Help for Hillsborough County Public Utilities Online Account Information

Setting up your new Password and Personal Profile:

1. To begin, go to
   https://iwr.hillsboroughcounty.org/. You
   will be directed to an **Online Account
   Information** screen.

   Here you will be asked to provide your
   Hillsborough County Public Utility
   Account Number and Password.

   Tips:
     - Always use the most current
       account number from your latest
       utility bill. Old legacy account
       numbers are still being redirected

   to your most current account number however, they will cause a conflict when establishing your new
   profile page.
     - Your first time password will be the last 4 digits of the account holder's social security number. This
       password is a temporary password and once changes are updated, become invalid.

2. Once this information has been entered,
   click on the Log In button. This will take
   you to step 2 and the **Online Profile
   Registration** screen.

   Here you will be asked to enter a new
   password and establish and answer three
   security questions. You can also update
   your email address.

   Tips:
     - Passwords must be at least 8
       characters and contain 1 upper
       case, 1 lower case, 1 number and 1
       special character.
     - Your password special character must be one of the following: ! @ # $ % ^ & *
       All other keyboard characters are invalid.
     - Your selected questions and answers should be something that you can easily relate to. For our
       commercial account holders, a generic response should be considered as this may be shared in a
       company setting. Please save your profile responses in a secured manner for future reference, if
       necessary.
     - Any future changes that you make to you're already established Online Profile will also prompt you to
       change your existing password as part of the security profile update requirement.

   When completed, click the Continue button. This will take you into your **Account Information** screen. Here
   you will be able to review your bills, pay your bill, setup for recurring payments and access other account links.

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Forget Password or Change Password:

1. The forget password feature is only activated when an online profile has been established. If a profile has been established, you may update your Online Account Information by clicking on the Forget Password button. There you will be directed to a **Forget Password** screen. You be required to answer your previously selected security questions and enter your billing zip code.

   Tip: Be sure to enter your billing zip code. This is often overlooked and will cause an error message.

2. Once completed, click on the Continue button. This will take you to the **Change Password** screen. Here you will be asked to setup a new password.

   Tips:
   - Cannot be a previously used password.
   - Passwords must be at 8 characters. 1 upper case, 1 lower case, 1 number and 1 special character.
   - Your password special character must be one of the following: ! @ # $ % ^ & * All other keyboard characters are invalid.
   - Some Web Browsers may have user features that save data history which may remember your old access links and password. You may need to clear and/or manually enter new information.
   - After 5 unsuccessful password attempts, your access is temporarily locked out. You may contact us to assist in resetting your password or by default, the temporary lock password function does unlock after 20 minutes and you may try again with the correct password.

   When completed, click continue and you will be directed to your **Account Information** screen. Standard services such as bill views, payment options and other account links are now available to you.