

Video Tutorials for HRSD My Account Portal: Online at <https://www.hrsd.com/css> – Includes Introduction, Set up new account, Make a one-time payment, and Manage AutoPay

How to Register for HRSD My Account Portal:

1. **Access My Account portal link on HRSD’s Customer Self-Service Center page at <https://www.hrsd.com/css>**
2. **Click "Create Account"** to begin the registration process.
3. **Create a Unique User ID:** Enter a user ID in lowercase only; minimum of 3 letters and numbers (**Note- do not use special characters or email address**)
4. **Enter Personal Information:**
 - **First Name**
 - **Last Name**
 - **A valid email address**
 - **A password with a minimum of 12 characters, including:**
 - **1 uppercase letter**
 - **1 lowercase letter**
 - **1 number**
 - **1 special character** (**Note - will not accept \$ sign, + sign, = sign, ^ sign*)
5. **Select Security Questions:** Choose 3 unique security questions. These will be used to recover your account if you forget your password.
6. **Choose Communication Preferences:** Select your preferred communication method (email, text, or both).
7. **Verify Your Information:** Double-check that all details are correct before clicking "Next" to proceed.
8. **Click "Next"** to continue after making your selections.
9. **Validate Your Email Address:** You will receive a validation token at the email address you provided. Enter the token and click "Next" to continue.
10. **Account Confirmation:** Once the validation is successful, you will receive confirmation that your account has been created.
11. **Click blue box "Click here to connect your HRSD/HRUBS account"**
12. **Enter your account information** (Personal Account, First & Last Name as it appears on your bill, Account Number and service address zip code).
13. **Click verify**
 - You will see your name and if you would like to link an additional account you will do so now with Account ID and zip code; **otherwise if not click "Next"**
14. **Confirm your customer profile information** and click "Next"
15. Enroll in Autopay or manage stored payment methods
 - Click "Skip" if you choose not to complete this step
16. Enroll in Paperless Billing by clicking the "Enroll" option
 - Click "Finish" if you choose not to complete this step
17. You will see a **green check mark** advising you have completed registration fully