SUNGARD® **PUBLIC SECTOR**
Connect the Community ★★★★★

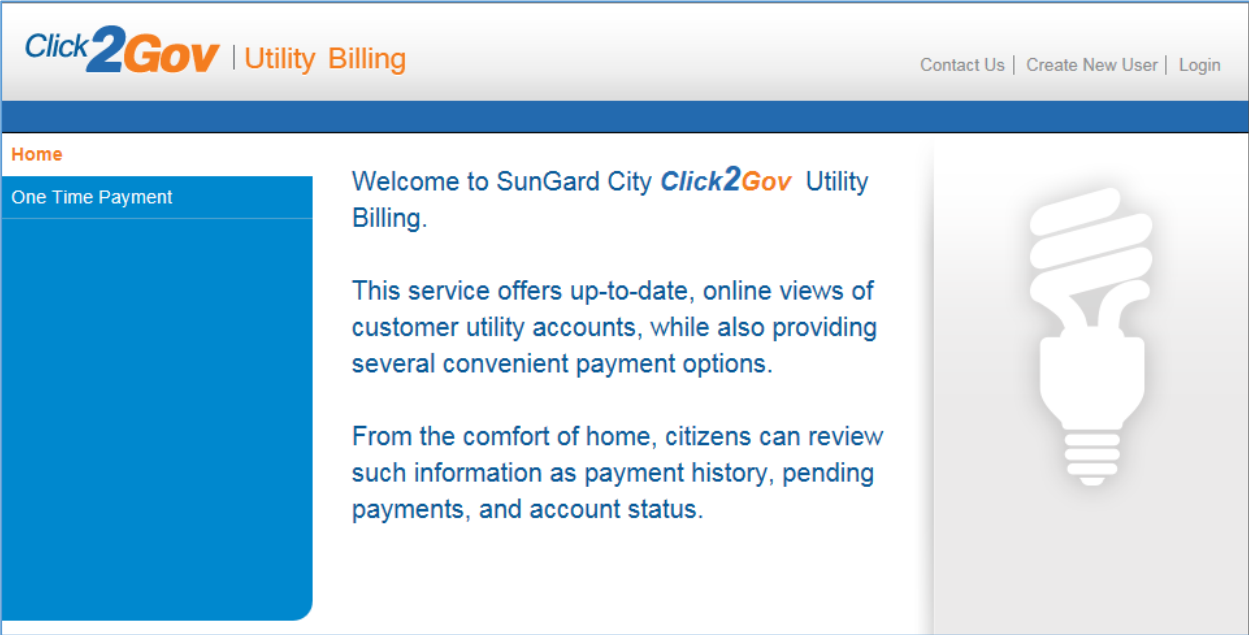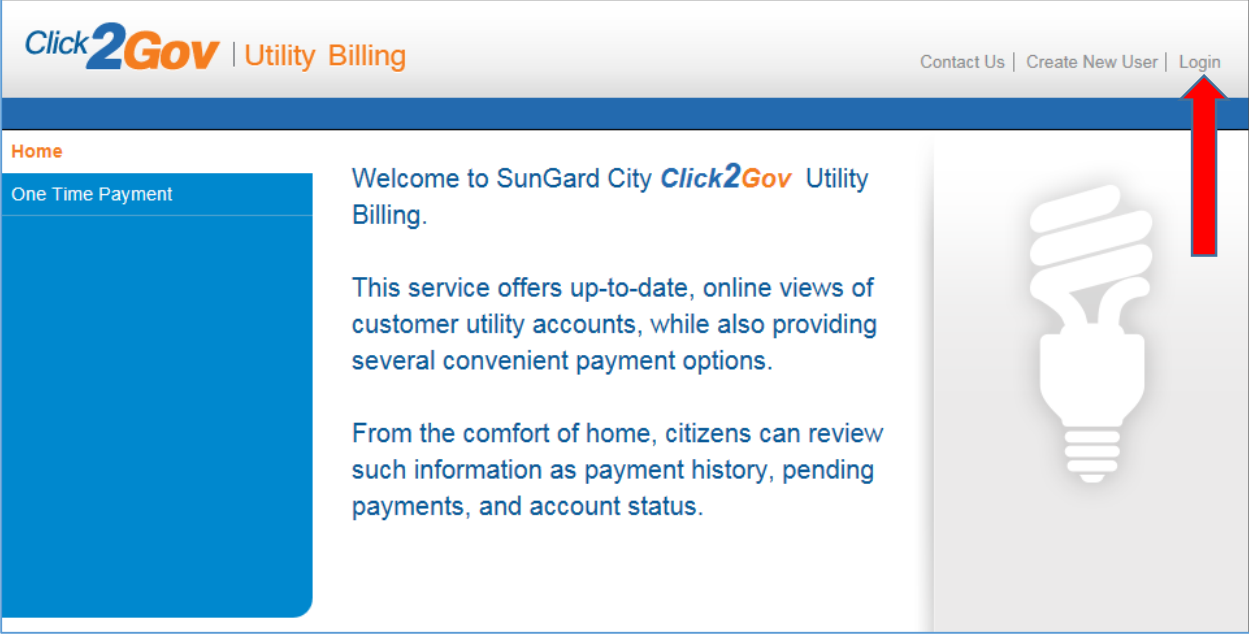# FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

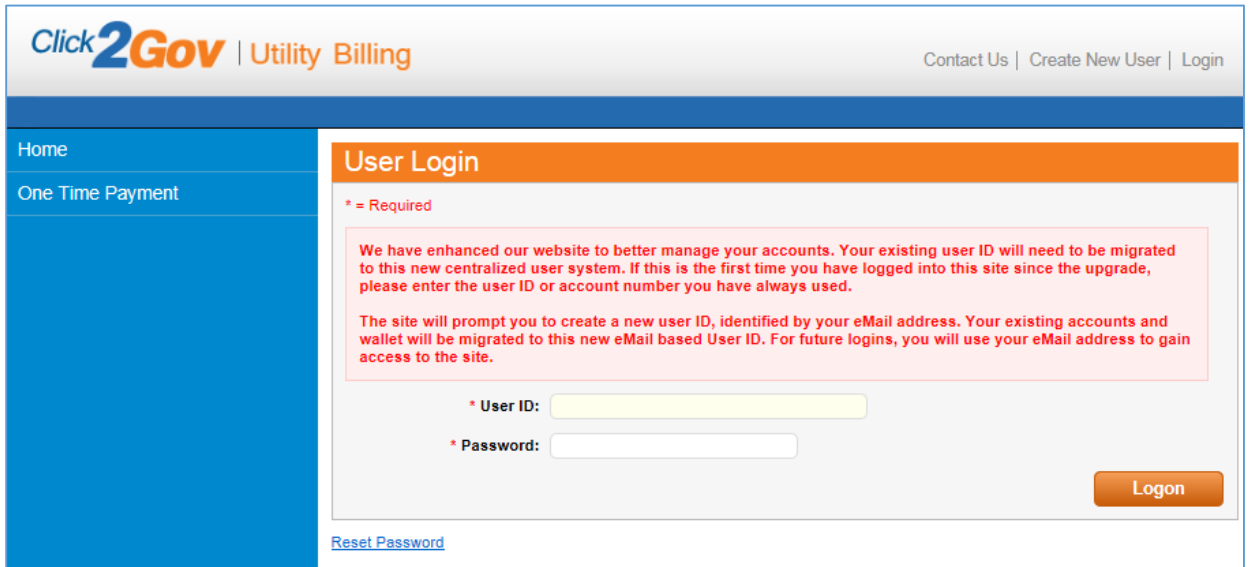1. Access the Click2Gov Site as normal. The new landing page will display as illustrated below.

2. Click on Login

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3. The login screen will display

4. The citizen will enter their account number and pin as they registered it in the previous version of Click2GovCX. If the citizen has created a master account in the previous version, they may use this login information.

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5. The following popup message will display. Click 'OK' to continue.

6. The following message will display for the citizen to enter their new information.

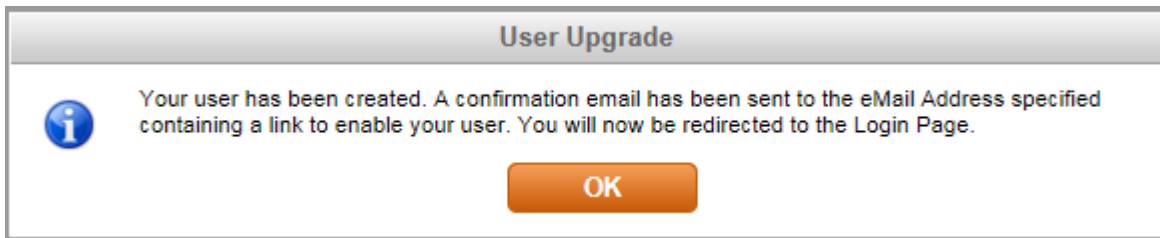# FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

The process use the email address that is already associated with the account number. If the citizen wants to use a different email address, they may click on 'Change'.

7. Citizen will enter their address information, phone number and questions. If the citizen wants a new password under the new system, they may change it at this time.
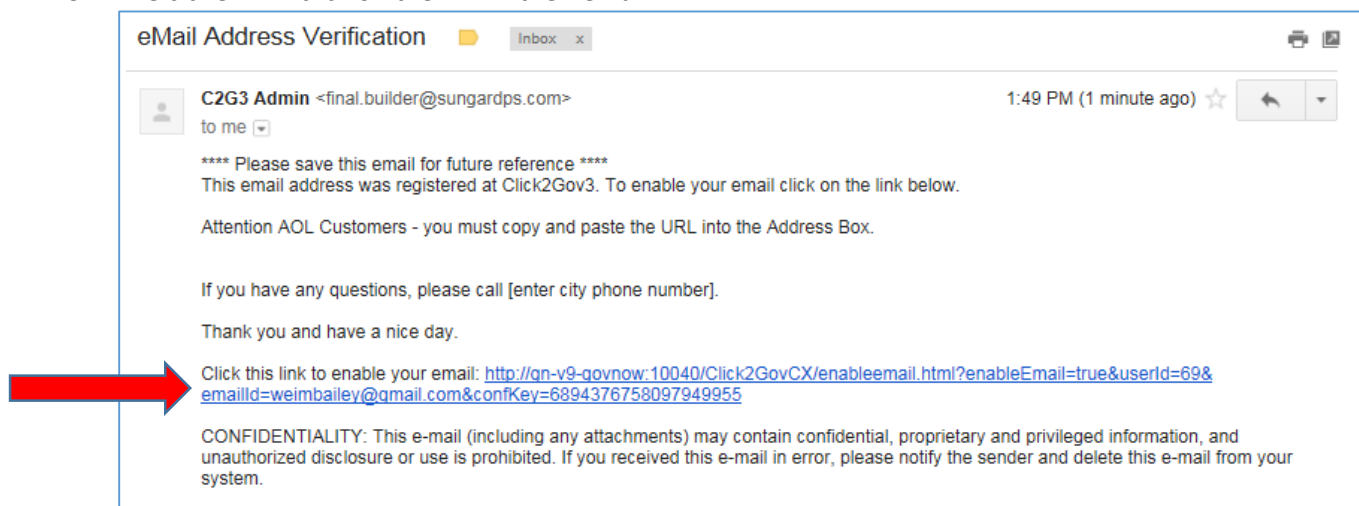
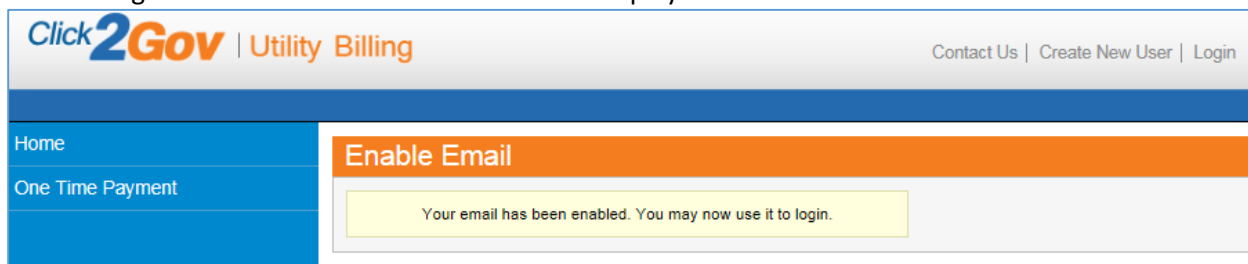# FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED CITIZENS

8. The citizen will receive a message stating a confirmation email will be sent to their email account.

9. The citizen will click on the link in their email.

10. The message their account has been enabled will display.

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11. Now the citizen can log in as normal with their email address created in the step above and pin from above. The first time they try to log in the following message will display to remind the citizen how to log in with the new system.
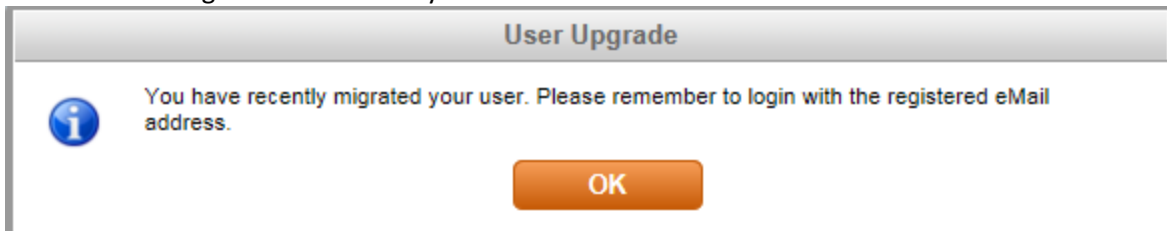
Once the citizen has completed the migration process to the new version's login process, they cannot use their account number and pin to log in from this point. They **must** now log in with their email address created in this process.

12. Log in with newly created account.
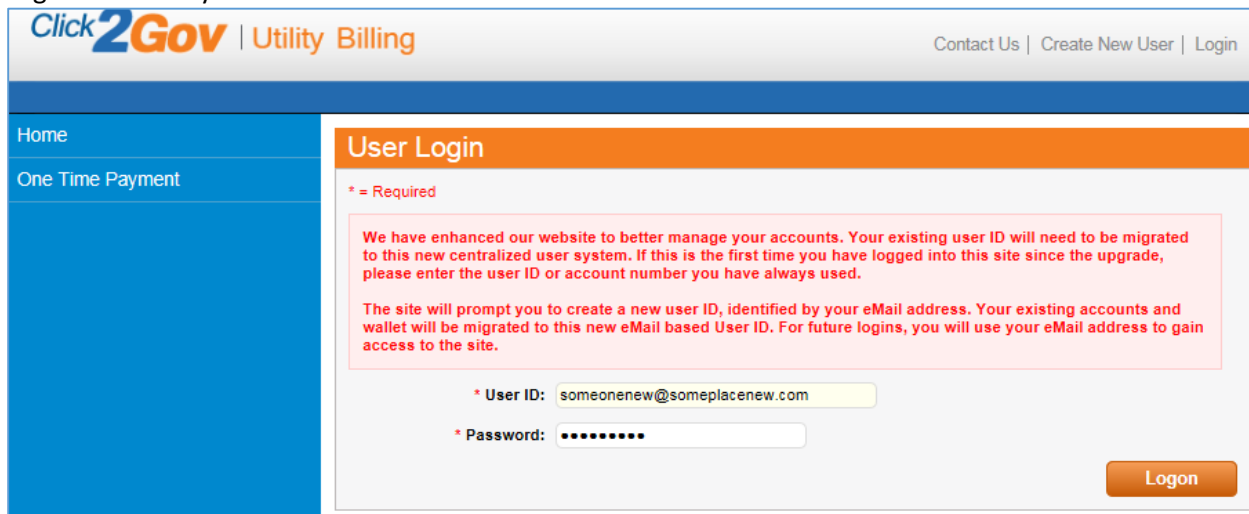
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13. Once logged in, the main landing page will display.

14. If there is only one account attached to the email address, you may click on 'Select Account' to view all of the accounts associated with this email address. If there is only one account associated with this email address, you may click on any button and the information associated with that account will display. If there is more than one account associated, click on 'Select Account' to view a list of those accounts. Then, you may view the account information by selecting the account link.