City of Lake Jackson
New User Registration Process

1. In Click2GovCx, click on 'Create New User'

2. Enter email address. This will be the user id/logon for citizen's account.

Create New User

* = Required

* eMail Address:	[_____] ✖
	Must not be empty.
* Confirm eMail Address:	[_____]
* Password:	[_____]
* Confirm Password:	[_____]
* First Name:	[_____]
* Last Name:	[_____]
* Address 1:	[_____]
Address 2:	[_____]
* City:	[_____]
* State:	[_____ ▼]
* Zip Code:	[_____]

* At least one phone must be entered

Home Phone:	[_____]
Work Phone:	[_____]
Work Ext:	[_____]
Cell Phone:	[_____]

Security Questions

* 1. Question:	[_____ ▼]
Answer:	[_____] 🗑
* 2. Question:	[_____ ▼]
Answer:	[_____] 🗑
* 3. Question:	[_____ ▼]
Answer:	[_____] 🗑

Add Another Question

[Create New User]

The citizen will also need to enter their address and at least one phone number. They will be prompted to select from a variety of security questions. These questions are customizable. The answers to these questions are used if the citizen forgets their login information and needs to reset their password. They will be prompted to answer these questions.

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Click on the 'Create New User" button when all the fields have been successfully filled out. The following message will display:

Create New User

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> Your user has been created. A confirmation eMail has been sent to the eMail address specified containing a link to enable your user.

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City Website
Utility Billing Home
One Time Payment

3. The citizen will receive an email that contains a link. The citizen will click on this link to complete the registration process. The email will be from System Admin webmaster@lakejacksontx.gov
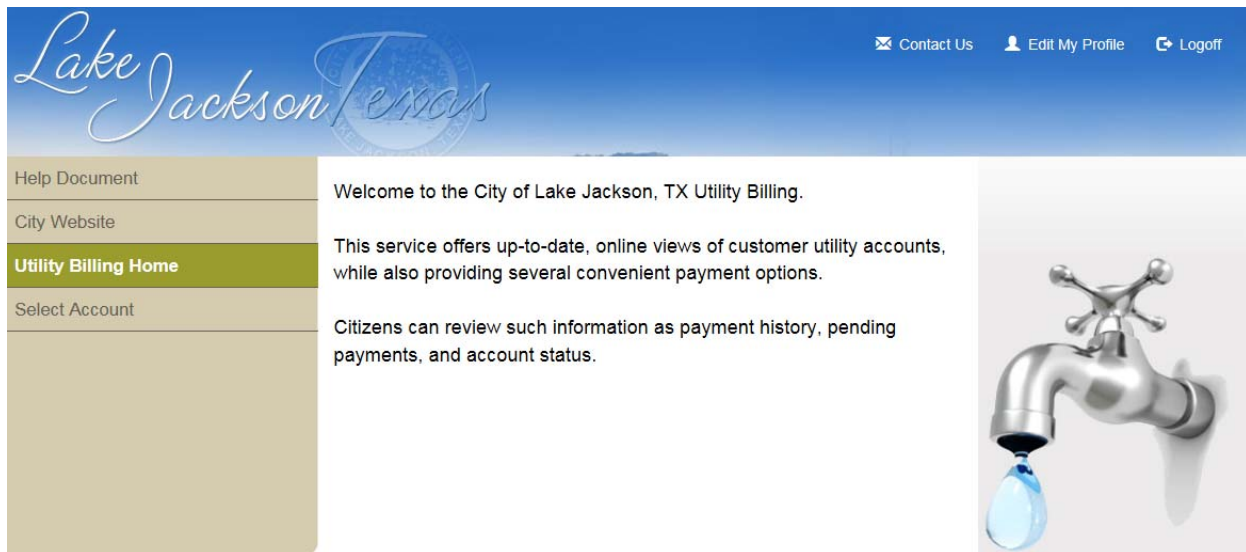
Enable Email

> Your eMail has been enabled. You may now use it to login.

Login

4. Once the registration process is complete, the citizen can log into their account. After entering the user id and password, click the 'logon' button.

User Login

* = Required

> We have enhanced our website to better manage your accounts. Your existing user ID can still be used to sign into this new site. If you have not already created a profile, you will need to do so through the "Create Profile" option at the top of the page
>
> After signing in, you will be able to define security questions, through the "Edit My Profile" link at the top of the page. We recommend you do so as to provide additional security and means of unlocking your accounts.
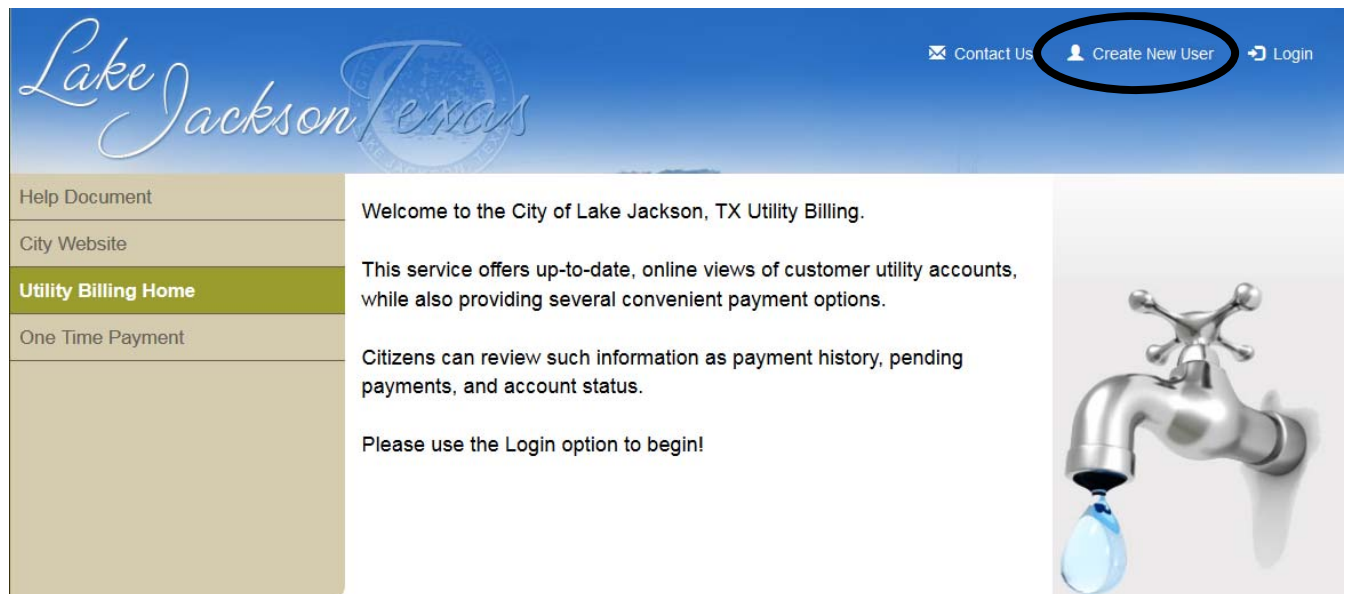
* User ID: lkjkcxuser@gmail.com   ✔

* Password: ••••••••   ✔

Logon

Reset Password

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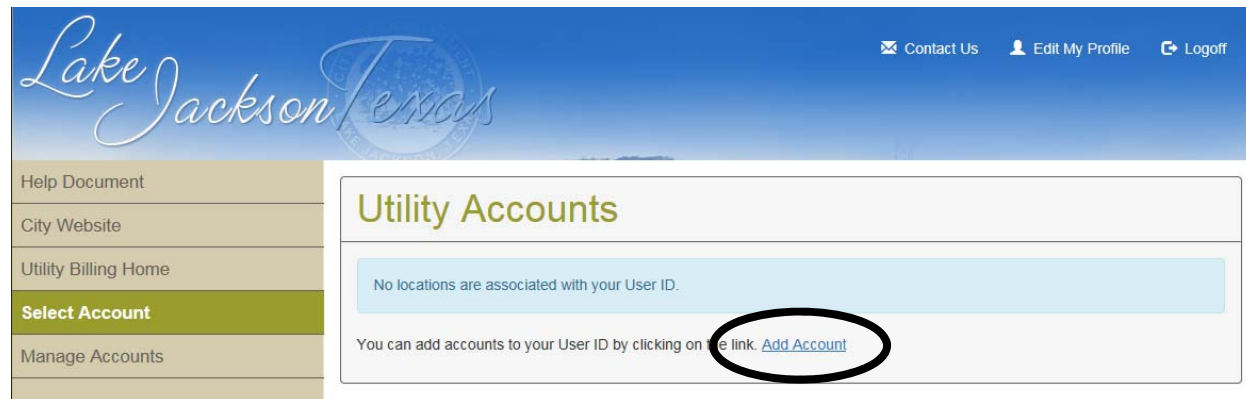Utility Billing Home
One Time Payment

The following screen will display.

5. To add accounts to the login, click on the 'Select Account' button on the left side of the screen.
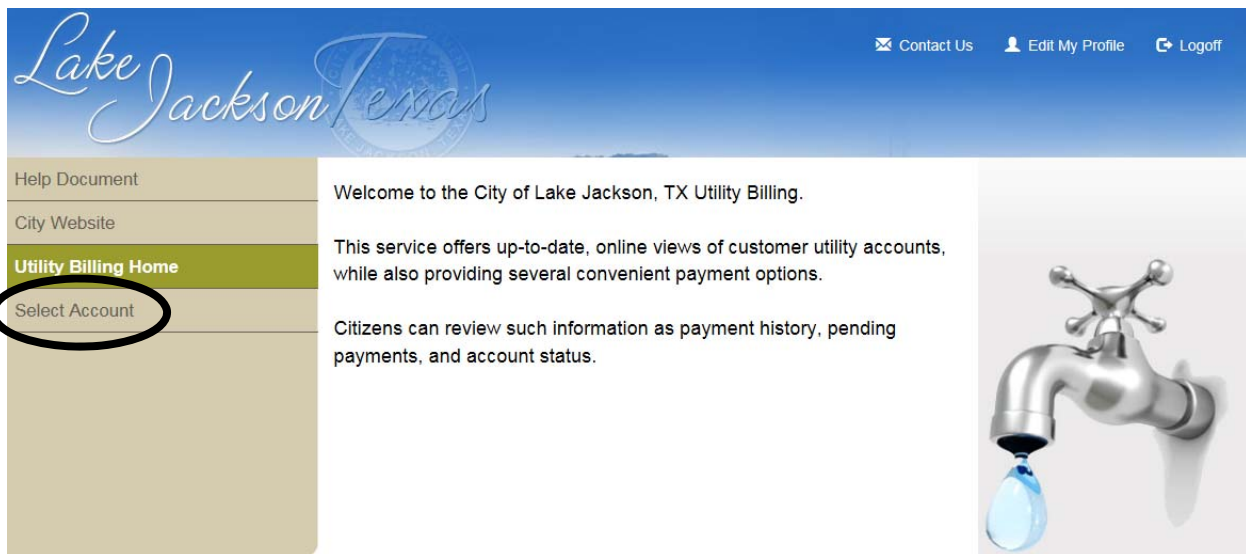
6. Click on the 'Add Account' link.

7.

8. Enter the customer account number from the top of your utility bill. You will enter the first number in the first blank, and the second number in the second blank. The dash is not entered.

9. Press the 'Submit' button to add the account.

The following screen will be displayed.

10. To view the accounts attached to the user id, click on 'Select Account' and then click on the account number in the table.

11. The account information screen will be displayed.