Registration Instructions for HRSD Customer Self Service

In order to complete registration you will need:
  HRSD/HRUBS Account Number
  Telephone Number associated with the account
  Access to email during the registration process

Go to:

https://selfservice.hrsd.com

Registration - to register as a user of the New HRSD Customer Self Service click the “To Register” link, located at the bottom left of screen shown below
The new registration screen will display. Fill in the required information and click the “Register” button.

After clicking the "Register" button, you must acknowledge the confirmation email sent to you to complete the registration process and create your new password.
After the “Register” button is clicked, if your new registration has been created successfully the screen below will appear.

Please proceed to the email account you registered and open the email from customerselfservice@hrsd.com in order to complete your HRSD Customer Self Service registration.
Below is the email you will receive from customerselfservice@hrsd.com. Please click on the long link in the body of the email that begins with https://selfservice.hrsd.com.............

Enroll to your Utilities account

HRSD/HRUBS Customer,

Your email address has been used to register with our online Customer Self-Service. Please click the link below so that your details can be confirmed and your registration completed.

https://selfservice.hrsd.com/OUCSSPortal/faces/oracle/ugbu/ss/portal/pages/public/ValidateEmail.jspx?genConfirmId=56ace26-0a8b-4fc2-af0d-7894cf58411

If you did not request this registration then please disregard this notice and contact our Customer Care Center at ask@hrsd.com or by calling (757) 460-2491.

Thank you for using Customer Self-Service
HRSD Customer Self-Service

HRSD
Cleaning wastewater every day for a better bay.
Enter the username and email address you previously entered in the “New Registration Screen”. Create your password for your new Customer Self Service account which contains 6 to 12 characters and confirm your registered email address. Next confirm your new password and then click on the “Submit” button.
After you have clicked on the “Submit” button the screen below will appear stating that your email address has been confirmed.

You can now log in as a Registered user of HRSD, Customer Self Service using the userID and password you have just established by clicking the “Login” located on the top left of this screen.
Please enter the user name and password you have just created and click login button below your password.
How to enroll your HRSD/HRUBS Accounts:

To enroll your first account click on the “Enroll” button on this screen.

An additional screen display will appear requesting the entry of your HRSD/HRUBS account number and the associated Home Phone number that is recorded on the account you are enrolling. See screen on the next page.
Account Enrollment Entry Screen.

Enroll to an Account

- Account Type: Residential
- HRSD Account Number
- Home Phone: (999) 999-9999

Enter 10-digit HRSD account number.

[Enroll] [Cancel]
The HRSD/HRUBS customer account number and the associated Home phone number recorded on the account are the two things that authorize the enrollment. Once the required information has been entered, click on the “Enroll” button.

If the information entered matches the information on your customer account you will receive the message below stating that the information has been verified and the account added to your Customer Service Profile. See the message below:
If you receive the error message above when attempting to enroll an account, please contact Customer Care Center at ask@hrsd.com or by calling 757-460-2491 to update your account Home Phone number.
To enroll additional HRSD/HRSUBS Accounts: Please click the “Logout” button. Then Log back in to access the account, this only happens on the enrollment of the first account, as you enroll other accounts logging out isn’t required.

After you log back into HRSD Customer Self Service you can continue to enroll additional accounts using the “Enroll” button, following the same process as you did when enrolling the first account.
You can then see all of the accounts you have enrolled in your profile by clicking on “My Account”