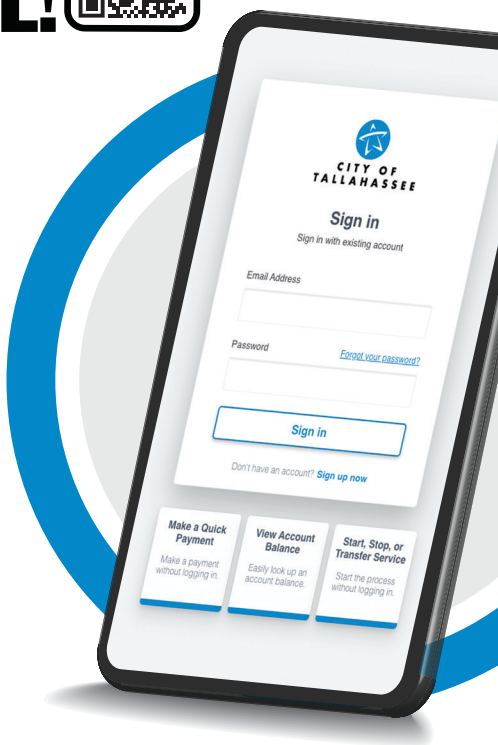


Customer Self-Service Portal

- ✓ View utility consumption details
- ✓ View and pay your bill
- ✓ Start, stop, or transfer utilities
- ✓ Make a service request and more!

Visit Talgov.com/Login



City of Tallahassee
Your Own UtilitiesSM

How to sign up for online self-service:

1. **Locate Your Account ID and Activation Token** - If you're a long-time customer, you may only have your Account ID. Call us at 850-891-4968, and we'll provide your Activation Token over the phone.

New customers can find both in their "Move Confirmation" email.
2. **Visit Talgov.com/Login to Begin** - You can also scan the QR Code on the front of this handout to get to the login screen.
3. **Click the "Sign up now" link** - This link is near the bottom of the login screen.
4. **Complete the Registration Form** -
 - A. Enter your first and last name, choose a strong password, and provide a valid email address to link to your account. An "Email Verification Code" will be sent to your email address. Enter that code on the next screen.
 - B. Once your email is verified, the final step is to enter your "Account ID" and "Activation Token" from Step 1.



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