

Accessing PU Online Services

1. Go to viriniabeach.gov/puonlineservices and select 'Login to manage your account'.
2. Log in with your email and password.

The screenshot shows the Virginia Beach Customer Web Portal login page. At the top left is the City of Virginia Beach logo with the tagline 'A Community for a Lifetime'. At the top right are links for 'A to Z Directory', 'Employment', 'About the City', and 'Contact'. Below the header is a 'Customer Portal' section with a welcome message: 'Welcome to the Virginia Beach Customer Web Portal Your Gateway to VA Beach Services'. The main content area contains a login form with a consent statement: 'By clicking the "Log in" button below, I agree with the Terms of Use and consent to the collection and use of my personal information in accordance with the Privacy Policy for this website.' The form has two input fields: 'Email' (placeholder: email address) and 'Password' (placeholder: password). Below the fields is a blue 'Log In' button. At the bottom of the form are two buttons: 'First-Time User Sign Up' and 'Forgot Password?'. A small disclaimer at the bottom of the page states: 'The Customer Portal application allows citizens to use a single sign-on to access City of Virginia Beach online services. To access offered services, you will need to register your email address by click the "First-time user sign up" link above. The system generates a temporary password and emails this to you. Login with your email address and the temporary password you received. When prompted, change your password to something you would remember and then enter your contact information. Once your profile is setup, you can access the available services simply by logging in with your email address and your new password. Information you enter is secured and used for the sole purpose of contacting you so we can serve you more effectively.'

3. Once you have logged in, you will be able to access your account information and submit a variety of service requests online.

The screenshot shows the 'Open an Account/Start Service Request' form. On the left is a navigation menu with categories: 'My Profile' (Log out, View/Update Profile, Change Password, Customer Portal Home, View/Enroll Accounts), 'Account Management' (View Account Information, View Account Balance, View Billing Statements, View Payment History, View Consumption History, Update Customer Name, Update Secondary Names, Update Phone Numbers, Update Billing Address, Go Paperless, Pay Online, Manage Automatic Payments), and 'Service Requests' (My Service Requests, My Messages, Start Service, Stop Service, Transfer Service, Request Bill Adjustment, Water Pressure Problem, Other Inquiries). Below the menu are links for 'Information' (About Online Services, Understanding Your Bill, Common Questions). The main content area is titled 'Open an Account/Start Service Request Form'. It contains the following text: 'The following information is required in order to establish a new account. In order to process this request and generate a tracking number, you must complete each screen and click submit.' Below this is a question: 'Are you moving within Virginia Beach and need to transfer service from an existing address to a new address in the next 30 calendar days?' with radio buttons for 'Yes' and 'No' (selected). The next field is 'When would you like service to start?' with a dropdown menu showing '03/23/2020, Monday'. Below this is a warning: 'Service cannot be started on Saturdays, Sundays and holidays. Requests must be made at least 2 business days prior to requested start date, but no more than 30 calendar days in advance.' Another warning: 'Service will not be left on if water is observed to be flowing continuously through the meter. Please ensure all faucets, spigots and toilets are turned off.' The final field is 'If you have or have had an account with the Virginia Beach Department of Public Utilities, please provide the street address:' with a text input field containing '1006 Faucet Blvd'. At the bottom right are 'Next' and 'Cancel' buttons.