Quick Guide - Online Utilities Account Access

Visit [http://www.westmelbourne.org/utilities](http://www.westmelbourne.org/utilities) and click on “Online utilities account access”.

There are two methods available for accessing your West Melbourne utilities account online.

**Method #1: PIN Only**

With this method, your address and account PIN are all that is required. This method does not require you to set up a username and password. This method is ideal for residents with a single West Melbourne utilities account. A search for your property address will display a list of results. At this point, you can select your property and enter your account PIN.

**Method #2: Username and Password**

With this method, you are able to create a username and password for the website. This method is ideal for residents or landlords with multiple West Melbourne utilities accounts. By logging in with your username and password, the utilities account PIN numbers you enter will be stored so that they will not be required in the future. A quick search for the property address will allow immediate access to detailed account information.

**Method #1 (PIN Only) Instructions**

1. Enter your address (example: 2240 Minton)
2. Click Search
Search results are returned in a table. Click on your address. Account number is shown for reference but name is hidden for confidentiality.

Enter your account PIN. Click Submit. Your account details should now be displayed. Payments can be made and account history can be reviewed.
Method #2 (Username and Password) Instructions

At this point, please check the inbox of the email account under which you registered. You should have a message from onlinesupport@bsasoftware.com containing the final steps for activating and using your online account.

Once you are signed in, the process for accessing your utilities account is the same as in Method #1, except that you will only be prompted for the account PIN the first time you access each property.

Should you have any questions, please contact the West Melbourne Utilities Customer Service Department at (321) 727-7700.