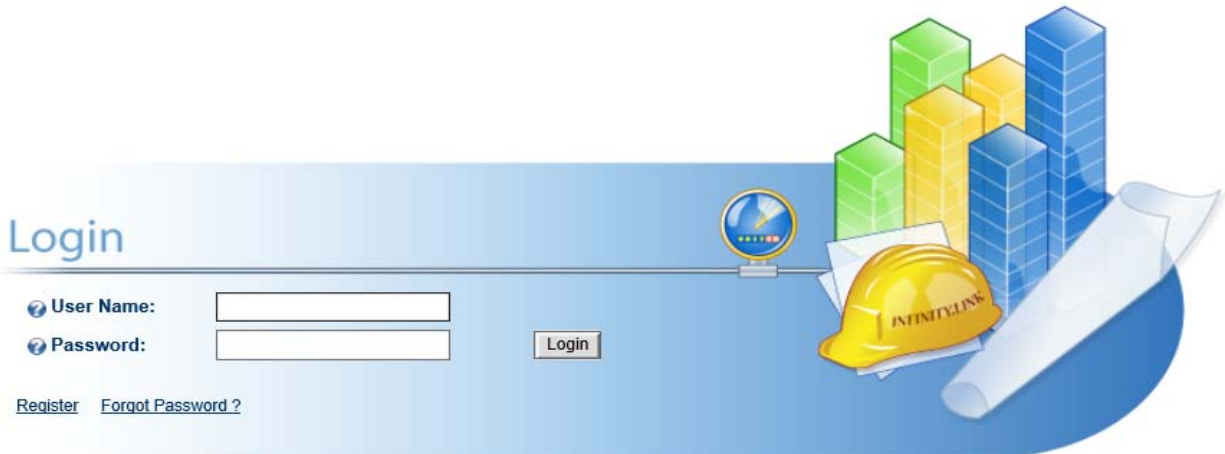




How-To Enroll/Register for City of Richland's Online Utility Management System (E-Care)

505 SWIFT BLVD · RICHLAND, WA 99352 · CI.RICHLAND.WA.US · 509-942-7390

1. Visit <https://ecare.ci.richland.wa.us> and click on "Register." You will need your customer and account number to complete the enrollment process which can be located on your most recent utility bill or your application for utility services.



2. Complete the required registration information. Please include any leading zeros when entering your customer and account number. Once you have completed the registration information, click *Register*
 - a. On your bill, your customer account number can be located in the top, left corner. The customer number is the first 8 digits before the dash. The account number consists of the 8 numbers following the dash. Please do not include the dash on this form and reference the example below.
 - b. If you would like to take advantage of receiving your utility bill electronically, please select *True* on the “Receive eBills” question.

Register

***Note:** Membership to this portal is Verified. Once your account information has been verified, you can sign in to the portal environment. All fields marked with a red arrow are required.

User Name: CoRCustomer

First Name: City of

Last Name: Richland

Display Name: City of Richland

Email Address: CustomerService@ci.rict

Confirm Email: CustomerService@ci.rict

Enter a password.

Password: ●●●●●●●●

Confirm Password: ●●●●●●●●


Customer Number: 00123456

Account Number: 00987654

Receive eBills? True False


Receive Printed Bills? True False

Security Code:



Enter the code shown above in the box below

Nerxvg

[Register](#)  [Cancel](#)

3. A successful Registration will result in both a confirmation message and email to the email address provided during registration. Your email will provide a verification code which must be entered at the link provided in the confirmation email to complete the registration process.
 - a. You will need to enter your user name and password chosen during registration along with the verification code.
 - b. If issues occur when clicking the verification link, please turn off all pop-up blockers on your web browser.

The screenshot shows the top portion of the Richland Washington website. The header includes the Richland Washington logo and the text "UTILITY BILLING". Below the header is a navigation bar with buttons for Home, Sign Up for New Utility Service, COR Website, Contact Us, and Help. The main content area features a "Register" section with a green checkmark icon and the following text: "An e-mail with your verification code has been sent to your e-mail address: CustomerService@ci.richland.wa.us. Please access your in-box and get the verification code, which is required to log-in first time." At the bottom of this section are two buttons: "Cancel" and "Proceed to Login".

The screenshot shows an email client interface displaying a message from "AcctOpsAdmins" with the subject "City of Richland Infinity.Link New User Registration". The message content is as follows:

Dear City of Richland,

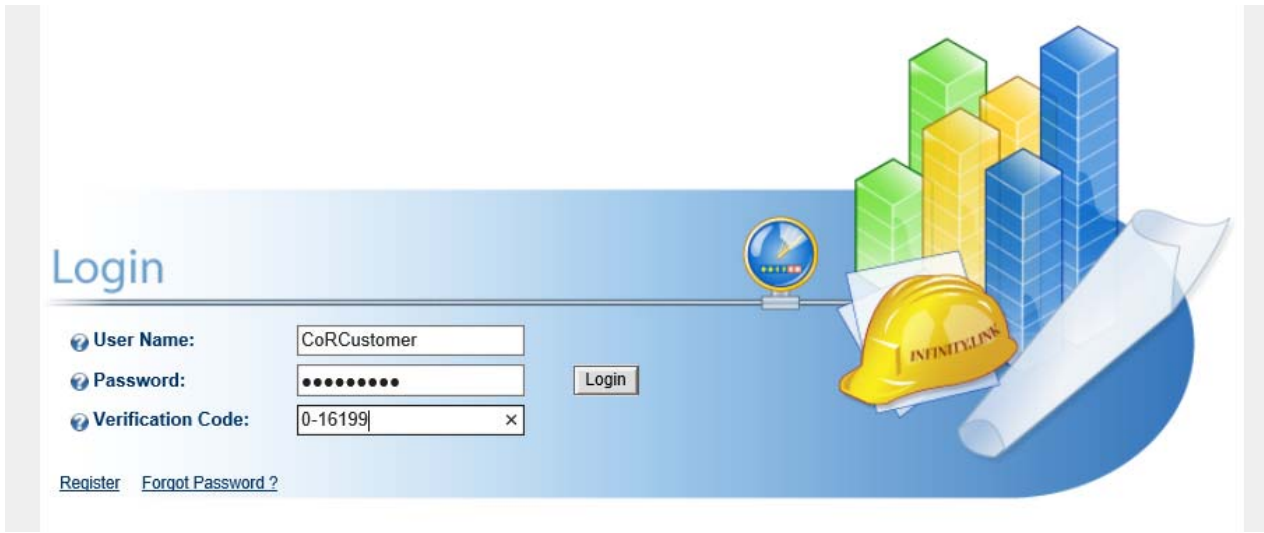
We are pleased to advise that you have been added as a Registered User to City of Richland Infinity.Link. Please read the following information carefully and be sure to save this message in a safe location for future reference.

Portal Website Address: ecare.ci.richland.wa.us
 Username: CoRCustomer
 Password: *****
 Verification Code: 0-16199
 You can use the following link to complete your verified registration:

<https://ecare.ci.richland.wa.us/default.aspx?ct=Login&username=CoRCustomer&verificationcode=>

Thank you, we appreciate your support...

City of Richland Infinity.Link



4. Congratulations, you have successfully enrolled in City of Richland’s online Utility Management System (E-Care)!

Bill Date	Balance Forward	Current Bill	Bill Total	Web Bill
1/10/2017	\$ 0.00	\$65.18	\$65.18	