Confirmation #. The System will tell you if the User ID has been taken or if the Password is not meeting the requirements.

The Password has to be at least eight (8) Characters long, contain one (1) Capital Letter at least one (1) Number and a special Character like (!@#%&*><)

Example: Pa\$\$wOrd

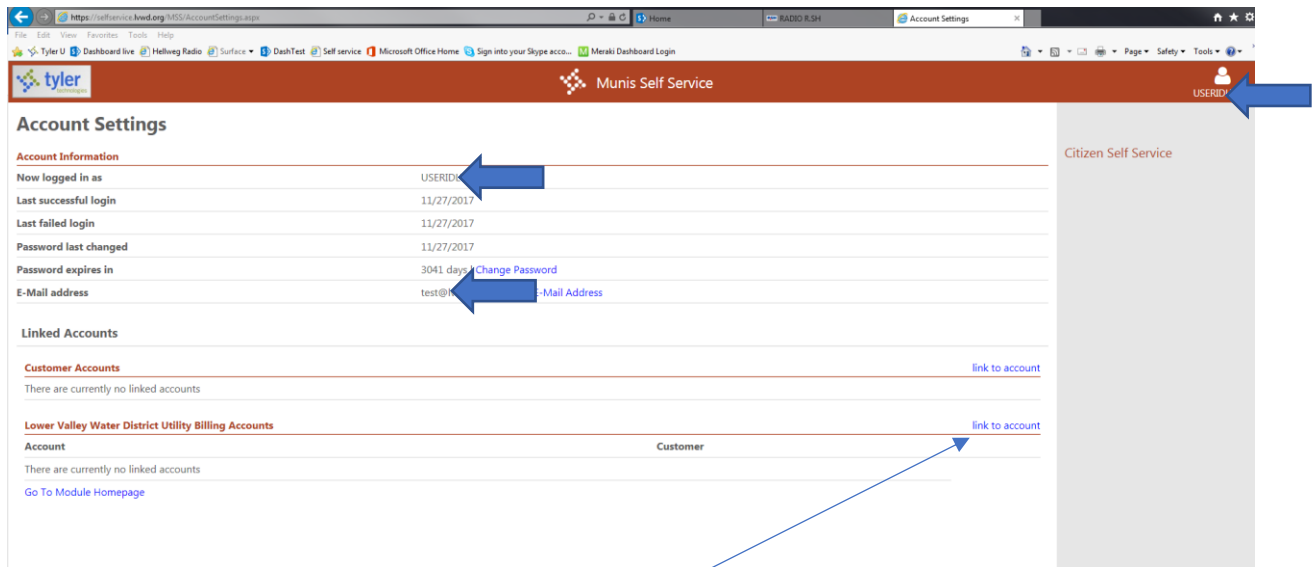
containing one number and two special Characters



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In case all information are accepted by the System you will be seeing this screen.



To link your Account to the User Information, please select the Lower Valley Water District Utility Billing Accounts link to account shortcut.



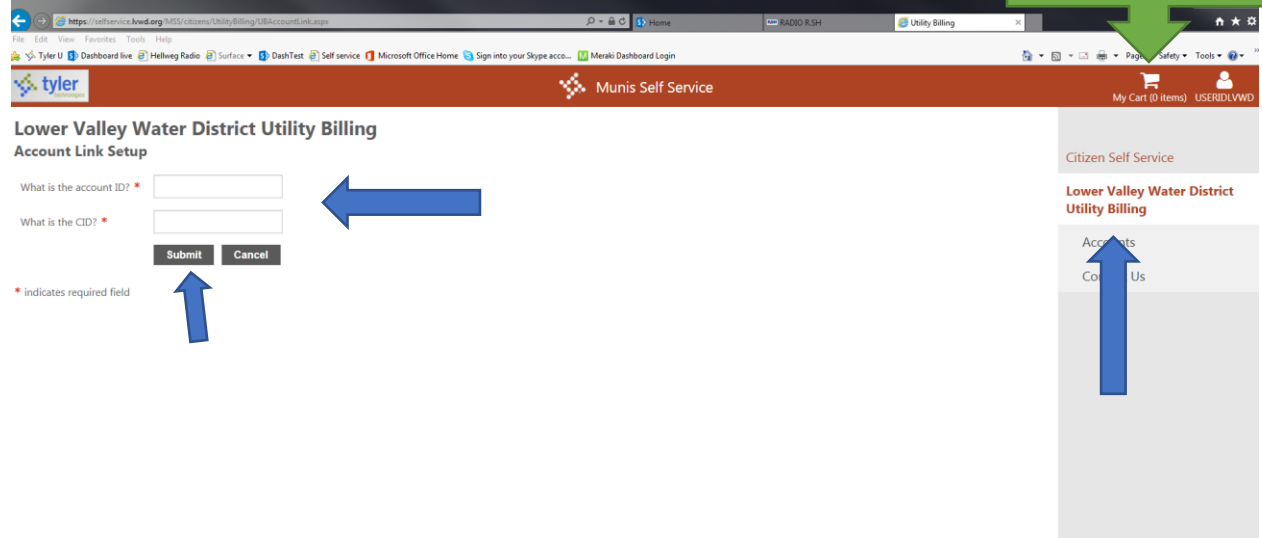
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This Shortcut will forward you to:

<https://selfservice.lvwd.org/MSS/citizens/UtilityBilling/UBAccountLink.aspx>

in case a Bill was selected,
this Cart will show the #1



On this Page enter your 10 Digit Account # and 6 Digit CID # (Customer Identification Number) found on top of your Bill and select Submit. This will link your Account information to your Profile. When the Account is linked, you will be able to see the last 3 Bills and the current outstanding Balance with the option to pay now.

Select the outstanding Balance and select add to Cart, this will show the item/balance added to be paid.

The Internet Browser on your Computer or Smart Phone will retain the acquired URL's and Information if so selected in the Browsers or Phones Menu.

The system will give you the option to sign up for automatic Withdrawal from your Credit or Debit Card on the Bill due date.

In case of insufficient Funds on the Bank Account at the time of the automated Withdrawal, the Lower Valley Water District cannot be held responsible for Overdraft Fees that may occur on the Customers Bank account.



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