City of San Diego
Customer Care Center
Customer Enrollment Tips

Temporary Password Help:

Some customers are using the cut and paste option to copy the temporary password received via email. Please make sure that no extra spaces are included in the copied password. Another solution is to actually key in the password directly, avoiding any extra spaces.

Customers may also want to clear all of their Internet cache from their browser:

For Internet Explorer:
1. From the dropdown menu under **Tools** in the upper left, select **Internet Options** (at the bottom of the list).
2. On the **General Tab**, in the **Browsing History** section, click the **Delete…** button - (You have the option to always perform this upon exiting your browser by checking the box).
3. Click the **OK** button

For Firefox:
1. From the dropdown menu under **History** in the upper left, click on the **Clear Recent History…** selection.
2. Chose which **Time range to clear…**
3. Click on the **Clear Now** button.

For Chrome:

1. Click the Chrome menu on the browser toolbar.
2. Select **Tools**.
3. Select **Clear browsing data**.
4. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
5. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
6. Click **Clear browsing data**.

Name on Account Not Working:

Customers are advised to enter the name on the account exactly as it appears on their bill, excluding any punctuation. Example: If the name on the account is JANE S. DOE, you would enter JANE S DOE (without the period and all letters capitalized).

When Using an Account Number Starting with the Letter U:
Enter it without the U and the hyphens. Example: if the account number is U-12-34567-89-1, you would enter 1234567891.

Recurring Payment Option:
The system requires the customer to input and save the requested current bank account information prior to establishing recurring payments. Once the information is entered and saved, the *Set Up Recurring Payments* option becomes available.

Updating Bank Account Information:
When updating or changing bank account information within the *My Banking Information* tab, customers should first delete the old checking account information in the *My Bank Details* area. Once this is done, the new information can be entered and saved in the same area. If applicable, delete the information in the *Recurring Payment Authorization* area, and then, after saving the new checking information, return to the *Recurring Payment Authorization* to designate the updated bank account.

Multiple Accounts:
Some customers have multiple service address accounts and want to link them under one online account. To request that accounts be merged, customers should contact Customer Care online support at (619) 515-3516. **Note:** Only accounts where the customer/account holder is the same person or business organization, can those accounts be merged. Requests will be review and processed on a case by case basis.

For more detailed enrollment instructions, view the **Frequently Asked Questions** and/or **Instructional Materials** pages by clicking on the link(s) on the Customer Care Center Home page you are currently visiting.