

CitraNet Supplier and Hauler Subscription Renewal *e-Gov* Service Center New User's Guide

Registering as a New *e-Gov* Customer

Before using this service, you must first register with the *e-Gov* Service Center to establish your customer account. This account is not linked to your CitraNet Account, it simply establishes you as an *e-Gov* customer, which in turn allows you to conduct any of the transactions that are available by our Agency on-line.

1. To register as a new customer, click on the **CitraNet/Haulers Subscription** link from the main menu. This will bring up the screen where you must enter in your customer information such as name and e-mail address. Once, you have completed the Customer Registration information, click on **Submit**.

Note: The e-mail address you provide will be the same address that you will receive your transaction confirmations and Citranet Account information.

2. Once you have submitted your customer registration information, on the next screen, you will be shown your *e-Gov* Pin#.

Note: You will also receive your *e-Gov* Pin# at the e-mail address you provided when registering for your *e-Gov* account. It is important that you retain this information so that you will be able to login to the *e-Gov* Service Center in the future.

Renewing your CitraNet Supplier or Hauler Subscription

Once you have successfully logged into the *e-Gov* Service Center, you are now ready to start the process of renewing your CitraNet Subscription.

Note: Before continuing on, remember that you **MUST** know your CitraNet Supplier or Hauler User Account Log-In information from the **previous** season in order to complete your subscription renewal on-line. Otherwise, you may download the necessary application forms at www.citranet.net and by selecting the [CitraNet Downloads](#) Link.

1. Click on Renew, and select the type of subscription you are renewing by clicking on **Supplier** or **Hauler**.
2. Enter in the previous seasons **Supplier ID**, **User ID** and **Password** or the **Hauler ID** and **Password** and click on **Continue**.
3. If you have entered in the correct account information from the previous season, you will now see the "CitraNet Subscription Renewal Requirements" screen. Click on **Continue**.

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Renewing your CitraNet Supplier or Hauler Subscription (cont.)

4. You should now see the "CitraNet Subscription Renewal Data Entry" screen. This is where you may update your existing information on file and/or complete any fields that are mandatory. If your information needs to be updated, click on **Edit Details** and make the necessary updates. When you have finished updating your information, click on **Add to Cart**. If all existing information is correct, simply click on **Add to Cart**.
5. If you would like to renew additional subscriptions at this time, you make continue to shop by clicking on the **CitraNet/Haulers Subscription** link and following steps 1 thru 4 in this section. Once you have completed your shopping, you will notice that you have a Shopping Cart in the upper right hand corner of your screen showing the items that you have added to your cart. You may click on "View all Shopping Cart Details" if you would like to review your subscription details that you have added to your cart, otherwise click on **Check Out** to continue with your transaction.
6. You will now be asked for your Credit Card information necessary to process your subscription(s) renewal request. Currently our Agency accepts MASTERCARD and VISA Credit Cards.
7. Upon approval a **FDACS e-Gov Center Confirmation Page** will appear with your shopping transaction details. Please print this for your records. You will also receive a copy of this confirmation via e-mail.
8. You will then receive your Supplier or Hauler account information for the new season via e-mail, upon approval of the Technical Section in Winter Haven within (1) to (3) business days.