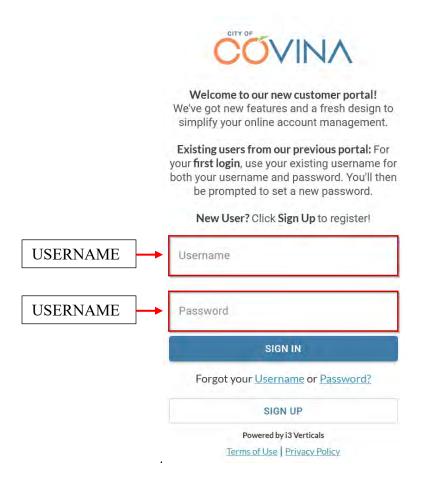# First Time Sign in for Existing Users

Please visit the following link to access your new customer portal:

https://uvpayment-covina.avr-cloud.com/#/sign-in

For your **first login**, enter your existing ==*username*== for ==**both**== your username and password from the previous portal.

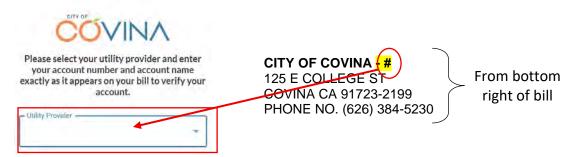**Please refer to the sample screen on the next page as a guide to help you complete the registration process.**

First Time Sign in for Existing Users (Cont.)

To complete your **first-time sign-in**, the portal uses **three validation and verification points of reference** for security purposes.

Please refer to the sample screen below as a guide to help you complete the registration process.

1. **Select your District** (on the Utility Provider drop-down menu, will be a number 1-10. You will find this on the bottom right of your bill.

CITY OF COVINA - #
125 E COLLEGE ST
COVINA CA 91723-2199
PHONE NO. (626) 384-5230

From bottom right of bill

2. **Entire Account Number:** (15 Digit Account Number on the Account bill statement, including any dashes). You will find this at the top right of your bill.

MAKE CHECK PAYABLE TO:		SERVICE ADDRESS		ACCOUNT NUMBER
				XXXXX-XXXXXXXXXX
	SERVICE PERIOD	FROM	TO	BILLING DATE

3. **Name on the account:** Enter your name *exactly* as it appears on your bill including any punctuation and spaces. This is found at the top of your bill. Examples: **Smith, John** OR Jane Doe **(without the comma)**

		NAME ON ACCOUNT		
MAKE CHECK PAYABLE TO:		SERVICE ADDRESS		ACCOUNT NUMBER
	SERVICE PERIOD	FROM	TO	BILLING DATE

4. You will be prompted to make a new password. Password must contain:
   a. At least 8 characters
   b. 1 upper case letter
   c. 1 number
   d. At least 1 special character from the following list: **# ? ! @ $ % ^ & + = < > ( ) _ [ ] - **
5. Confirm Password

Registration has now been completed. If you have any questions, please send an email to Water@Covinaca.gov or call (626) 384-5230.