

**How to Register/Log In**

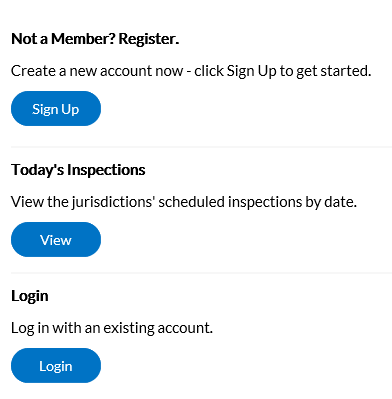
**to Bartlesville e-Services**

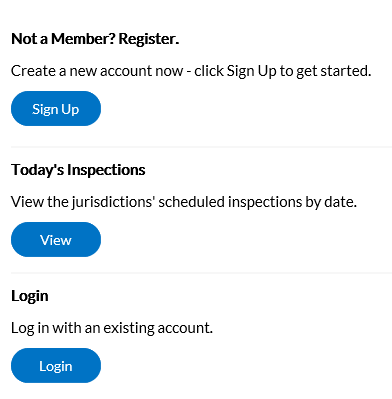
Overview

This document will take you through the steps to register or log in to the City of Bartlesville e-Services web portal for citizen self service.

# **Logging Into e-services:**

Follow the steps below to log in to Bartlesville e-Services:

1. Navigate to the following URL: <https://energovweb.cityofbartlesville.org/EnerGovProd/SelfService>
2. ****Click **Login** button.
3. Enter your **Email Address** and **Password** in the fields provided. If you do not have an **Email Address/Password** already registered with the City of Bartlesville, click on SignUp and follow the directions to register for an account.
4. Mark the **Remember me** checkbox to have the system remember your credentials.
5. Click **Log In**. e-Services validates your login and, if it is valid, opens with the functions you are authorized to access.



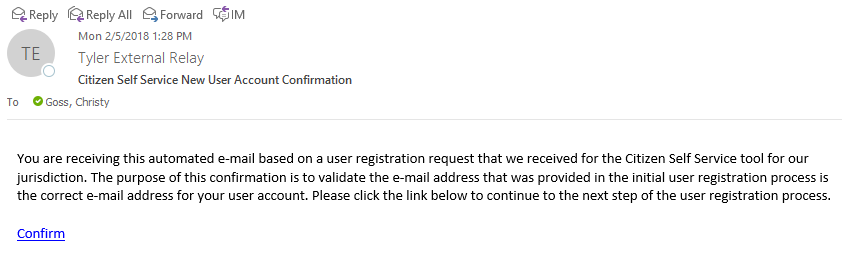
**Becoming a Registered User**

Navigate to the following URL:

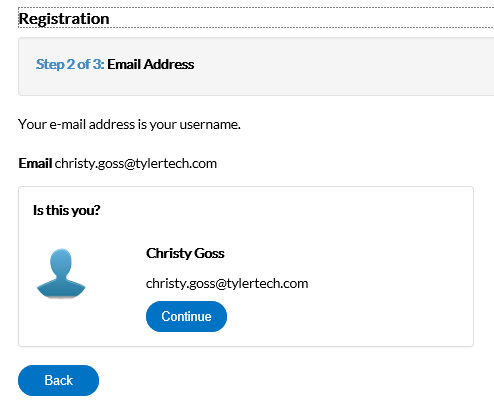
<https://energovweb.cityofbartlesville.org/EnerGovProd/SelfService>

1. Click the **Sign Up** option located in the second column on the right under the heading of **Not a Member? Register**.
2. Enter your email address.
3. You will be sent a confirmation email. Click **Confirm** in the email. This will navigate you back to the e-Services registration site.

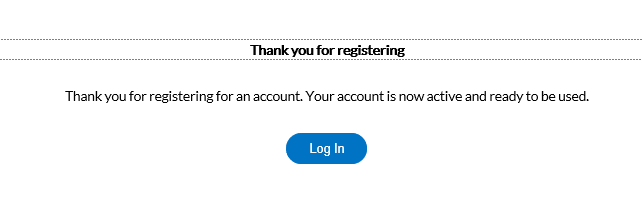
*Email Example*



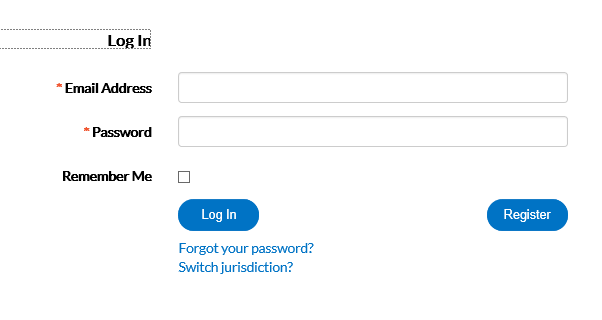
1. A confirmation of an existing contact in e-Services will show.

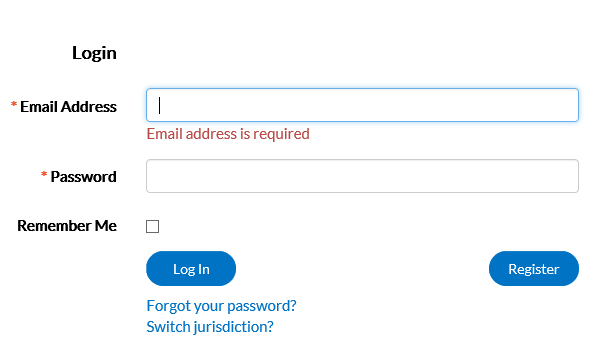


1. Click **Continue**.
2. This will prompt a Contact Information screen to appear. Fill in all information for your contact.
3. Create a Password.
4. Check the “I’m not a robot.” reCaptcha checkbox. Follow instructions for the verification.
5. Once verified, click **Submit**.
6. Another screen will appear, click **Log In**.



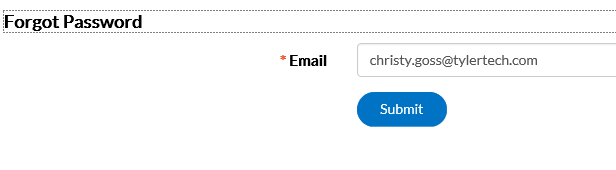
1. Log in with the credentials that you provided previously.





**Logging in as a Registered User (when the registration has been forgotten)**

1. Type in your email address into the email address field.
2. Select “**Forgot Your Password?**”.
3. The page will be redirected to a **Forgot Password** screen.
4. Click **Submit**.



1. An email will be sent to the address that was given.
2. Open the email and click **Reset**.
3. You will be redirected to an e-Services window where a new password can be entered and confirmed.