



## **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.

A screenshot of the City of Covina sign-in portal. At the top is the City of Covina logo. Below it is a welcome message: "Welcome to our new customer portal! We've got new features and a fresh design to simplify your online account management." This is followed by instructions for existing users: "Existing users from our previous portal: For your first login, use your existing username for both your username and password. You'll then be prompted to set a new password." Below this is a link for new users: "New User? Click Sign Up to register!". The main sign-in section has two input fields. The first field is labeled "Username" and has a red box around it. A red arrow points from a box labeled "USERNAME" to this field. The second field is labeled "Password" and also has a red box around it. A red arrow points from another box labeled "USERNAME" to this field. Below the password field is a blue "SIGN IN" button. Underneath the button is a link: "Forgot your Username or Password?". At the bottom of the sign-in section is a white "SIGN UP" button. Below the sign-in section, it says "Powered by i3 Verticals" and provides links for "Terms of Use" and "Privacy Policy".

CITY OF  
**COVINA**

Welcome to our new customer portal!  
We've got new features and a fresh design to  
simplify your online account management.

Existing users from our previous portal: For  
your **first login**, use your existing username for  
both your username and password. You'll then  
be prompted to set a new password.

New User? Click **Sign Up** to register!

USERNAME → Username

USERNAME → Password

**SIGN IN**

Forgot your [Username](#) or [Password](#)?

**SIGN UP**

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[Terms of Use](#) | [Privacy Policy](#)

**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.

  
Please select your utility provider and enter your account number and account name exactly as it appears on your bill to verify your account.

Utility Provider

**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)**

MAKE CHECK PAYABLE TO:	NAME ON ACCOUNT		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@Covina.gov](mailto:Water@Covina.gov) or call (626) 384-5230.