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## 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**



- As required, complete/review the following fields:

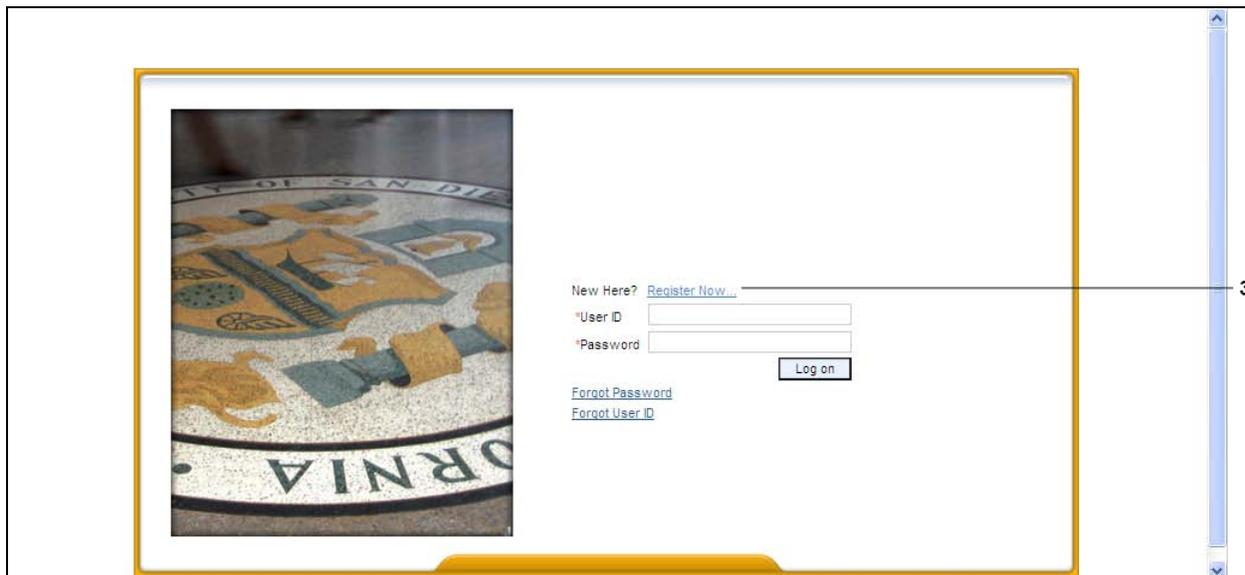
Field	R/O/C	Description
Address	R	Address of the CCC portal  <b>Example:</b> https://customer.sandiego.gov/bdisu/public/frameset_top_html.jsp

City of San Diego Official Website - Windows Internet Explorer



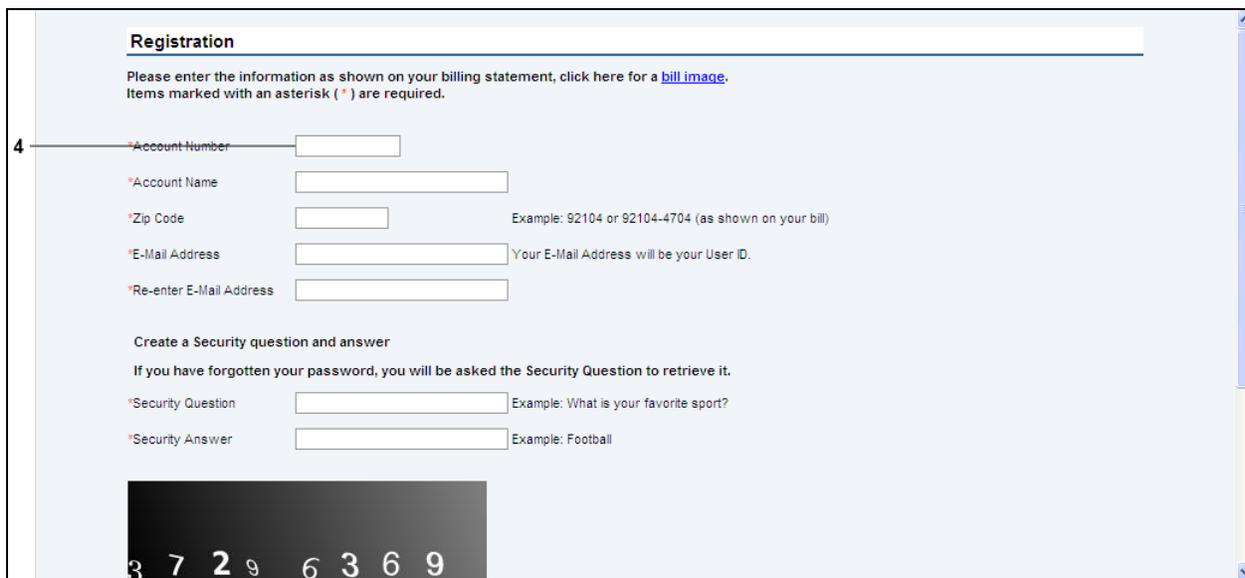
2. Click button  or press the "Enter" key to go to the CCC site.

### 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 <b>Example:</b> 620000000014

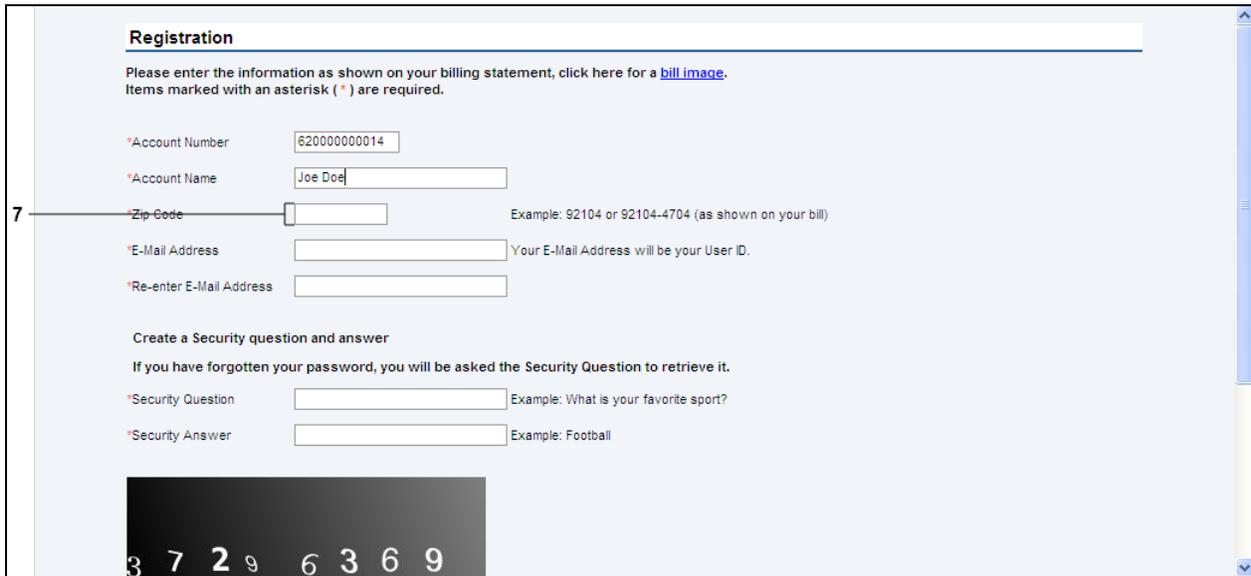
**SAP Biller Direct**

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

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

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The screenshot shows a web registration form titled "Registration". It includes instructions to enter information as shown on a billing statement. Fields include:
 

- \*Account Number: 620000000014
- \*Account Name: Joe Doe
- \*Zip Code: [empty] (Example: 92104 or 92104-4704)
- \*E-Mail Address: [empty] (Note: Your E-Mail Address will be your User ID.)
- \*Re-enter E-Mail Address: [empty]
- Security Question: [empty] (Example: What is your favorite sport?)
- Security Answer: [empty] (Example: Football)

 A CAPTCHA image with the numbers 3 7 2 9 6 3 6 9 is visible at the bottom of the form. A red number '7' is placed to the left of the Zip Code field.

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

Field	R/O/C	Description
* Zip Code	R	The zip code for the account <b>Example:</b> 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. <b>Example:</b> xxxx@xxx.com

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

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

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**Registration**

Please enter the information as shown on your billing statement, click here for a [bill image](#).  
Items marked with an asterisk ( \* ) are required.

\*Account Number

\*Account Name

\*Zip Code  Example: 92104 or 92104-4704 (as shown on your bill)

\*E-Mail Address  Your E-Mail Address will be your User ID.

\*Re-enter E-Mail Address

Create a Security question and answer  
If you have forgotten your password, you will be asked the Security Question to retrieve it.

10 \*Security Question  Example: What is your favorite sport?

\*Security Answer  Example: Football

7 1 5 5 0 4 9 3

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. <b>Example:</b> 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. <b>Example:</b> Cream

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

Field	R/O/C	Description
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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  <b>Example:</b> 71550493

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\*Re-enter E-Mail Address

Create a Security question and answer  
If you have forgotten your password, you will be asked the Security Question to retrieve it.

\*Security Question  Example: What is your favorite sport?

\*Security Answer  Example: Football

\*Captcha Image Verification  Enter the characters exactly as it is shown in the image above, including upper or lower case characters.

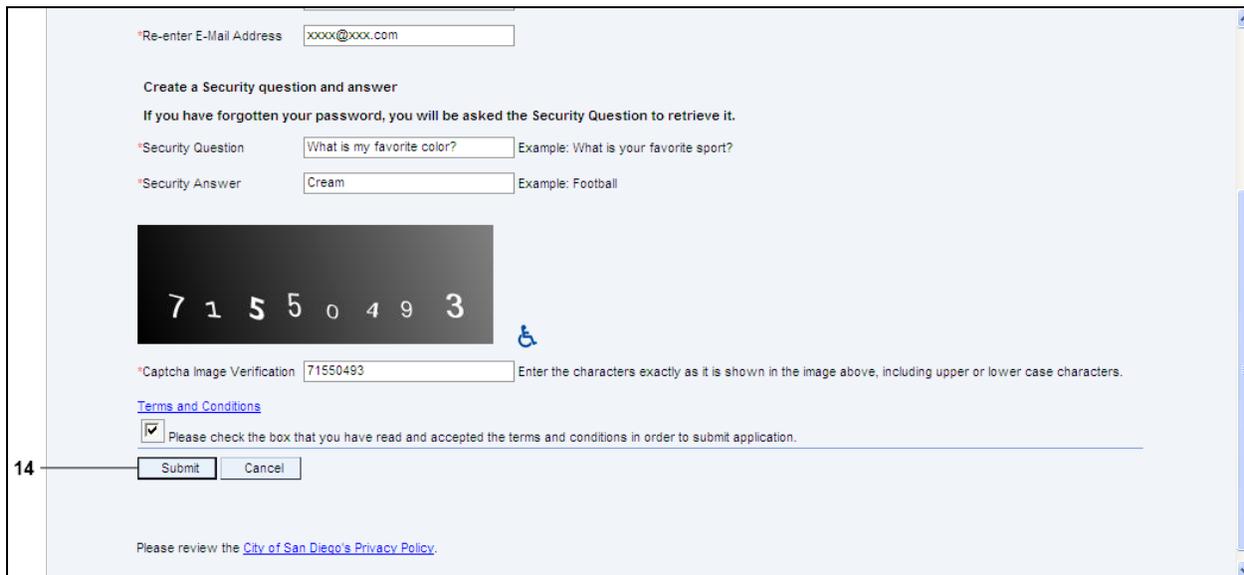
[Terms and Conditions](#)

13  Please check the box that you have read and accepted the terms and conditions in order to submit application.

Please review the [City of San Diego's Privacy Policy](#).

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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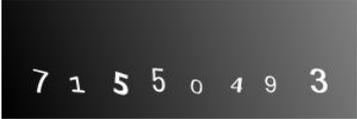


\*Re-enter E-Mail Address

Create a Security question and answer  
If you have forgotten your password, you will be asked the Security Question to retrieve it.

\*Security Question  Example: What is your favorite sport?

\*Security Answer  Example: Football

\*Captcha Image Verification  Enter the characters exactly as it is shown in the image above, including upper or lower case characters.

[Terms and Conditions](#)

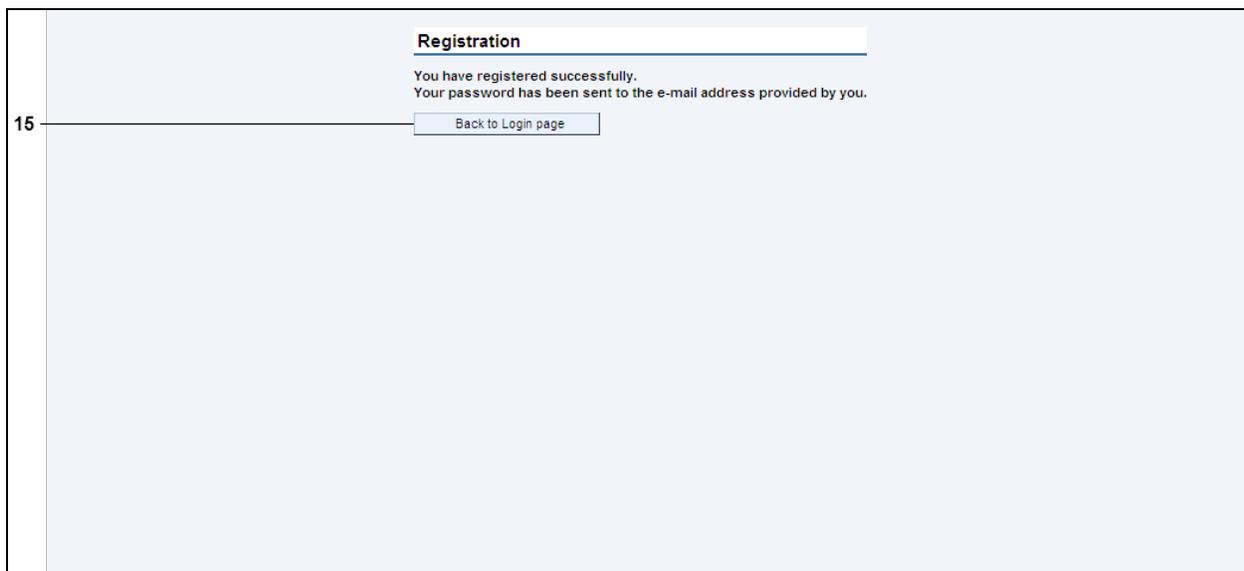
Please check the box that you have read and accepted the terms and conditions in order to submit application.

14

Please review the [City of San Diego's Privacy Policy](#).

14. Click the **Submit** button  to submit your details to proceed with the registration.

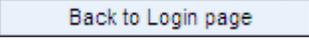
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**Registration**

You have registered successfully.  
Your password has been sent to the e-mail address provided by you.

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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 .

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## 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.