

Using the “Forgot My User Name” Link

Forgot Your User Name?

- Click the [Forgot My User Name](#) link if you have forgotten your User Name (email address) or if it was not accepted
- The email address must be the address used to set up your Online Profile (so it matches our records)



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 User Name** page displays.

- Enter your 10-digit Orange County Utilities account number
- Click the [Submit](#) button



Orange County Utilities

Forgot User Name

Please enter your Orange County Utilities account number.

OCUD Account Number

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.

- 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



Orange County Utilities

Forgot User Name

Please answer your security question.

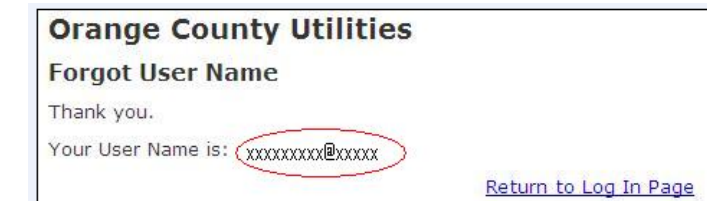
Security Question: What is ?

Security Answer:

Successful Security Question Answer:

A message displays your User Name email address

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



Orange County Utilities

Forgot User Name

Thank you.

Your User Name is:

[Return to Log In Page](#)