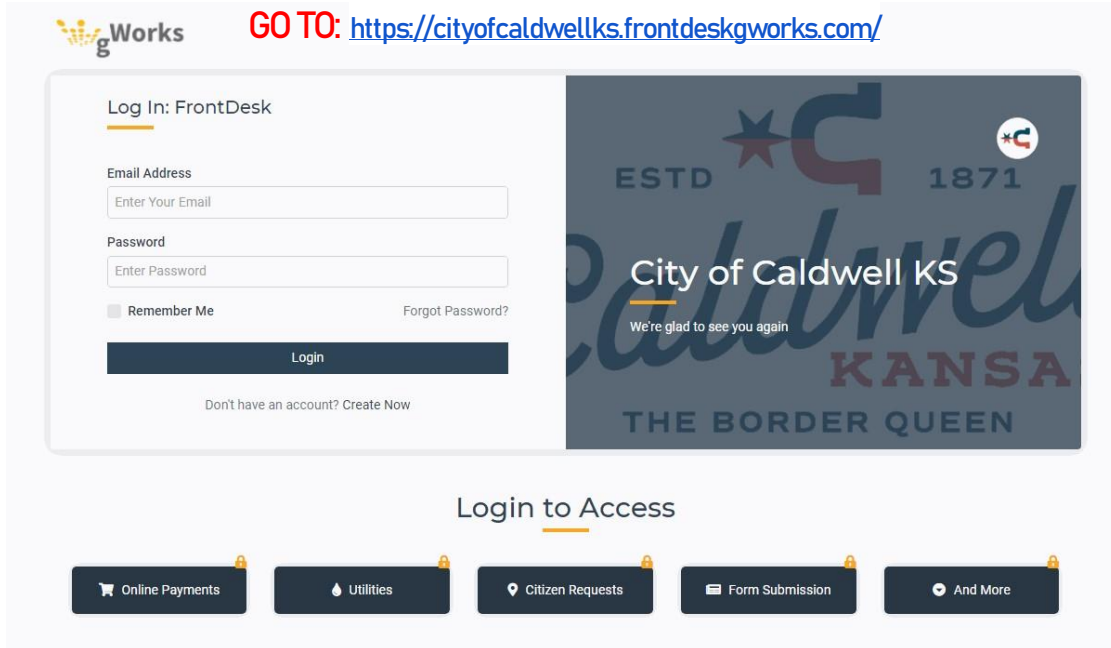
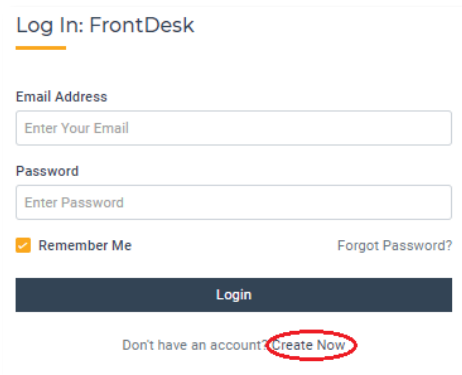


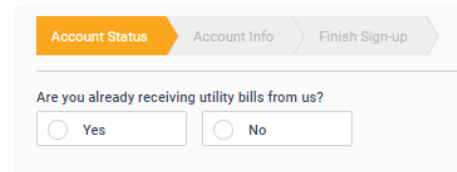
# Step-by-Step Instructions to Create a City of Caldwell FrontDesk Account



1. Click **Create Now** below the login button to begin your account creation.



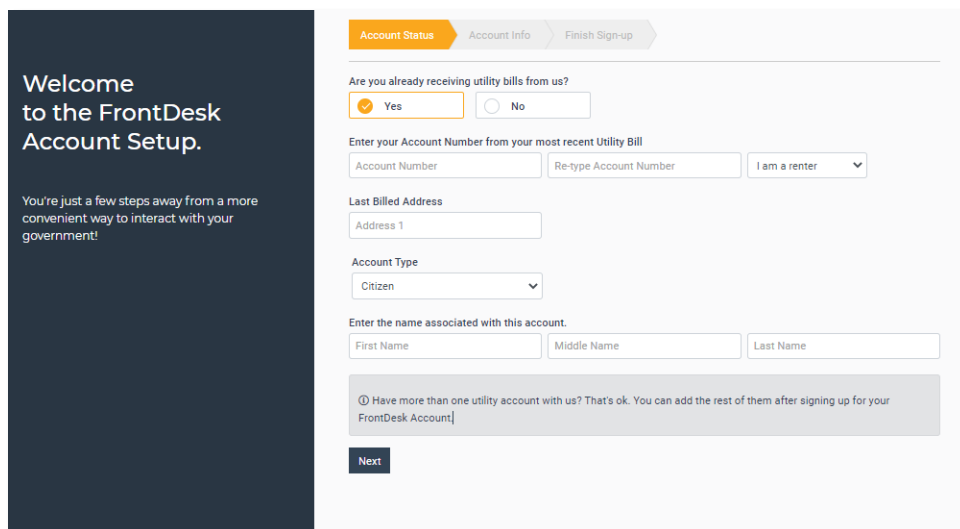
2. Are you a current Utility customer receiving bills? If so, select **Yes**. If not, select **No**.



- If the answer is **No**, you will proceed to the next screen where you can enter contact information including Phone Number, Account Type (Citizen or Business), Name, Email Address, and set a password. If you are a business, you will be asked for the business name and Federal ID.

3. If the answer is **Yes**, you must then provide additional information for your utility account:

- a. **Account Number.** Also, select whether you are a renter or own the property. If you have multiple accounts, you only need to enter one here and the additional accounts can be added later.
- b. **Service address.** This is the address associated with the Utility Account.
- c. **Account Type.** If you are a business, you will be asked for the business name and Federal ID.
- d. **Name.** Enter your first and last name as shown on your last bill. Middle name is optional.



4. Your Account is now created!