

# FrontDesk Customer Portal and Water Bill Update

We want to take a moment to thank all Shasta CSD ratepayers for your patience and understanding as we navigate our recent software transition. We recognize that change can bring questions and uncertainties, and we're here to help.

To address some of the common questions we've received and to guide those interested in signing up for the FrontDesk customer portal, we've put together a guide below.

Our dedicated team is working hard to ensure a smooth and seamless experience for our customers. If you have any questions or need assistance, please don't hesitate to reach out.

## Frequently asked questions

- **Q: Do I have to sign up for FrontDesk to pay my water bill?**  
**A: No**, signing up for the District's new FrontDesk public portal is optional.
- **Q: Can I still pay with a check?**  
**A: Yes**, the District still accepts checks, cash, money orders, and bill payments from customers' banks as methods of payment with no service charges.
- **Q: Will I still get my water bill mailed to me?**  
**A: Yes**, paper water invoices will still be mailed to customers unless they choose paperless billing.
- **Q: If I was previously enrolled in ACH, do I need to sign up again?**  
**A: No**, if you were previously enrolled in ACH with the District before we switched software your payment method remains ACH. If you do not want to be enrolled in ACH any longer, contact our office or you can change your payment preference on your FrontDesk portal if you have created one.

## Signing up for FrontDesk

- To sign up with FrontDesk, please visit <https://shastacsd.frontdeskworks.com> or visit [www.shastacsd.org](http://www.shastacsd.org) and choose bill payment.
- When signing up for FrontDesk portal, **the customer will need to create a new account**, the old sign-in credentials from our previous online bill pay portal will not work. See the following steps to create an account:
  1. **Account Status:** You will be asked if you are already receiving Utility Bills. Make sure to click **Yes** and proceed to enter your Utility Account Number and the address where the service is located.  
Note: If you were previously enrolled in automatic payments, you will need to verify the payment information on file.
  2. **Account Info.** In this section, you will be asked to confirm the Account Information is correct.
  3. **Finish Sign-Up.** To finish the account, enter your personal information including:
    - A. Account Type: Citizen or Business
    - B. Name (middle name not required)

**C.** Email Address

**D.** Phone Number (not required)

**E.** Password

After clicking **Create Account**, you will receive an email to verify your email address. Once you click the verification link in your email, you can now log in and begin using FrontDesk!

**Please note that once you have created a portal account it will automatically enroll you in paperless billing! If you prefer to receive paper statements, please choose that option from your portal.**