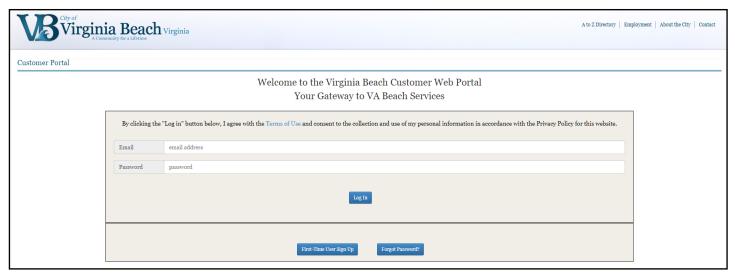
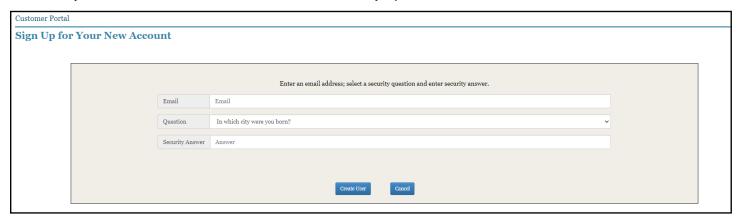
Accessing PU Online Services

- 1. Go to virginiabeach.gov/puonlineservices and select 'Login to manage your account'.
- 2. Select 'First-Time User Sign Up'.



3. Enter your email address and create a security question, then select 'Create User'.



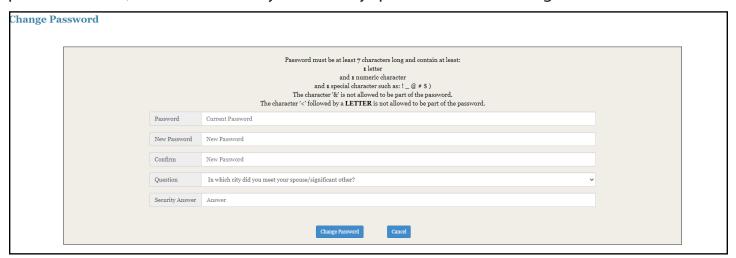
4. Check your email for a temporary password.



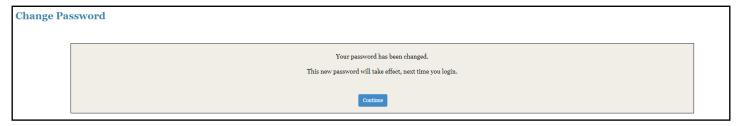
5. Enter your email and the temporary password that was emailed to you.



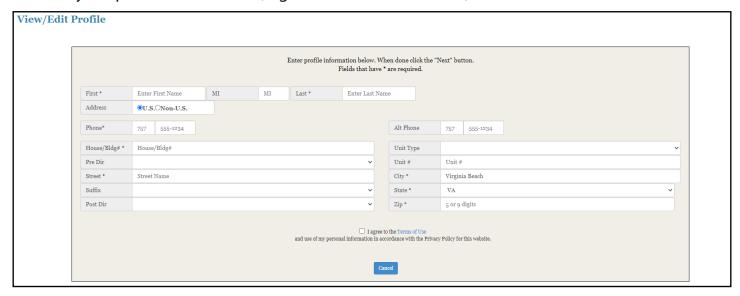
6. Enter the temporary (current) password, enter and confirm what you would like your new password to be, and then answer your security question. Select 'Change Password'.



7. Select 'Continue'.



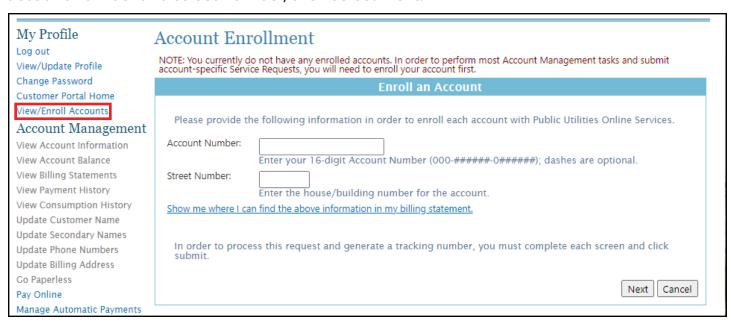
8. Enter your profile information, agree to the Terms of Use, and select 'Next'.



9. Review your entered information and select 'Finish'.



10. In order to submit service requests, you will need to enroll your account. Enter your account number and street number, then select 'Next.'



11. Once you have answered the questions from the previous step, you are able to access PU Online Services.

