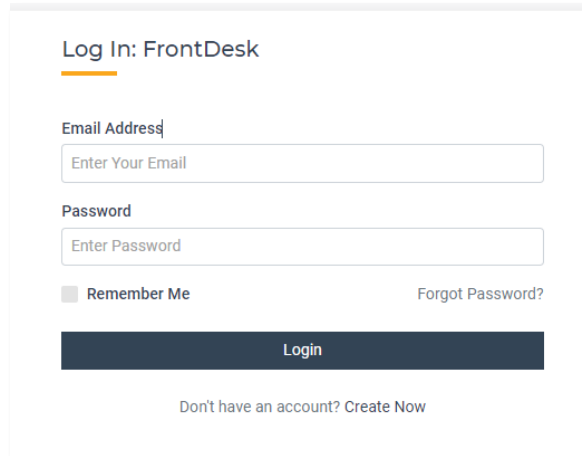**To create a new Public User Login account, follow the steps below.**

Click "Create Now" below the login button to begin the Public User account creation process.

1. **Account Status**
   a. **Are you already receiving Utility Bills?**
      i. If you are NOT a current Utility customer with an active Utility Account, select **No** and proceed to enter your name, contact information, email, and set a password. You will receive an email to verify your email address. Once you click the verification link in that email, you can log in and begin using FrontDesk.

      Note: If you answer "No" to whether you are already receiving Utility Bills, but the email address entered matches an existing email on file with the Agency, you will still take over the Utility Account associated with that user.

      ii. If you are a current Utility Billing customer and wish to associate your Utility Billing Account to your FrontDesk Account, make sure to click **Yes** and proceed following the steps below.

   b. **Account Number & Address**
      Enter your Utility Account Number and the address where service is located.

      If you were previously enrolled in automatic payments and there is payment information on file for the Utility Account you are claiming, you will need to verify the payment information by entering the method, expiration date, and last four digits of the payment method on file. If it matches the details on file, you will claim the Utility Account and have access to all payment details. You will also have access to the consumption history, billing, and transaction history.

2. **Account Info.** In this section, you will be asked to confirm the Account Information is correct.

3. **Finish Sign-Up.** To finish the account, enter your person information including:
   a. Account Type: Citizen or Business
   b. Name (middle name not required)
   c. Email Address
   d. Phone Number (not required)
   e. Password

After clicking **Create Account**, you will receive an email to verify their email address. Once you click the verification link in that email, you can now log in and begin using FrontDesk!

If you have multiple utility accounts you'd like to claim, you can do this under the Utilities Tab.

Not able to create an account?

If you receive an error when creating a FrontDesk account, there may be several reasons. The error code that appears will have a number at the end. For example, the code may read "Unfortunately we cannot match this account, please verify details and try again (4)." The number at the end of the code provides additional information about why the account wasn't matched.

The error messages and their corresponding meanings are below. If you are not able to resolve the issue based on the information provided, please contact your Agency directly.

1. **This email already assigned to an active account.** This error will display if the email entered is already associated with a Public User who has a FrontDesk Login.
2. **This phone already assigned to an active account.** This error will display if the phone number entered is already associated with a Public User who has a FrontDesk Login.
3. **This email is associated with accounts.** This error will display if you answered No to whether you were already receiving Utility Bills bills, but the email entered is already associated with a Public User who has a FrontDek login.
4. **Account was not found.** This error will display if you enter an Account Number that does not exist.

5. **Unfortunately this account is not available (1).** This error will display if you enter an Account Number that is inactive.
6. **Unfortunately this account is not available (2).** This error will display if you enter an Account Number that is associated with a Public User who is already active and has a FrontDesk login.
7. **Unfortunately this account is not available (3).** This error will display if the address entered was not correct.
8. **Unfortunately this account is not available (4).** This error will display if the payment method entered does not match the Payment Method on file.
9. **This account has existing payments methods that are not associated with this email; please reach out to the agency.** This error will display if the account you are trying to take over is associated with a different Public User, and that Public User has payment methods associated with it.