



Crystal Springs Account Activation and Maintenance

If you have not already set up an online account for Crystal Springs, please do the following:

Launch your web browser Internet Explorer  or FireFox 

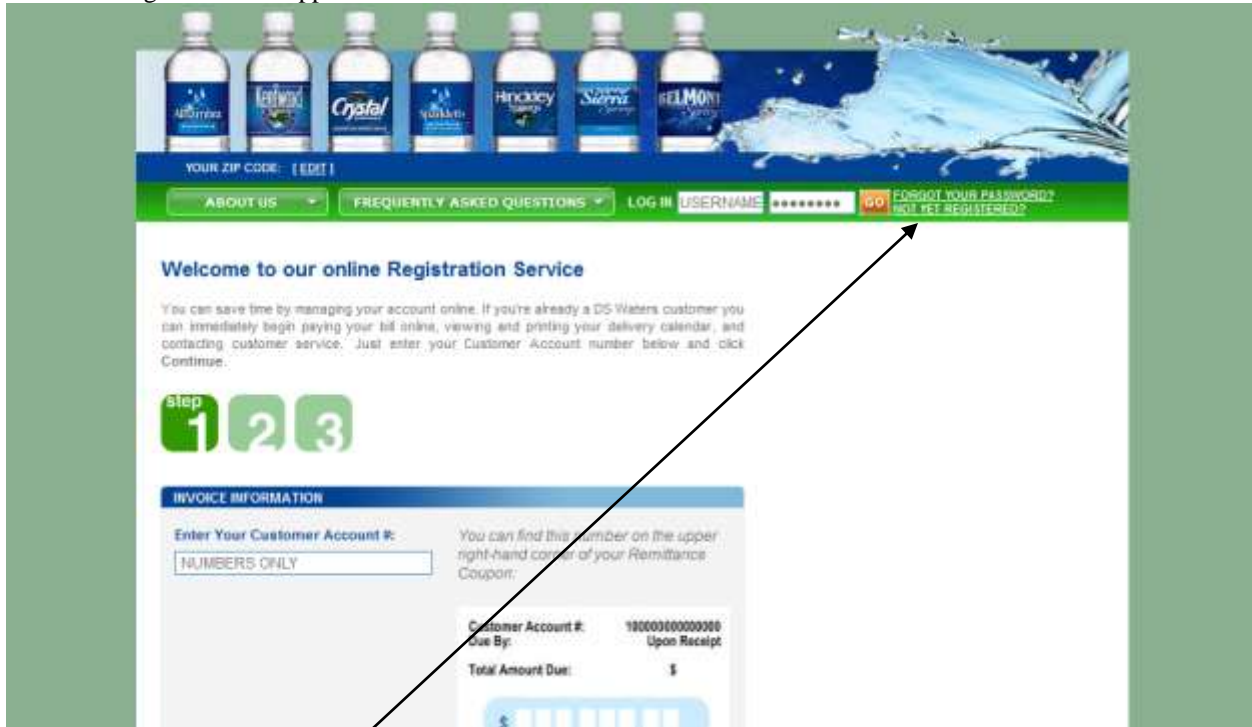
Type in the following url: <http://www.water.com/>

The following screen will be displayed:



Click on My Account/Forgot Password

The following screen will appear:



Click on Not Yet Registered

The following screen will display:

YOUR ZIP CODE: [EDIT]

ABOUT US FREQUENTLY ASKED QUESTIONS LOG IN USERNAME ***** GO FORGOT YOUR PASSWORD? NOT YET REGISTERED

Welcome to our online Registration Service

You can save time by managing your account online. If you're already a DS-Waters customer you can immediately begin paying your bill online, viewing and printing your delivery calendar, and contacting customer service. Just enter your Customer Account number below and click Continue.

step 1 2 3

INVOICE INFORMATION

Enter Your Customer Account #: NUMBERS ONLY

You can find this number on the upper right-hand corner of your Remittance Coupon:

Customer Account #: 18060000000000
Due By: Upon Receipt
Total Amount Due: \$

CANCEL CONTINUE

GO HOME CONTACT US TERMS & CONDITIONS / PRIVACY POLICY

From your Crystal Springs Statement or from your water delivery schedule calendar, enter your customer Account number. If pulling the information from your Crystal Springs statement, enter the entire customer number starting with 1179635. If pulling the information from your water delivery schedule calendar, enter 1179635 and then the number on the top of your calendar.

Click Continue

The following screen will be displayed:

Please fill out the information below and click Continue. If you need to edit your information please click on the Back button to return to the previous page.

1 **2** **3** ^{step}

PERSONAL INFORMATION

* Indicates Required Field

Invoice Number: 11796356702158

Customer Name: LEHIGH UNIVERSITY

* Contact First Name: * Last Name:

* Contact Phone Number: -

* Email Address:

* Create A Username:

Username Restrictions: Username must be at least 5 characters long.

* Create A Password:

Password Restrictions: Passwords must be between 6 to 20 characters long.

* Confirm Password:

PASSWORD REMINDER QUESTIONS

* Select question: WHAT IS YOUR FAVORITE MOVIE? ▼

* Answer:

Fill out and complete all required fields (*)

Click Continue

A screen similar to the following will be displayed:

Please Review the information below and click REGISTER NOW. If you need to edit your information please click on the Back button to return to the previous page.

1 **2** **3** ^{step}

PERSONAL INFORMATION

Invoice Number: 11796356702158

Customer Name: LEHIGH UNIVERSITY

Contact First Name: BRENDA Last Name: BACHMAN

Contact Phone Number: 610 - 7583286

Email Address: BKB204@LEHIGH.EDU

Create A Username: BBACHMAN

Create A Password: *****

Password Restrictions: Passwords must be between 6 to 20 characters long.

Confirm Password: *****

PASSWORD REMINDER QUESTIONS

Select question: WHAT IS YOUR PETS NAME?

Answer:

I have read and understand the [Terms and Conditions](#) for using the website and using the online account management features.

Click the checkbox beside "I have read and understand the Terms and Conditions"

Click Register Now

The following screen will appear:

Just click **MANAGE MY ACCOUNT NOW** to login and begin using the site. A confirmation email has been sent to the email address you entered for registration. Please save the email for future reference of your username and password hint answer

1 2 3

PERSONAL INFORMATION

Confirmation Number:	11796356792159
Customer Name:	LEHIGH UNIVERSITY
Email Address:	BKB254@LEHIGH.EDU
Username:	BBACHMAN

REMINDER QUESTIONS

Select question:	WHAT IS YOUR PETS NAME?
Answer:	<input type="text"/>

MANAGE MY ACCOUNT NOW

[FO HOMEL](#) [CONTACT US](#) [TERMS & CONDITIONS / PRIVACY POLICY](#)

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Click Manage My Account Now

A screen similar to the following will be displayed:

Crystal SPRINGS Purely Refreshing. Personality Delivered.™

Login User: BBACHMAN Account Number: 1179635

[ABOUT US](#) [FREQUENTLY ASKED QUESTIONS](#) [CUSTOMER SERVICE](#) [MY ACCOUNT](#) [PAYMENTS](#) [REFERRAL](#)

Welcome, BRENDA BACHMAN 12/09/2010 [LOG OUT](#)

BILLING INFORMATION

BILLING ADDRESS:

6702159 - 516 BRODHEAD AVE, BETHLEHEM, PA-18015 **SELECT**

CURRENT BALANCE: \$ 0.00* **PAY MY INVOICE**

INVOICE BALANCE: \$ 0.00 **VIEW MY LATEST INVOICE**

INVOICE DATE: 02 DEC 2010 **REGISTER NOW FOR E-INVoice**

PAYMENT DUE DATE: 02 DEC 2010

INVOICE TYPE: Mail

*Current Balance may not reflect your most recent activity

LAST PAYMENT AMOUNT: \$ 13.70

LAST PAYMENT DATE: 01 DEC 2010

DELIVERY INFORMATION

DELIVERY ADDRESS:

MOST RECENT INVOICES (Printable Version)

02 DEC 2010 **SELECT**

To view your invoices online in PDF format, you need Adobe Acrobat Reader software version 4.05 or higher. If you don't have Adobe Acrobat Reader installed on your computer, you can download it now for free.

NEWS

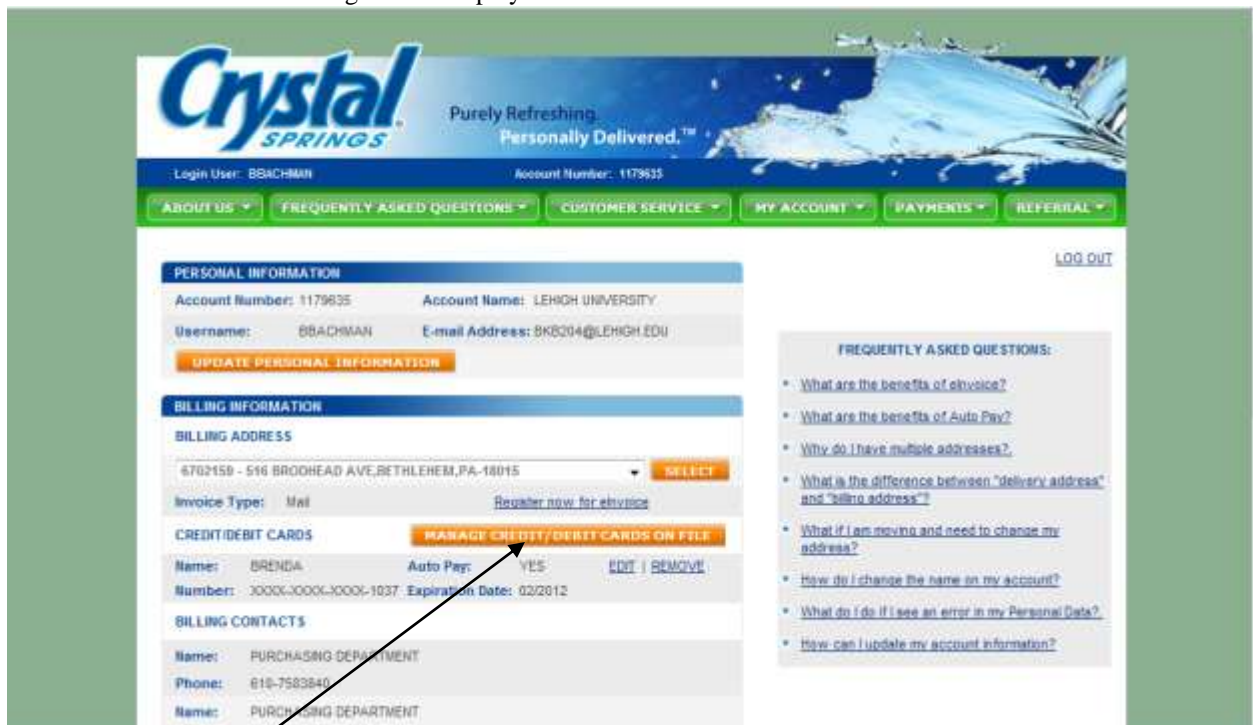
Register for Auto Pay Now
Auto Pay means one less check to write and mail each month, which makes your service even more convenient by having your credit card debited each billing period for your service. [Sign up now](#) for this great service.

Paperless billing now available
Are you tired of receiving your invoices in the mail? How about if we told you that you could receive an email notification that your invoice is ready to view online? Well now you can through e-invoice. The service is convenient and you will be

Click My Account. Click Personal Information



A screen similar to the following will be displayed:



If no credit card information appears for you or if you need to update the information, click Manage Credit/Debit Cards on file

A screen similar to the following will appear:

Change Credit/Debit Card Information

You can now update your credit/debit card information on file. Enter the new credit/debit card information below. If you do not have all the information required in the form below, please click Cancel and come back to this page later to update your preferences.

1 2

CHANGE CREDIT/DEBIT CARD INFORMATION

CUSTOMER NAME: LEHIGH UNIVERSITY

BILLING ADDRESS:
6782153 - 516 BRODHEAD AVE, BETHLEHEM, PA 18015

Use this Credit/Debit Card List

Enter a New Credit/Debit Card Number

Do not use dashes or spaces when entering credit/debit card number.

We currently accept: Visa®, MasterCard®, Discover®, or American Express®

* Card Holder Name:

* Exp Date: /

* Card Nick Name:

Please Enter the Credit/Debit Card Billing Address Information

* Street Address:

* Zip Code:

Sign up this card for Auto Pay. [Click Here to read Terms And Conditions.](#)

CURRENT AUTO PAY INFORMATION

You currently have the following credit/debit card as an Auto Pay credit/debit card on file with us.

Card Nick Name: Brenda
Card Number: XXXXXXXX - 1037
Exp Date: 02/12
Card Holder Name: LEHIGH UNIVERSITY
Billing Address: 516 BRODHEAD AVE 18015

You can change the Auto Pay credit card by selecting the Auto Pay option on the new credit/debit card.

Complete the required fields (*). If you have a card on file, click the drop down menu to select it so you can update the information

Click Continue

A screen similar to the following will be displayed:

Review Credit/Debit Card Information

Please review your information and click Continue to go save your changes and click on the Back button to edit the credit/debit card information.

1 2

CHANGE CREDIT/DEBIT CARD INFORMATION

Customer Name: LEHIGH UNIVERSITY

Billing Address: 516 BRODHEAD AVE
BETHLEHEM, PA 18015

Card Type: VISA Exp Date: 02/2012

Card Number: XXXX-XXXX-XXXX-1037

Card Holder Name: LEHIGH UNIVERSITY

Card Nick Name: BRENDA

Card Street Address: 516 BRODHEAD AVE

Card Zip Code: 18015

Auto Pay: YES

CURRENT AUTO PAY INFORMATION

You currently have the following credit/debit card as an Auto Pay credit/debit card on file with us.

Card Nick Name: Brenda
Card Number: XXXXXXXX - 1037
Exp Date: 02/12
Card Holder Name: LEHIGH UNIVERSITY
Billing Address: 516 BRODHEAD AVE 18015

You can change the Auto Pay credit/debit card by selecting the Auto Pay option on the new credit/debit card.

Click Continue

Click Continue

Click Return to My Account Page

The following screen will be displayed:

When complete with your review and update, click Log Out