

## Signing up for the Waterloo Water Works Customer Portal

By signing up for the Town of Waterloo **Customer Portal** you will be able to view, print, and pay your bills online. You will also be able to view your bill, payment, and usage history.

1

Go to the following website:  <https://waterlooww.authoritypay.com>

Not registered?

Get started paying your bill today. All you need is your account number and CID from your bill.

2

Click on **Register** 

Register

3

Enter your Account Number and CID which can be found on your bill. You will also need to enter a valid email address and password.

Create an Account

First Name

Last Name

Account Number

CID

Email Address

Confirm Email Address

Password

Confirm Password

Click **Create Account** 

Create Account

4

A Registration Confirmation window will appear. No action is needed on this window. The Verification Email will only be active for **4 Hours** and will require you to verify your email within that 4 hour time window.

You have successfully registered your account. A verification email has been sent to your email address. Please check your inbox. The verification email will expire in 4 hours. You must verify your account before you can sign in.

5

You will also receive an email confirmation. You must click on the link provided in this email to complete your enrollment.

Hello John Doe,

Follow the link below to verify your email and finish your account registration:

<https://<InsertAuthorityName>.authoritypay.com/user/verify-registration?token>



6

After clicking on the verification link embedded in the email, you will be re-directed to the Account Verification screen. Click on the green 'Click to Verify' button to complete verification.

### Account Verification



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You should now see a green message confirming verification was successful. Now you can then re-enter your email and password and select **Login** to access your Customer Portal Account.

Your account and email have been verified. You can now login to manage your account.

### Existing Customers

Email Address

Password

[Forgot Password?](#)

[Not Registered?](#)