

# RedConnect Frequently Asked Questions

## ***What is RedConnect?***

RedConnect is a web-based service that provides you real-time 24/7 access to your City of Redlands municipal services account information. RedConnect enables you to view the most commonly sought after account information, such as your account balance, water consumption and service order history. You may also request a payment extension, sign up for e-billing or make a payment using Western Union's Speedpay service.

## ***What information do I need to register for RedConnect?***

To make signing up easier, please have the following information handy:

- Your City of Redlands municipal services account number (can be found in the upper right hand corner of your bill)
- Your mailing address zip code
- The last four digits of the primary account holder's social security number
- A valid e-mail address

Additionally, you will be asked to create a unique Username, as well as create (and answer) a unique Secret Question/Answer. Please write these down and keep them safe.

## ***What if my social security number or mailing address zip code is not recognized by RedConnect?***

If your social security number or mailing address zip code cannot be authenticated, please contact a customer service representative at 909-798-7516 during regular business hours to have it correctly added/changed on your account.

## ***What browser requirements are necessary to use RedConnect?***

Internet Explorer 5 and higher, Firefox or Safari. Also, you must have a minimum 800x600 screen resolution.

## ***What if I forget my User Name?***

If you forget your User Name, simply click on the "Forgot your User Name?" link, located on the Customer Login screen. You will be prompted to enter your e-mail address. After successfully validating this information, you will be asked to answer your Secret Question. Your User Name will then be e-mailed to the e-mail address we have on file.

## ***What if I forget my Password?***

If you forget your Password, simply click on the "Forgot your password?" link, located on the Customer Login screen. You will be prompted to enter your Username and to answer your Secret Question. After successfully validating this information, you will be e-mailed a new, temporary Password to the e-mail address on record. (Upon re-entering RedConnect using your temporary Password, you will be prompted to create a new, permanent Password.)

***If I have a RedConnect account, will I still continue to receive a paper bill?***

Yes you will. However, by editing your RedConnect profile you can select the bill delivery method that works best for you. You can choose to receive a bill via regular mail or you can go green and eliminate a paper bill by choosing to receive your bill via e-mail.

***How secure is my municipal services account and personal information?***

Redlands uses the strongest type of encryption available to make your personal information unreadable as it passes over the Internet. We will never share your personal information for commercial purposes or with any third parties.

The City of Redlands will never send you an e-mail requesting you to validate your personal information. We will never ask you to update your social security number, date of birth, driver's license number, or other sensitive information via e-mail.