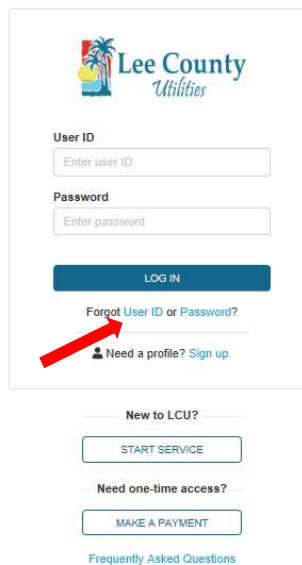


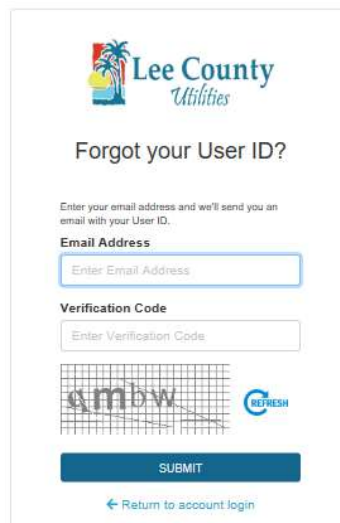


# Forgot User ID

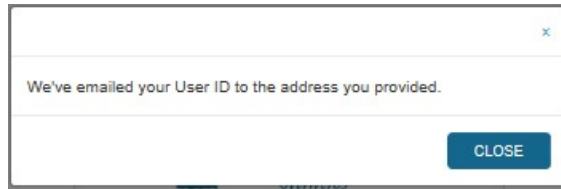
1. Go to <http://www.myutilities.leegov.com>
2. To reset your User ID click on User ID.

A screenshot of the Lee County Utilities login page. The page features the company logo at the top. Below the logo are two input fields: "User ID" with the placeholder text "Enter user ID" and "Password" with the placeholder text "Enter password". A blue "LOG IN" button is positioned below these fields. Underneath the button is a link that says "Forgot User ID or Password?" with a red arrow pointing to it. Below this link is another link that says "Need a profile? Sign up." with a small person icon. At the bottom of the page, there are three sections: "New to LCU?" with a "START SERVICE" button, "Need one-time access?" with a "MAKE A PAYMENT" button, and a link for "Frequently Asked Questions".

3. Enter your email address and the verification code from the Captcha. Then click Submit.

A screenshot of the "Forgot your User ID?" page on the Lee County Utilities website. The page features the company logo at the top. Below the logo is the heading "Forgot your User ID?". Underneath the heading is a short instruction: "Enter your email address and we'll send you an email with your User ID." Below this instruction are two input fields: "Email Address" with the placeholder text "Enter Email Address" and "Verification Code" with the placeholder text "Enter Verification Code". Below the "Verification Code" field is a CAPTCHA image showing the letters "ambw" on a grid, with a "REFRESH" button to its right. A blue "SUBMIT" button is located below the CAPTCHA. At the bottom of the page is a link that says "Return to account login" with a left-pointing arrow.

4. Click 'Close' on the pop message.



5. You will receive an email from LCU Customer Care containing your UserID.