

Using the “Forgot My Password” Link

Forgot Your Password?

- Click the [Forgot My Password](#) link if you have forgotten your password or if it was not accepted



Log In -- If you have already created your Online Profile, log in with your User Name and Password

User Name (email address) [Forgot My User Name](#)

Password [Forgot My Password](#)

The **Forgot Password** page displays.

- Enter your email address in the “User Name” field. (The email address must be the address used to set up your Online Profile so it matches our records.)
- Click the [Submit](#) button



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Forgot Password

Please enter your User Name

User Name

User Name Is Incorrect:

If the email address entered is incorrect, an error message indicating that your credentials are not valid will be displayed in red.

- Double-check your entry and correct it if appropriate; if the error message continues to display, see the “Have Questions?” section below.



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Forgot Password

Please enter your User Name

The login credentials provided are not valid. Please contact the customer service department at the phone number provided on your most recent bill.

User Name

User Name Is Correct:

A new page displays.

- Enter the answer to the security question you selected when you created your Online Profile with us
- Click the [Submit](#) button

If the security answer is incorrect, an error message will be displayed in red. See the “Have Questions?” section below.



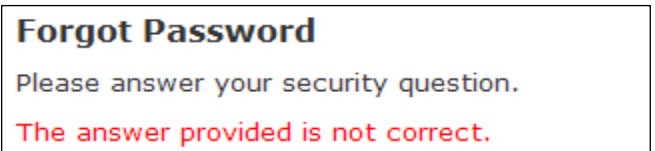
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Forgot Password

Please answer your security question.

Security Question: What is your ?

Security Answer:



Forgot Password

Please answer your security question.

The answer provided is not correct.

Successful Security Question Answer:

A message displays indicating the temporary password was sent to your User Name email address

- Click [Return to Log In Page](#)

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Forgot Password

Thank you. We've sent a temporary password to the email address we have on file. Please see the email to complete the process.

[Return to Log In Page](#)

Check Your Email for the Temporary Password:

- Look for the email from utilities.fdgs@ocfl.net (it may take up to 30 minutes or so depending on your email provider's delivery settings)
- You may add this email address to your address list
 - If you can't find the email, please check your email "Spam" folder
 - If the email is not in your "Spam" folder, see the "Have Questions?" section below
- Copy the temporary password
 - Highlight the password provided
 - Use the right-click button on your mouse
 - Select "Copy"

From: utilities.fdgs@ocfl.net [mailto:utilities.fdgs@ocfl.net]

Sent: today's date

To: <your email address>

Subject: Password Reset for Orange County Utilities Account

** This is an automated message. Please do not reply to this message. **

Your temporary password is:

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Once you have logged in with your current user name and this temporary password, you will be required to create a new password. The password requires a minimum of eight characters and must include one uppercase letter, one lowercase letter and one number.

<http://www.ocfl.net/PayUtilities>

Thank you,

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Return to the Log In Page:

- Enter your User Name (email address)
- Paste the temporary password
 - Put the cursor inside the "Password" field
 - Use the right-click button on your mouse
 - Select "Paste"
- Click the [Log In](#) button

Log In -- If you have already created your Online Profile, log in with your User Name and Password

User Name (email address)	<input type="text" value="Type email address"/>	Forgot My User Name
Password	<input type="text" value="Paste temporary password"/>	Forgot My Password
<input type="button" value="Log In"/>		

The **Update Temporary Password** page displays immediately:

- Your new password **must** contain:
 - A minimum of 8 characters
 - A maximum of 20 characters
 - At least 1 number
 - At least 1 uppercase letter
 - At least 1 lowercase letter

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Update Temporary Password

Current User Name: your email address is displayed

NOTE: Your temporary password has expired. You are required to create a new password at this time.

New Password	<input type="text"/>	(8-20 characters; include at least 1 number, 1 upper case letter, and 1 lower case letter)
Confirm New Password	<input type="text"/>	
<input type="button" value="Submit"/>		
Return to Login		

- Enter your new password
- Confirm the password entered
- Click the Submit button

The “Thank You” Message Displays:

- Click the Return to Login Page link to verify the new password
- Keep your password handy to use it the next time you log in

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Update Temporary Password

Thank you. Your password has been updated.

[Return to Login Page](#)

Have Questions?

- Contact our Call Center at 407-836-5515, or email us at Utilities.Information@ocfl.net
- If you do have to contact us, please allow at least 1 business day to receive a reply