Purpose

Use this procedure to register yourself into the CCC (Customer Care Center) portal.

Trigger

Perform this procedure when you are a first-time user on the CCC portal, and need to register yourself to start using the portal.

Prerequisites

- Account number should be active

Menu Path

Use the following menu path(s) to begin this transaction:

- **Internet Browser ➔ Customer Care Center Portal ➔ Register Now**

Transaction Code

Customer Care Center

Helpful Hints

- Keep your bill at hand so you can take your account number from there
- Note that accounts with account determination cannot enroll: **GV** (government), **WH** (wholesale), **CY** (City of San Diego), and **CL** (collective accounts)

Procedure

City of San Diego Official Website - Windows Internet Explorer

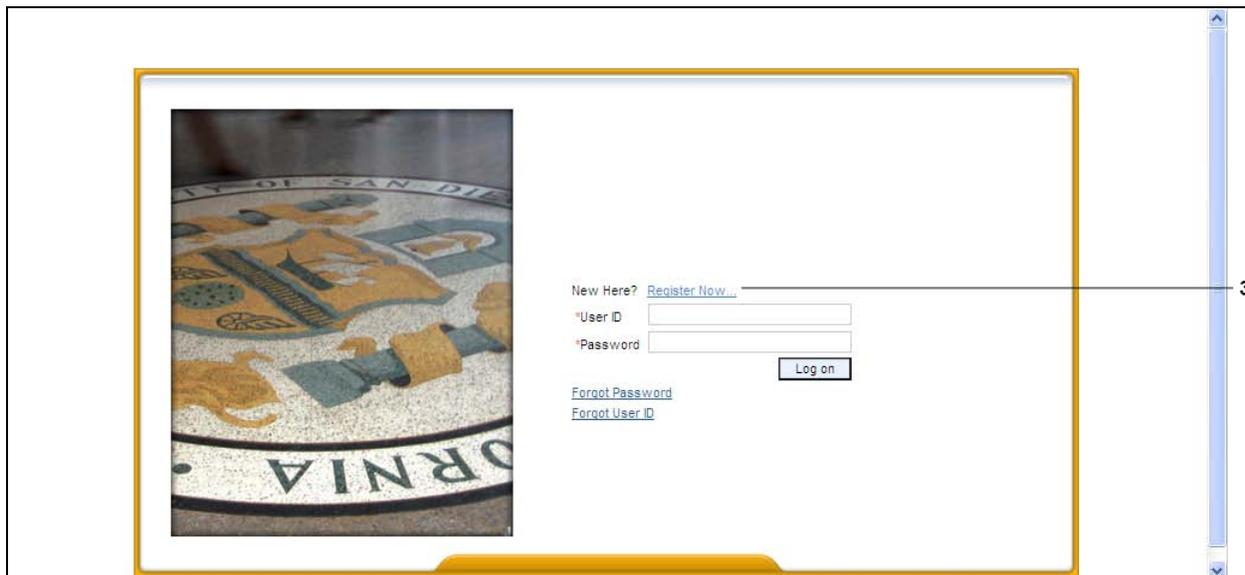**1.** As required, complete/review the following fields:

Field	R/O/C	Description
Address	R	Address of the CCC portal **Example:** https://customer.sandiego.gov/bdisu/public/frameset_top_html.jsp

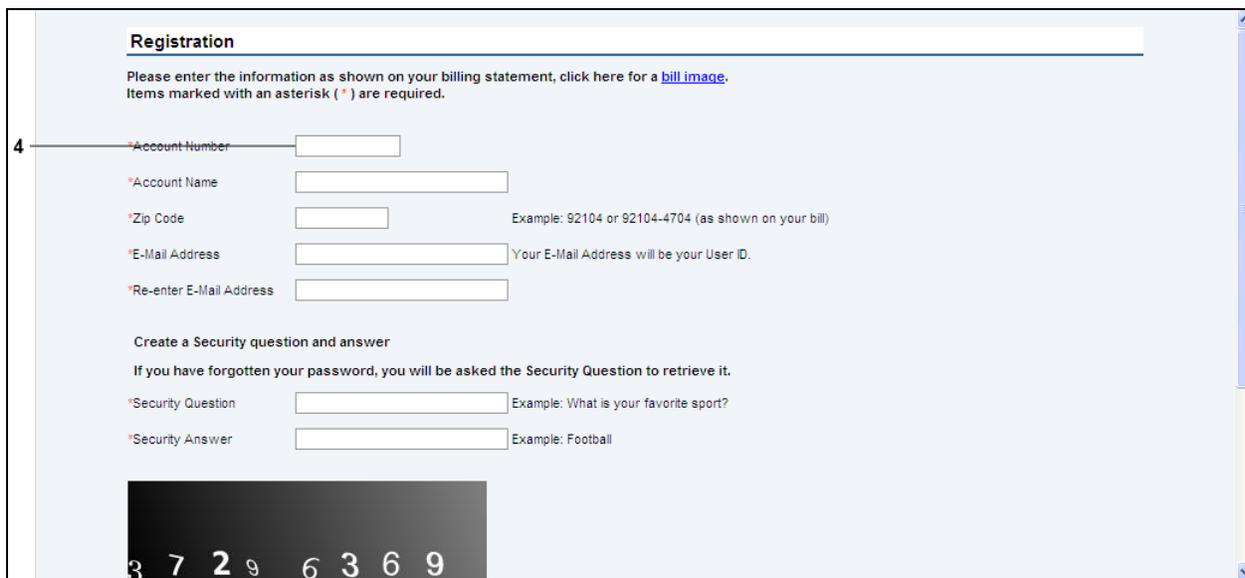**City of San Diego Official Website - Windows Internet Explorer**

2.   Click button [→] or press the "**Enter**" key to go to the CCC site.

User Management, SAP AG

3.   For only the first-time, you will need to register yourself as a CCC user. Click the link Register Now... .

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4.   The *Registration* screen appears. All mandatory fields on this screen are marked by an asterisk
(*). Click the * **Account Number** text box [   ] to enter your account number.

Enter your new account number exactly as it appears on the bill; you can also enter your old
account number.

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5. As required, complete/review the following fields:

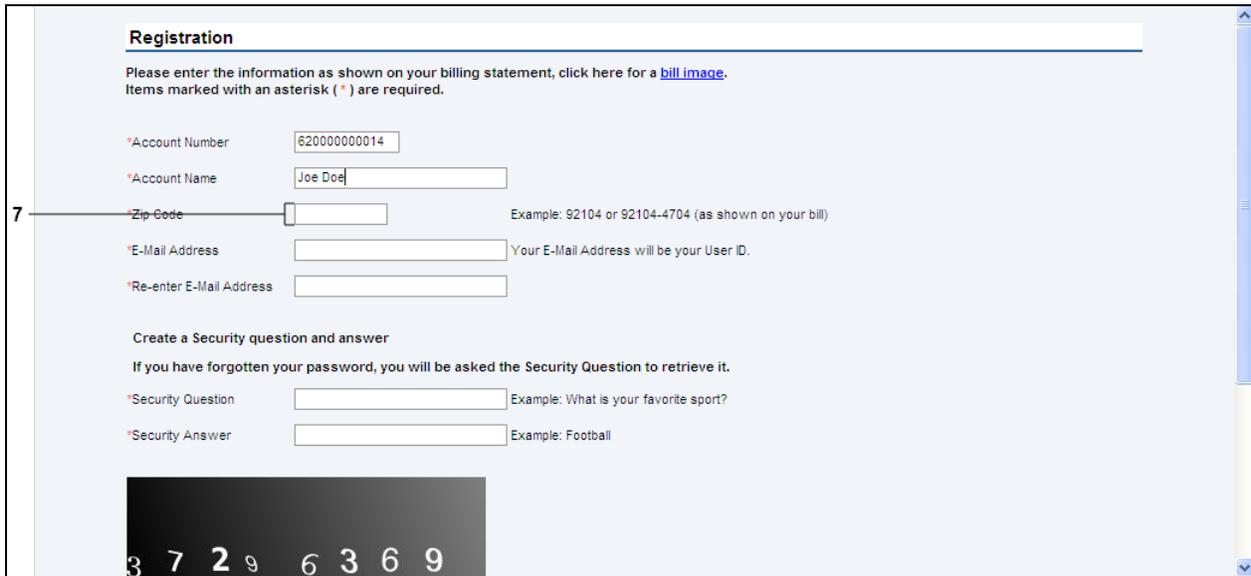| Field	R/O/C	Description
* Account Number	R	The customer account number **Example:** 620000000014

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6. As required, complete/review the following fields:

Field	R/O/C	Description

Field	R/O/C	Description
* Account Name	R	The name on the customer account **Example:** Joe Doe

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7. As required, complete/review the following fields:

Field	R/O/C	Description
* Zip Code	R	The zip code for the account **Example:** 92173-2125

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8. As required, complete/review the following fields:

Field	R/O/C	Description
* E-Mail Address	R	The e-mail address that you want to use as your User ID. **Example:** xxxx@xxx.com

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9. As required, complete/review the following fields:

Field	R/O/C	Description

Field	R/O/C	Description
* Re-enter E-Mail Address	R	The E-mail address entered again. **Example:** xxxx@xxx.com

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10. As required, complete/review the following fields:

Field	R/O/C	Description
* Security Question	R	Question to verify the credentials of the user in situations such as forgot password. **Example:** What is my favorite color?

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11. As required, complete/review the following fields:

Field	R/O/C	Description
* Security Answer	R	Answer to the security question. **Example:** Cream

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12. As required, complete/review the following fields:

Field	R/O/C	Description

Field	R/O/C	Description
* Captcha Image Verification	R	An image displaying numbers / alphabets - the user is promoted to type the characters exactly as they appear in the image **Example:** 71550493

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13.
Click the box ☐ to confirm that you have read and accepted the terms and conditions in order to submit your application. Note that you will not be able to click the **Submit** button if you do not check this box.
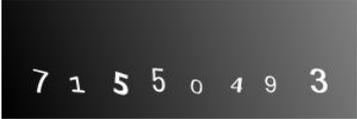
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14. Click the **Submit** button to submit your details to proceed with the registration.

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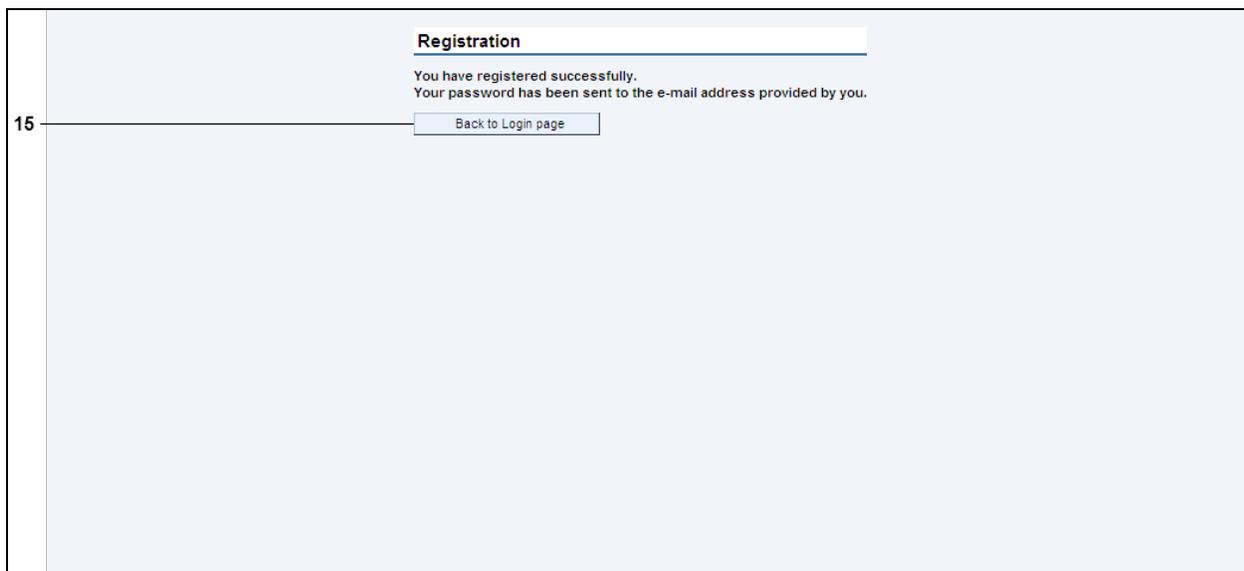
15. A message displays informing you that you have registered successfully, and that your password has been mailed to the e-mail address you provided earlier during registration. Click the **Back to Loginpage** button .
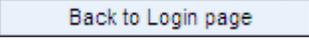
Result

You have successfully registered yourself on the CCC portal. Once you receive your account password, you will be able to log into the CCC portal. Refer to the document titled "Initial Log on to Customer Care Center" for step-by-step instructions on logging into your account.