

# Help for Hillsborough County Public Utilities Online Account Information

## Setting up your new Password and Personal Profile:

1. To begin, go to <https://iwr.hillsboroughcounty.org/>. You will be directed to an **Online Account Information** screen.

Here you will be asked to provide your Hillsborough County Public Utility Account Number and Password.

### Tips:

- Always use the most current account number from your latest utility bill. Old legacy account numbers are still being redirected to your most current account number however, they will cause a conflict when establishing your new profile page.
- Your first time password will be the last 4 digits of the account holder's social security number. This password is a temporary password and once changes are updated, become invalid.

**Online Account Information**  
Welcome to the Hillsborough County Public Utilities Department Online Account Information Service.

The Online Account Information Service allows you to:

- » View your account information online
- » Make a credit card or ACH withdrawal payment on your account
- » Setup/update automatic email notification of your bill
- » Sign up for automatic payments on your account
- » Request a payment extension
- » Update the contact telephone number(s) and mailing address for your account

First time users will enter their 4 digit PIN or the last 4 of their SSN or Federal ID number as your password. (Do not enter spaces, or dashes or periods) You will then be taken to a page to establish a more secure password. Existing users will be prompted to establish a secure password after first time Log In.

HCWRS Account Number

Password

**Please note:** our system will be down for normal scheduled maintenance from 7:00 PM - 9:00 PM (EST) on the 1st and 3rd Friday of each month and every Sunday between 1:30 AM and 4:00 AM.

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2. Once this information has been entered, click on the Log In button. This will take you to step 2 and the **Online Profile Registration** screen.

Here you will be asked to enter a new password and establish and answer three security questions. You can also update your email address.

### Tips:

- Passwords must be at least 8 characters and contain 1 upper case, 1 lower case, 1 number and 1 special character.
- Your password special character must be one of the following: ! @ # \$ % ^ & \* All other keyboard characters are invalid.
- Your selected questions and answers should be something that you can easily relate to. For our commercial account holders, a generic response should be considered as this may be shared in a company setting. Please save your profile responses in a secured manner for future reference, if necessary.
- Any future changes that you make to you're already established Online Profile will also prompt you to change your existing password as part of the security profile update requirement.

**Online Profile Registration**

This page allows the user to confirm email address and set a secure password for access to the site if there is a future need to keep your email information up to date. Please choose Update Email Notification

HCWRS Account Number: XXXXXX0175

Email: mballincheermom@aol.com

Password must be eight characters. 1 upper case, 1 lower case, 1 number and 1 special character (!@#S%^-&\*)

New Password:

Confirm Password:

You must establish security questions to retrieve you passowrd in the event it is forgotten. Your answer to your security questions CAN NOT be the same and CAN NOT match your password.

Question 1: What is the first name of your oldest uncle/aunt?

Answer:

Question 2: What city was your mother born?

Answer:

Question 3: What was your father's occupation when you were in high school?

Answer:

When completed, click the Continue button. This will take you into your **Account Information** screen. Here you will be able to review your bills, pay your bill, setup for recurring payments and access other account links.

# Help for Hillsborough County Public Utilities Online Account Information

## Forget Password or Change Password:

1. The forget password feature is only activated when an online profile has been established. If a profile has been established, you may update your Online Account Information by clicking on the Forget Password button. There you will be directed to a **Forget Password** screen. You be required to answer your previously selected security questions and enter your billing zip code.

### Forgot Password

This page allows a user to reset a password if it is forgotten or locked out. Users must answer all 3 security questions correctly and premise zip code in order to proceed.  
HCWRS Account Number: 1443280175

Question 1: What is the first name of your oldest uncle/aunt?  
Answer:

Question 2: What city was your mother born?  
Answer:

Question 3: What was the make/model of your first car?  
Answer:

What is the zip code of the mailing address?

**Tip:** Be sure to enter your billing zip code. This is often overlooked and will cause an error message.

2. Once completed, click on the Continue button. This will take you to the **Change Password** screen. Here you will be asked to setup a new password.

### Change Password

HCWRS Account Number: 1443280175

Password must be eight characters. 1 upper case, 1 lower case, 1 number and 1 special character (!@#\$%^&\*)

New Password:

Confirm Password:

### Tips:

- Cannot be a previously used password.
- Passwords must be at 8 characters. 1 upper case, 1 lower case, 1 number and 1 special character.
- Your password special character must be one of the following: ! @ # \$ % ^ & \* All other keyboard characters are invalid.
- Some Web Browsers may have user features that save data history which may remember your old access links and password. You may need to clear and/or manually enter new information.
- After 5 unsuccessful password attempts, your access is temporarily locked out. You may contact us to assist in resetting your password or by default, the temporary lock password function does unlock after 20 minutes and you may try again with the correct password.

When completed, click continue and you will be directed to your **Account Information** screen. Standard services such as bill views, payment options and other account links are now available to you.