

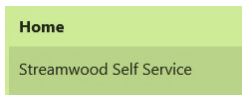


WELCOME TO STREAMWOOD  
SELF SERVICE  
STREAMWOOD'S NEW ONLINE PORTAL

1. Go to [www.streamwood.org](http://www.streamwood.org)

2. Click on [Streamwood Self Service or Pay my Water Bill Now](#)

3. On the homepage, click [Streamwood Self Service](#)



4. Click [Register](#). You will only need to register the first time you use the portal.

**Login**

Username  [Forgot your username?](#)

Password  [Forgot your password?](#)

[Register](#)

5. Create a [User ID and Password](#).

**Self-Registration**

\*User ID (between 1 and 20 characters)

\*Re-type user ID

\*Password (between 8 and 15 characters)

\*Re-type password

\*Password hint

\*Email address

Enter these validation numbers into the box below them

1578

Once created, user name and passwords can be recovered by clicking “Forgot your username” or “Forgot your password” on the Login Screen.

6. Click [Link to Account](#).

hyperlinks such as “link to

[link to account](#)

7. Enter your [Account Number and CID \(Customer ID\)](#). These can be found in the upper right hand corner of your Water and Sewer bill.

**Water and Sewer Billing Account Link Setup**

What is your Account Number? \*

What is your CID? \*

\* indicates required field

8. Your account is now linked. Click on your account number. Your Account Summary will now appear.

**Water and Sewer Billing**

- Accounts
- Manage Bills
- Account Summary**
- Automatic Payments
- Contact Us

## Water and Sewer Billing Account Summary

Consumption History, Current Balance, and other Customer Information is available on the Account Summary page.

### BILL DELIVERY OPTIONS

- Go Paperless. Click on “Bill Delivery Preferences”

#### Bill Delivery Preferences

Choose Email to receive your monthly Water and Sewer bill electronically.

Delivery Preference	<input type="radio"/> Mail
	<input checked="" type="radio"/> Email

### BILL PAYMENT OPTIONS

- To pay your bill online, click on “Manage Bills”

#### Manage Bills

Select the bill you would like to pay. Then click “Add to Cart”.

**Add to Cart**  
select bills you would like to pay now, then click “Add to Cart”

Click on “My Cart” and then “Checkout”



Review Cart **Checkout**

Click on continue and you will be connected to our Online Payment System

Enter your Billing and Payment Information and click “Make Payment”

The screenshot shows a web form with two main sections: BILLING INFORMATION and PAYMENT INFORMATION. The BILLING INFORMATION section includes fields for Name, Address (two lines), City, State/Zip (with a dropdown for Illinois and 60107-1102), Phone, Email, and Total (40.32). The PAYMENT INFORMATION section includes a Payment Method dropdown (with icons for AMEX, DISCOVER, MASTERCARD, VISA) and buttons for MAKE PAYMENT and CLEAR FORM. A timer at the top right indicates 9 minutes and 4 seconds remaining.

- EFT enrollment can now be done online. Click on “Sign up for Automatic Payments” and enter your banking information.

#### Sign up for Automatic Payments

ANY QUESTIONS?



Village of Streamwood  
Water Billing Department  
301 E. Irving Park Rd  
Streamwood, IL 60107  
**630-736-3810**