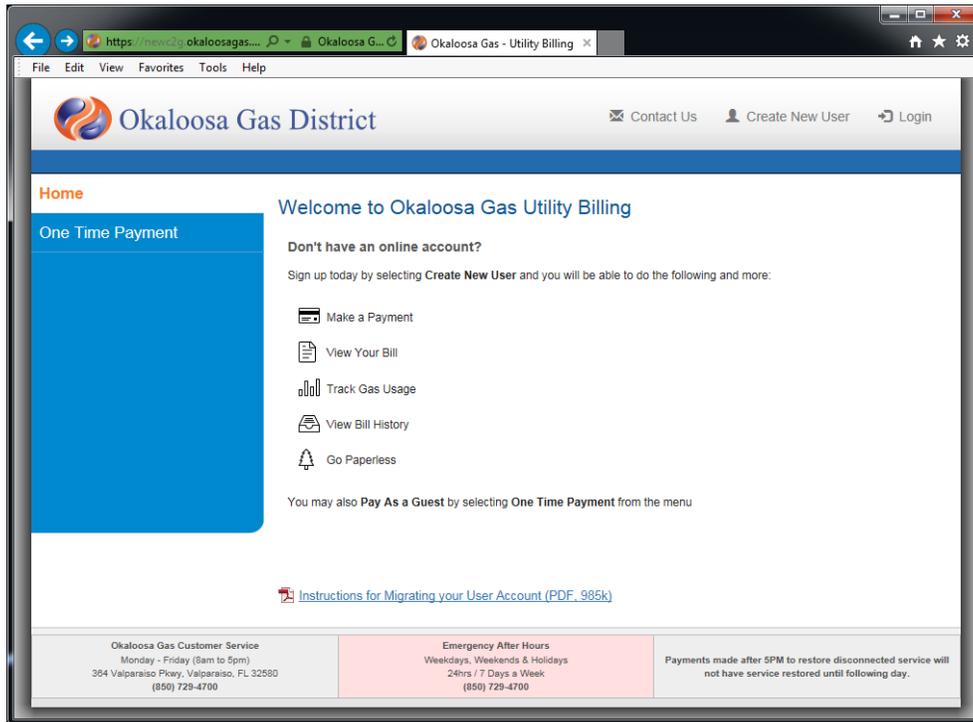
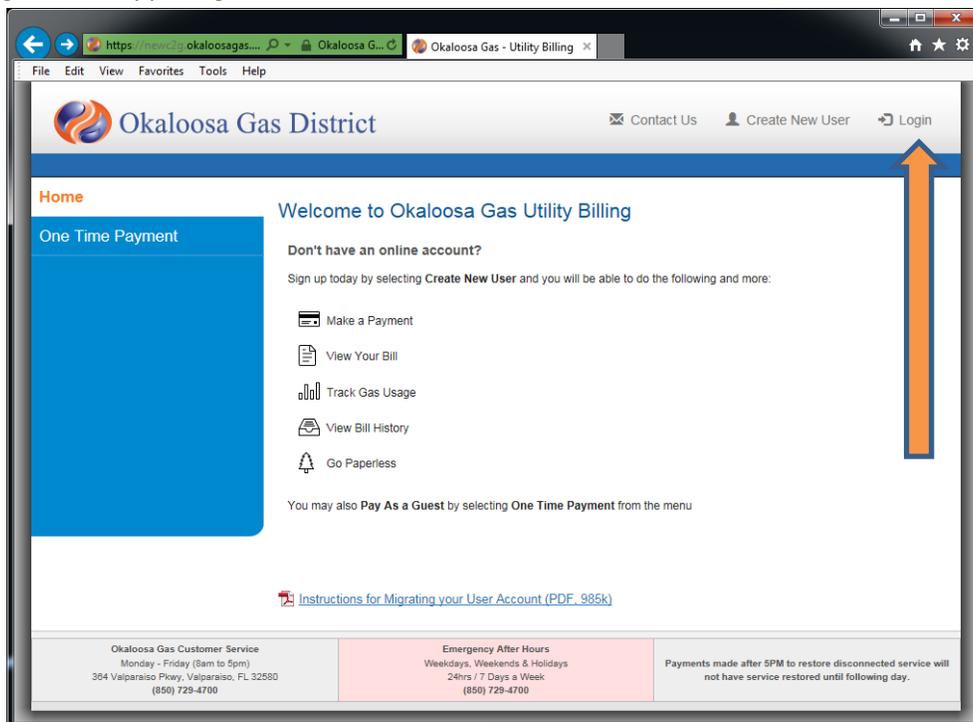


FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED USERS

1. Access the Okaloosa Gas Utility Billing site as normal. The new landing page will display as illustrated below.

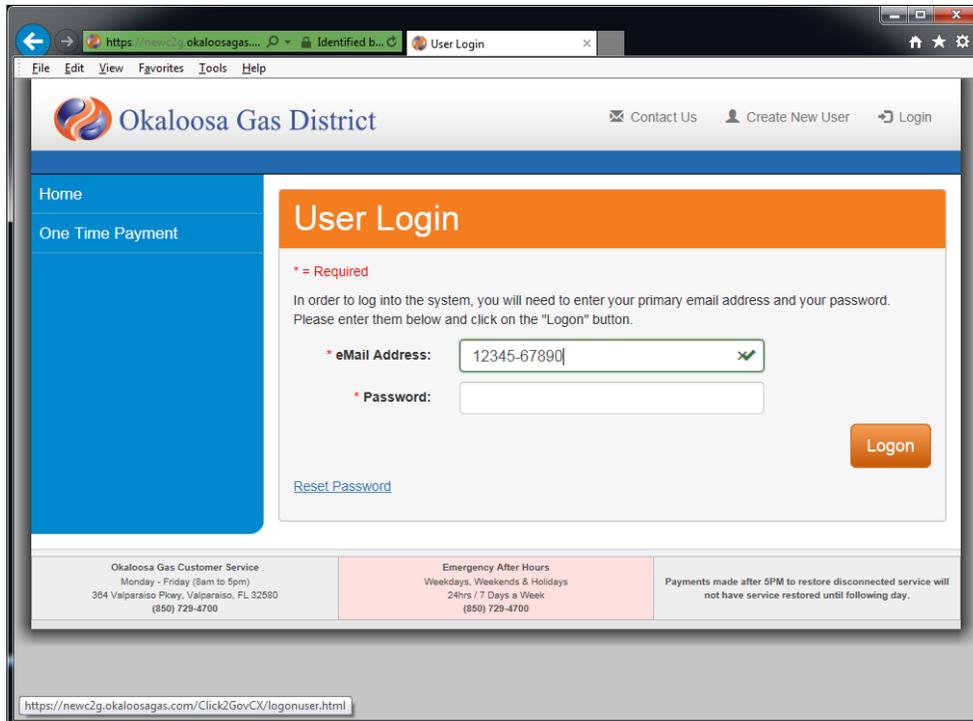


2. Click on Login in the upper right corner



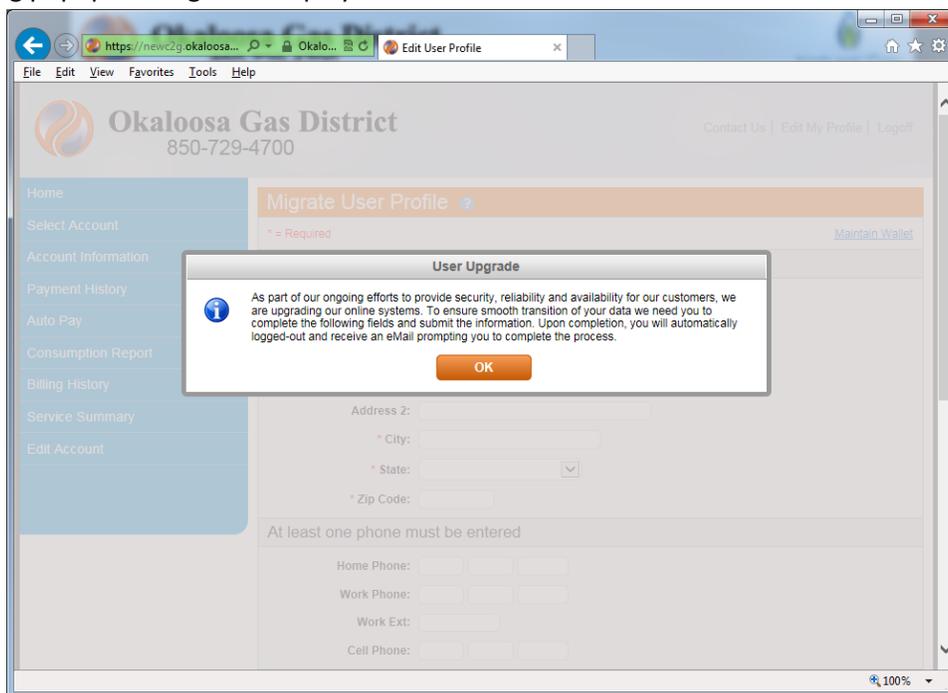
FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED USERS

- The login screen will display. You will enter your Account Number and PIN as they were registered in the previous version of the Okaloosa Gas Utility Billing site into the login section labeled “eMail Address” (For migration purposes, make sure you use your Account Number, not your email address)



The screenshot shows a web browser window with the URL <https://newc2g.okaloosagas.com/Click2GovCX/logonuser.html>. The page title is "User Login". The Okaloosa Gas District logo is in the top left. Navigation links include "Home", "One Time Payment", "Contact Us", "Create New User", and "Login". The main content area has an orange header "User Login" and a red asterisk indicating required fields. Below the header, it says: "In order to log into the system, you will need to enter your primary email address and your password. Please enter them below and click on the 'Logon' button." There are two input fields: "eMail Address:" with the value "12345-67890" and a green checkmark, and "Password:". A "Logon" button is on the right. A "Reset Password" link is at the bottom left. The footer contains contact information for Okaloosa Gas Customer Service, Emergency After Hours, and a note about payments made after 5PM.

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



The screenshot shows a web browser window with the URL <https://newc2g.okaloosagas.com/Click2GovCX/edituser.html>. The page title is "Edit User Profile". The Okaloosa Gas District logo and phone number "850-729-4700" are in the top left. Navigation links include "Home", "Select Account", "Account Information", "Payment History", "Auto Pay", "Consumption Report", "Billing History", "Service Summary", and "Edit Account". A "Migrate User Profile" button is in the top right. A "User Upgrade" popup message is displayed in the center. The message says: "As part of our ongoing efforts to provide security, reliability and availability for our customers, we are upgrading our online systems. To ensure smooth transition of your data we need you to complete the following fields and submit the information. Upon completion, you will automatically logged-out and receive an eMail prompting you to complete the process." Below the message are input fields for "Address 2:", "City:", "State:", and "Zip Code:". Below these fields is a note: "At least one phone must be entered". There are input fields for "Home Phone:", "Work Phone:", "Work Ext:", and "Cell Phone:". An "OK" button is at the bottom of the popup. The browser's zoom level is set to 100%.

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED USERS

- The following form will display for you to enter your new information. The process will use the email address that is already associated with the account number. If you want to use a different email address, you may click on 'Change'. You will enter your address information, phone number and security questions. If you want a new password under the new system, you may change it at this time.

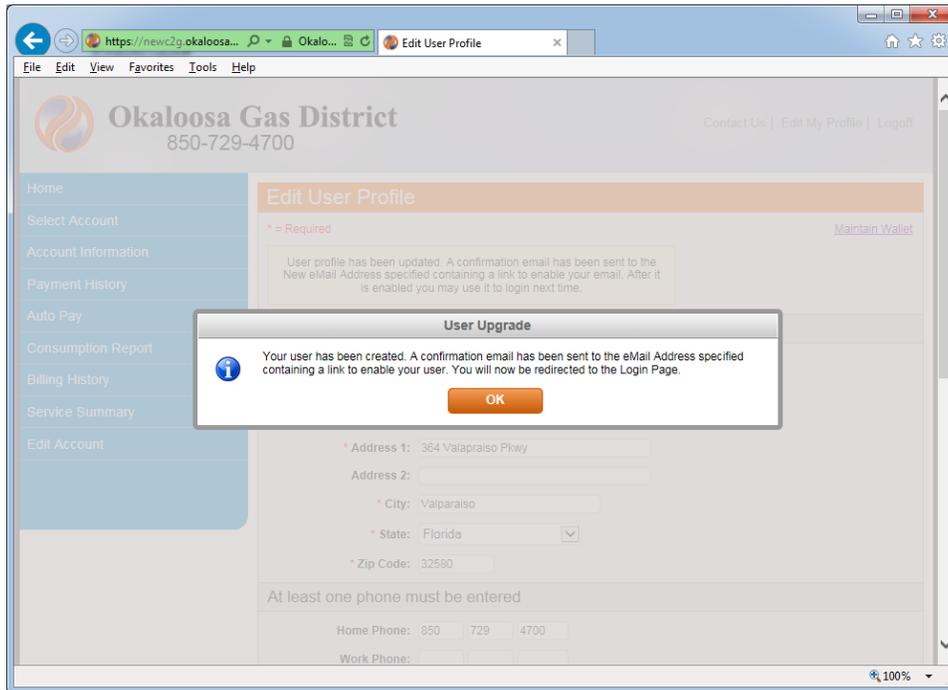
The screenshot shows a web browser window with the URL <https://new2g.okaloosa.com> and the page title "Edit User Profile". The page header for Okaloosa Gas District includes the phone number 850-729-4700 and links for "Contact Us", "Edit My Profile", and "Logoff". A blue sidebar menu on the left contains links for Home, Select Account, Account Information, Payment History, Auto Pay, Consumption Report, Billing History, Service Summary, and Edit Account. The main content area is titled "Migrate User Profile" and contains several sections:

- Name and Address:** Fields for *eMail Address (with a "Change" link), *First Name, *Last Name, *Address 1, Address 2, *City, *State (dropdown), and *Zip Code.
- At least one phone must be entered:** Fields for Home Phone (850 729 4700), Work Phone, Work Ext, and Cell Phone.
- Change Password:** Fields for Password and Confirm Password.
- Security Questions:** Three questions with dropdown menus and answer fields, each with a "Remove" link. The questions are: "What was the name of your second pet?", "On what street did you live during 3rd grade?", and "What is your father's middle name?".

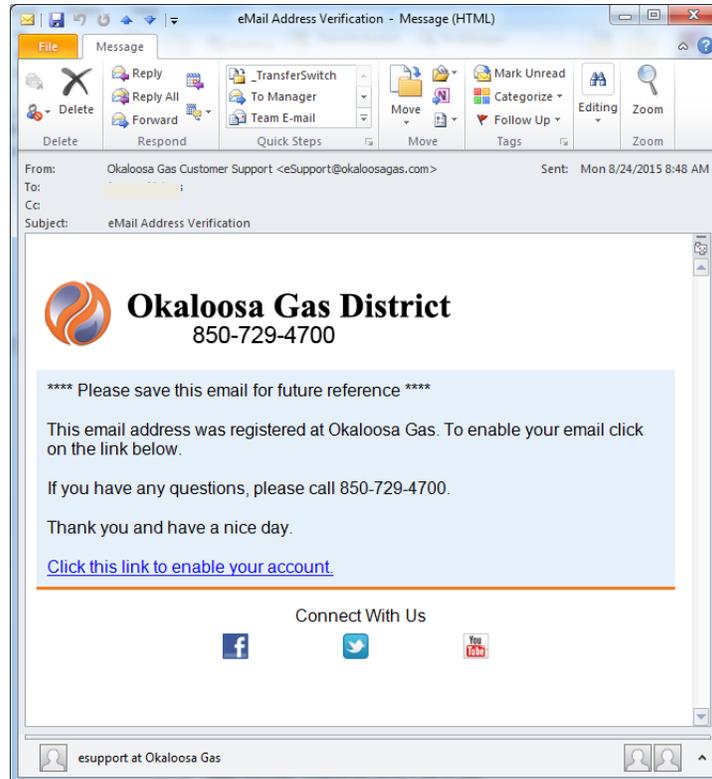
An "Add Another Question" link and an "Update User" button are located at the bottom of the form. The footer contains three boxes: "Okaloosa Gas Customer Service" (Monday-Friday 8am to 5pm, 304 Valparaiso Pkwy, Valparaiso, FL 32550, (850) 729-4700), "Emergency After Hours" (Weekdays, Weekends & Holidays, 24hrs / 7 Days a Week, (850) 729-4700), and "Payments made after 5PM to restore disconnected service will not have service restored until following day."

FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED USERS

6. You will receive a message stating a confirmation email will be sent to your email address.

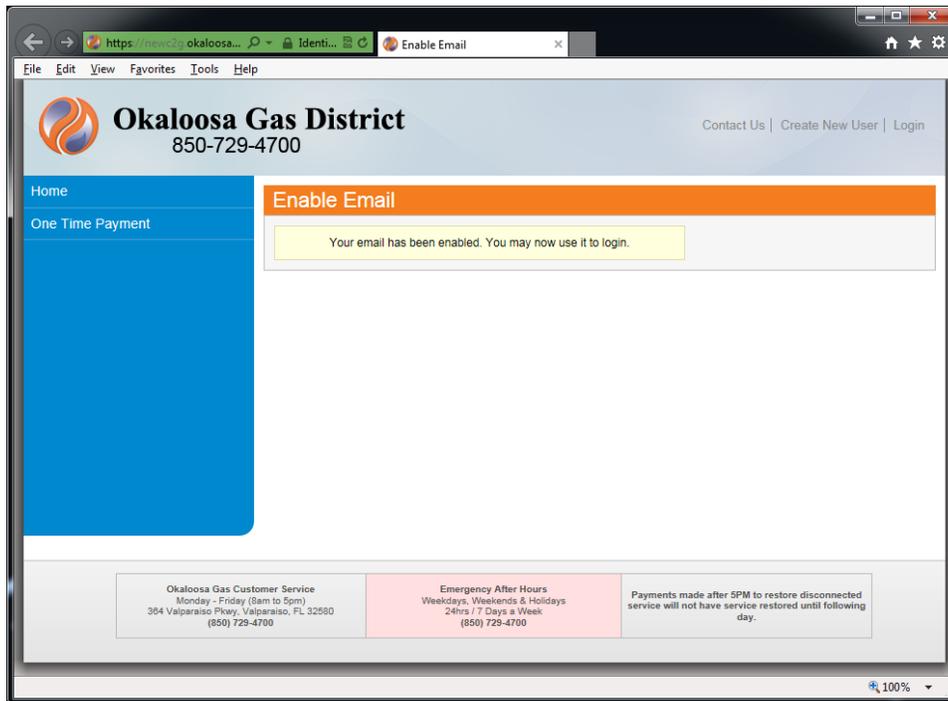


7. You will receive an email with the necessary link to enable your account.

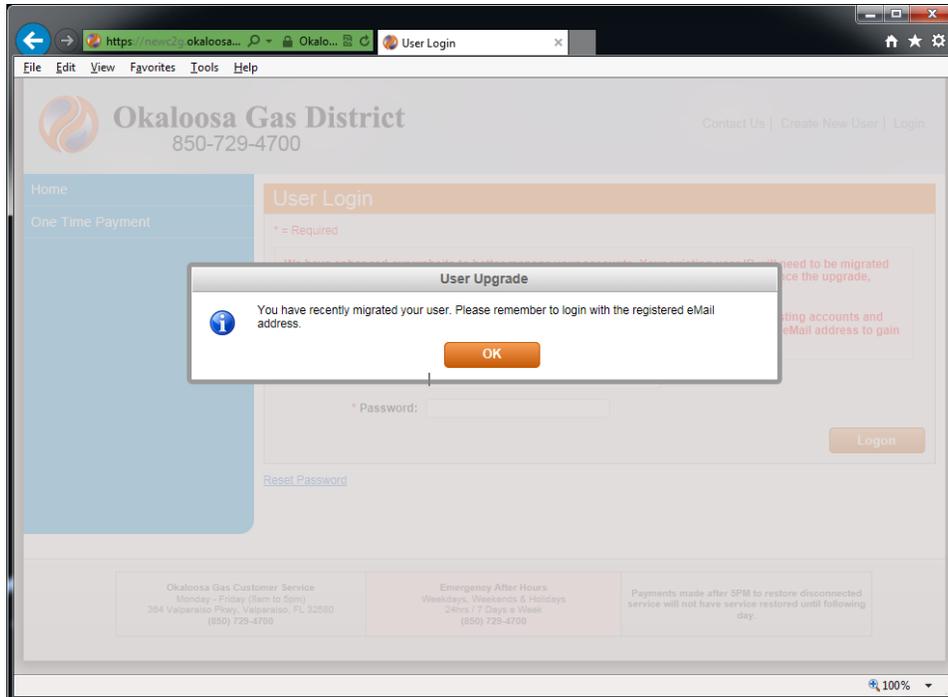


FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED USERS

8. Clicking on the link will take you back to the Okaloosa Gas Utility Billing site.

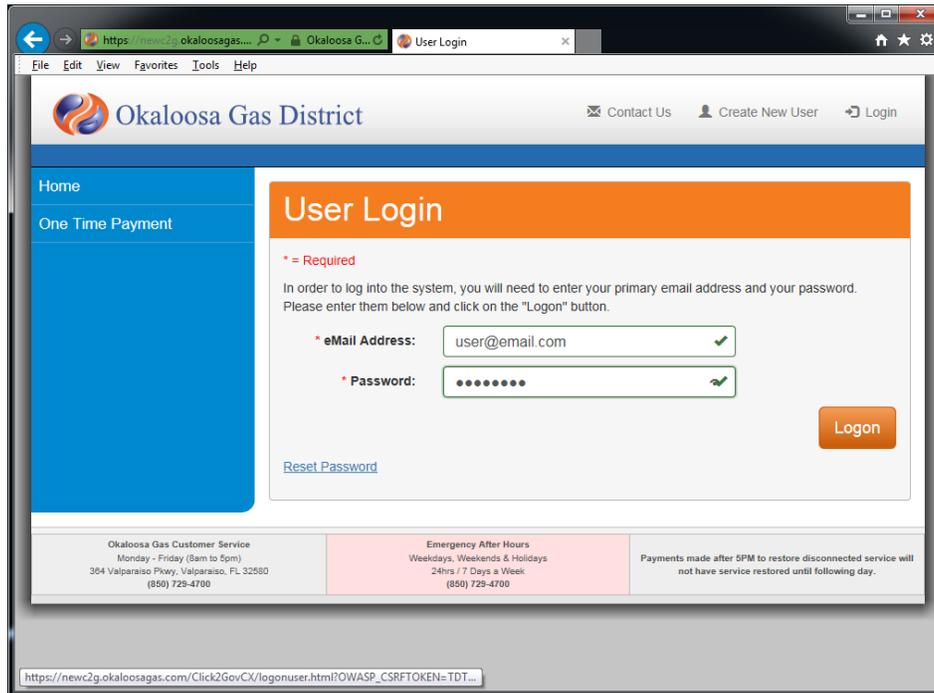


9. You can now log in as normal with your email address and password used in the steps above. The first time you log in, the following message will display to remind you how to log into the new system.



FIRST TIME LOGIN PROCESS FOR PREVIOUSLY REGISTERED USERS

- Once you have completed the migration process to the new system, you **must** now log in with your email address and password created in the process above.



- Once logged in, the main landing page will display to access your account information.

