

Creating a User ID and Password for New Members

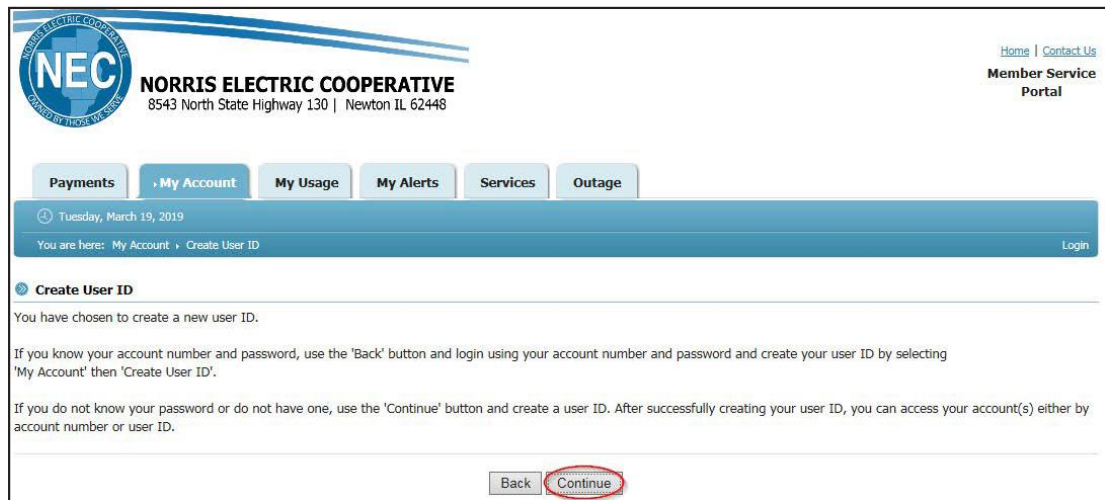
Go to www.norriselectric.com and select the **Online Bill Pay** button in the upper right portion of the screen.



1. To create a User ID: select the **New User** link

The screenshot shows a login form with two input fields: '*Account Number or User ID:' and '*Password:'. Below the fields are 'Login' and 'Clear' buttons. At the bottom, there are links: 'New User' (circled in red), 'Forgot Password?', 'Help', and 'Back'.

The Create User ID page displays.



2. Click Continue after reviewing the instructions.

- On the Create User ID page, select residential or Commercial depending on the account type, then complete the required fields marked with asterisk to confirm your account data, then create a User ID and Password. Keep the following requirements in mind when creating a new User ID:
 - The account number must be entered as numeric characters without the dash.
 - The telephone number field requires only the last four numbers for verification.
 - The User ID can NOT be completely numeric; you must enter at least one alpha character.
 - If you attempt to create a fully numeric User ID you will receive an error message and be prompted to modify the data.
 - The SSN/Federal Tax ID field requires only the last four numbers for verification.
 - If you receive an error you will need to contact the office to add your SSN to the account.
 - The password must be between 1 and 10 characters long and entered in LOWER CASE.

The screenshot shows a web form for creating a user ID. At the top, there are radio buttons for 'Residential' (selected) and 'Commercial'. Below this are two columns of input fields. The left column includes: '*Account Number:' (with '(digits only)' in red), '*Telephone Number:' (with '(last 4 digits only)' in red), '*User ID:', '*E-Mail 1:', '*Confirm E-Mail 1:', 'E-Mail 2:', 'Confirm E-Mail 2:', and '*SSN/Federal Tax ID:' (with '(last 4 digits only)' in red). The right column includes: '*First Name:', 'Middle Name:', '*Last Name:', '*Password:', '*Confirm Password:', and 'Password Hint:'. At the bottom right, there are 'Submit' and 'Reset' buttons. The 'Submit' button is highlighted with a red circle.

- Click Submit.

This screenshot is identical to the one above, showing the 'Create User ID' form. The 'Submit' button at the bottom right is circled in red, indicating it should be clicked.

- Click OK.

The screenshot shows a confirmation message box with a grey header bar. The text inside reads 'Your user ID has been created.' in a blue font. At the bottom right of the box, there is a blue button with the text 'OK' in white. The 'OK' button is circled in red.

Now that you have the User ID created you can also download our Mobile App through the App Store or Google Play. Search for **Norris Electric**