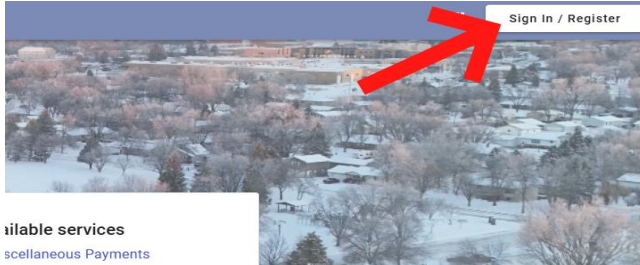


To create your portal account, please scan the QR code or visit our website <https://www.watertownmu.com> and click “My Account” in the top right corner.

Please note you will need your account number and last payment amount before proceeding.

1. Click the “Sign In / Register” button located in the top right corner of the page:



2. From the “Sign in to community access...” page, create an account by clicking “Create an Account” at the bottom.

Sign in to community access services for Watertown Municipal Utilities.

Email address

Keep me signed in

Next

OR



[Unlock account?](#)

[Help](#)

Create an account

3. Fill out the necessary information including Email, First/Last Name, Phone, and a password then click “Sign Up”

Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone

Optional

Password requirements:

× At least 8 characters

× A lowercase letter

× An uppercase letter

× A number

✓ No parts of your username

Password

Sign up

4. You will need to verify your email account by entering a code sent to your email. Enter the code and click “Verify”.

Verify with your email

We sent an email to .com.

Enter the verification code in the text box.

Enter Code

Verify

5. Once your email is verified, you may set up additional security methods by requiring 2-Factor Authentication to access your account. This step is **optional**, you can click “Continue” if you do not wish to set up additional security.

Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

Optional

Google Authenticator

Enter a temporary code generated from the Google Authenticator app.

Set up →



Okta Verify

Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity

Set up →

Phone

Verify with a code sent to your phone

Set up →

Continue

6. Scroll to the bottom of the web page and click the “Add to my services”

Additional links

Add to my services

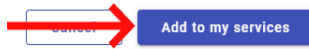
7. Agree to add Watertown Municipal Utilities Services to your account by clicking “Add Services”



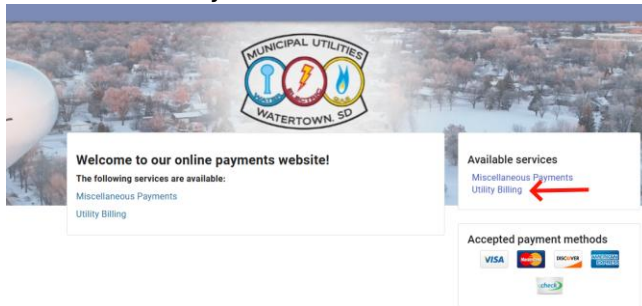
Add to my services

Adding Watertown Municipal Utilities, SD to my services allows you to access online services for Watertown Municipal Utilities, SD that require membership. If you choose to add Watertown Municipal Utilities, SD to my services, you agree to the terms and conditions of the online services site and will see Watertown Municipal Utilities, SD in your my services list.

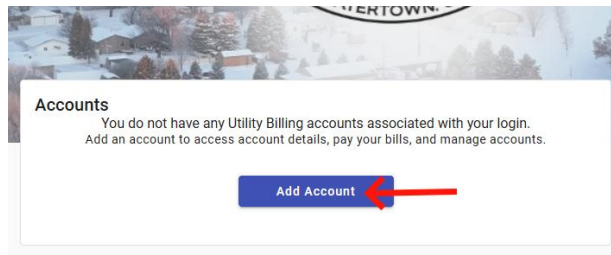
Do you want to add Watertown Municipal Utilities, SD to my services?



8. Now that you have an account, click the “Utility Billing” button to attach your Utility Account with your user account.

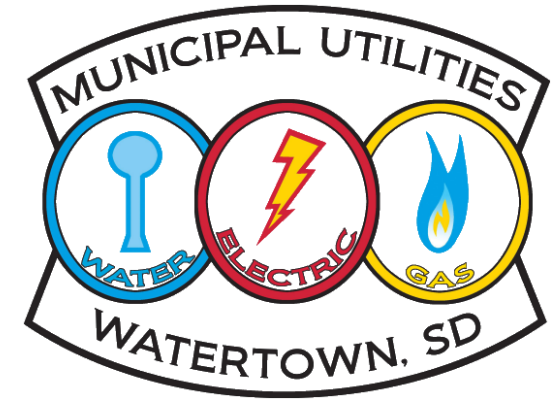
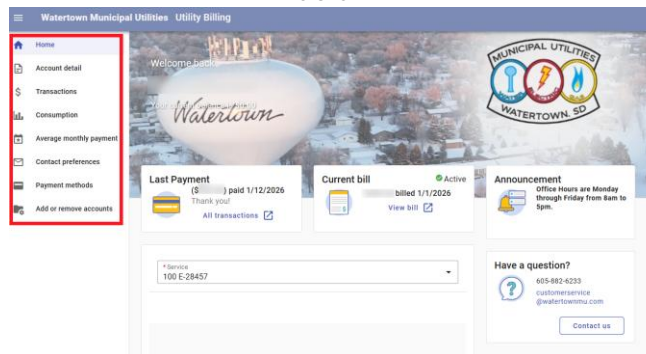


9. Click the “Add Account” button

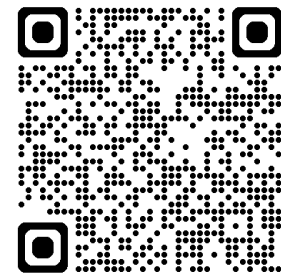


10. In the “Let’s find your account” box, enter your **FULL account number including any zeros and dashes, and your last payment amount.** Then click “Add Account”.

11. Once completed, you can now view your bill history, make payments, and view your account detail.



2026 Customer Portal Signup Instructions



Scan to visit our new Customer Portal



Need assistance? Please contact our Customer Service Department at 605-882-6233 (Option 3)