

Web Portal Upgrades



DWSD Web Portal



- The web portal is an online website that allows DWSD customers to access account information and make payments
- The portal can be accessed on a computer, tablet, or smart phone
- The portal provides a convenient way for customers to access information and make payments without having to visit a Service Center or call in

DWSD Web Portal



Guest Pay: Anyone can make payments using an account number

Registered Users: Customers can register their account(s) and be given access to bill history, payment history, usage history, set up Payment Plan Arrangements, and establish auto pay

The image shows a screenshot of the DWSD Web Portal login and registration interface. At the top, there is a header with the DWSD logo and the text "DETROIT Water & Sewerage Department". Below the header, there are two input fields: "Email" and "Password". A blue "Sign in" button is positioned below the password field. Underneath the "Sign in" button, there is a checkbox labeled "Remember Me". Below the checkbox, there are two links: "Forgot email?" and "Forgot password?". Further down, there is a link "New User?" and a dark grey "Register Now" button. At the bottom of the form, there is a green "Guest Pay" button.

Upgrades to Web Portal



Upgrade	Description
Admin Portal	Ability for customer service representatives to reset passwords and unlock accounts
Multiple Account Payments	Users can make payments on multiple accounts at the same time without re-entering payment information
Increase General Speed	Enhancements that make loading account information faster and more convenient
Commercial Account Access	Commercial accounts will be able to assign multiple users to access account information
Landlord Tenant Account Access	Allows landlords to view current and past tenant account balances

Web Portal Goals



DWSD looks to continue to add enhancements to the web portal that make transacting business with DWSD easy and convenient

Providing self service options gives customers more options to manage their accounts on their own time without the hassle of coming in or making a phone call

Questions?