



## Customer Portal “How To” Quick Start Guide

In order to use the Kings Mountain Customer Portal, you must have the following to establish connectivity and use your Kings Mountain Customer Portal account:

- Desktop or laptop computer
- Internet connection and a browser (Microsoft’s Internet Explorer® and Mozilla’s Firefox®.)
- A Kings Mountain utility account number, this number is on your utility bill
- If you are the account holder contact the City of Kings Mountain at 704-734-4516 to obtain you four digit security code
- Once your account is created you will be able to access your information immediately upon logging into the portal

### **Step One**

Access [www.cityofkm.com](http://www.cityofkm.com) and enter the portal from here:



### **Step Two**

Once you are at the Login page you are a new user so you will need to create an account, the first name and last name must match the name on the utility account. Once you have created the account, click the Login to access your account.

### **Step Three**

The Login page is displayed with your user selected username pre-entered, now enter your newly created password then click the Sign-In button. Next, you will need to select or create a challenge question and an answer for the question to provide security in case you forget your password for example. After you have provided the exact answer, click the Next button.

### **Step Four**

Add your utility account(s). From the My Profile page you will “associate” to add an account and later if you need you may “dissociate” to delete an account. You may have as many of your utility accounts associated as long as the account holder information is the same on each. This first visit you will need to add your account(s) by entering the 4 digit security code assigned to you by the City and the account number associated with that code.

**Once the account(s) has been added you may then click on online accounts from your Profile page and begin viewing your consumption data. Only electrical data is being launch first, natural gas and water will follow in a couple of months. This allows you time to get accustom to portal.**