

## Registering with eTower

eTower is Waste Resources' online customer portal. First time users will need to register with either the phone number on file or the most recent invoice number.

Once you log in, you can:

- Pay your bill – You have the option to pay one bill at a time or set up recurring payments
- Confirm your collection day(s)
- Review your services

Refunds and/or credits cannot be processed online.

### eTower Home Page

The screenshot shows the top navigation bar with the Waste Resources logo and the phone number (888) 467-7600. Below the navigation bar is a login and registration section. On the left, there are input fields for 'Username:' and 'Password:', with a 'Log In' button below. A note below the password field states 'Password is case sensitive'. On the right, there are three links: 'First Time? Click here to register.', 'Forgot your password? Click here for assistance.', and 'Waiting for your confirmation email? Click here to resend.'. An orange circle highlights the 'Click here to register' link, with an arrow pointing to a callout box that says 'Click here to register a new user to eTower'.

Welcome to our Web Payment System. First time users will need to register with either the phone number on file or the most recent invoice number.

We take your privacy seriously and will take all measures to protect your personal information. We will not share your information with any third parties and all account information is kept confidential.

Once you log in, you can:

1. Pay your bill – You have the option to pay one bill at a time or set up recurring payments.
2. Confirm your collection day(s)
3. Review your services

Username can be numbers and letters. Special Characters are not allowed.

Password must be at least 7 characters, must include 1 lowercase character, 1 uppercase character, 1 special character, 1 number.

First Name

Last Name

Email

Confirm Email

User Name

Desired Password

Confirm Password

Security Question

Security Question Answer

Customer Account Number   
Leading zeros are required

Please confirm your account authenticity with either the phone number on file or last invoice number.

Phone Number

Invoice Number   
Leading zeros are required

**Create a username**  
It can be made up of numbers and letters, but cannot include any special characters

**Create a password**  
Must be at least seven characters  
Must include:

- one lowercase character
- one uppercase character
- one number

**Security question: select one**

This is a six digit number

This is a ten digit number

Other Notes

After you register one customer account, you can add additional accounts without creating additional usernames.