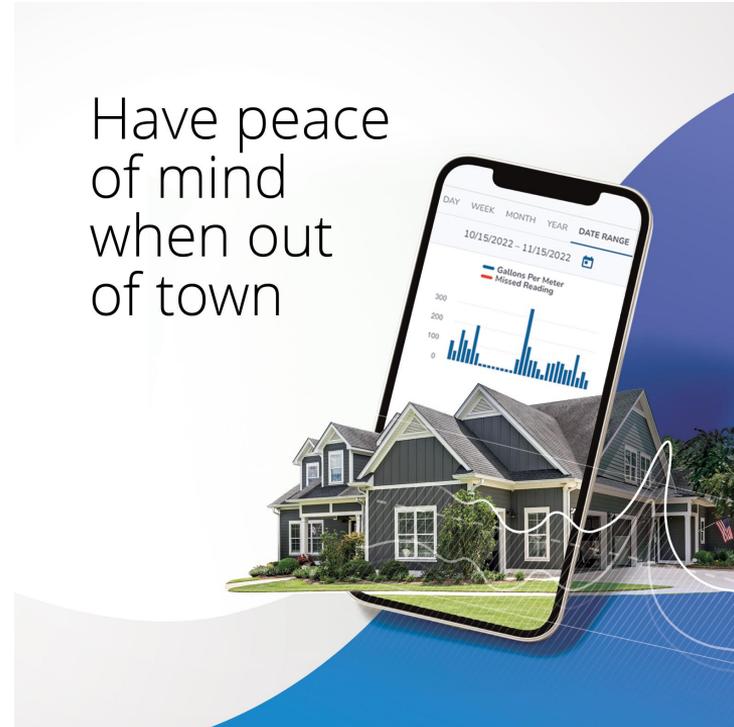


How to Register Your Account

- Neptune My360 is an easy-to-use Consumer Portal which provides consumers with a convenient, proactive way to monitor their own water consumption 24/7.
- Users can set water thresholds and out-of-town alerts for greater peace of mind.
- Neptune My360 is web-based to work on all devices (laptop, tablet & mobile devices) and is always up-to-date
- Monitor multiple properties from one account



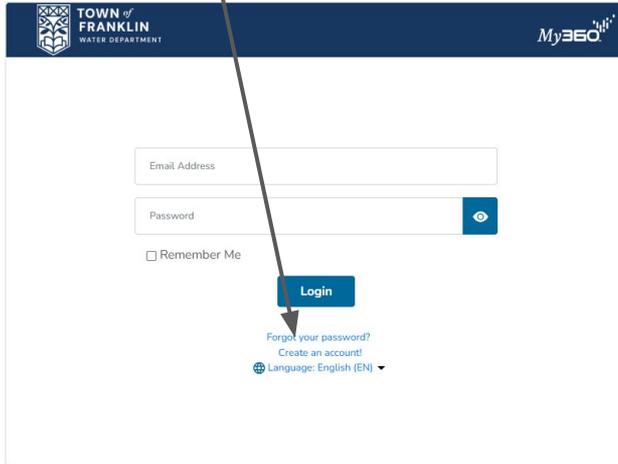
Have peace
of mind
when out
of town



STEP 1: Create your account – PART 1

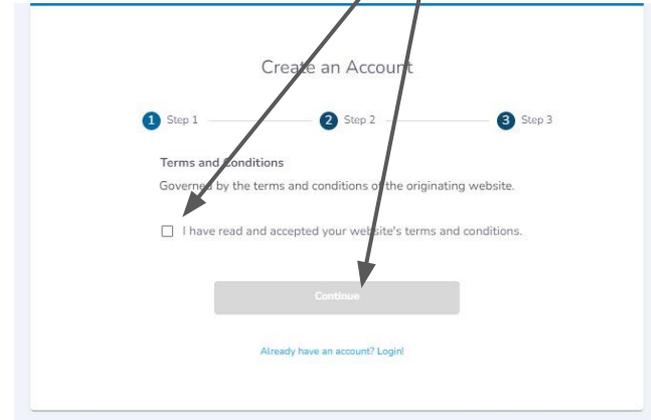
Enter the URL: <https://FranklinMA.my360-app.com>

Click the “Create my account” button at the bottom of the box



The screenshot shows the login page for the TOWN of FRANKLIN WATER DEPARTMENT My360 app. It features a dark blue header with the town logo and the My360 logo. Below the header, there are two input fields: "Email Address" and "Password" (with a toggle eye icon). A "Remember Me" checkbox is located below the password field. A blue "Login" button is positioned below the "Remember Me" checkbox. At the bottom of the form, there are three links: "Forgot your password?", "Create an account!", and "Language: English (EN)" with a dropdown arrow. A black arrow points from the text above to the "Create an account!" link.

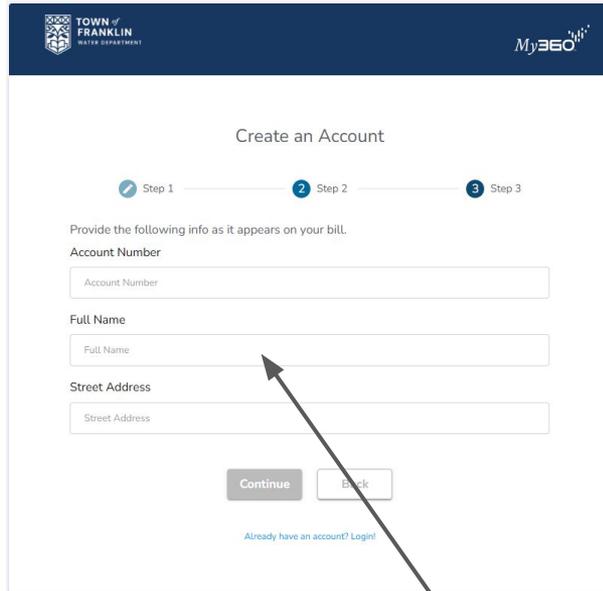
On the next screen, click the “I have read and accepted the terms & conditions” then click “Continue”



The screenshot shows the "Create an Account" screen. At the top, it says "Create an Account" and has a progress indicator with three steps: "1 Step 1", "2 Step 2", and "3 Step 3". Below the progress indicator, there is a section titled "Terms and Conditions" with the text "Governed by the terms and conditions of the originating website." Below this, there is a checkbox labeled "I have read and accepted your website's terms and conditions." At the bottom of the form, there is a grey "Continue" button. Below the button, there is a link: "Already have an account? Login". Two black arrows point from the text above to the checkbox and the "Continue" button.

STEP 1: Create your account – PART 2

Enter the account number and either full name or street address(exactly as it is written on your water bill!)



TOWN of FRANKLIN
WATER DEPARTMENT

My360

Create an Account

Step 1 Step 2 Step 3

Provide the following info as it appears on your bill.

Account Number

Full Name

Street Address

[Already have an account? Login!](#)

SAMPLE WATER BILL



Town of Franklin
355 East Central Street
Franklin, MA 02038

Acct# 012345

UTILITY BILL
Customer Copy
Keep this portion for your records

Customer		Service Address		
JANE DOE		257 FISHER ST		
Bill Number	Bill Date	Customer Number	Account Number	Due Date
835186	02/10/2026	69919	012345	03/12/2026

Your account number, service address, and full name can be found at the top and bottom of your water bill.

Enter the information then press "Continue"

IMPORTANT NOTE

You must enter the address and/or the name exactly as it appears on your bill.
For example typing "North Main Street" instead of "North Main St". If "Smith, Jane" is the billing full name, "Jane Smith" will return an error.

STEP 1: Create your account – PART 3

TOWN of FRANKLIN
WATER & SEWER SERVICES

My360

Create an Account

Step 1 — Step 2 — **Step 3**

Upon completion of the Registration, you will receive an email with a link to set up your password.

Email

Select and Answer 3 Security Questions

Select and Answer 3 Security Questions

What is the name of your favorite pet?

What high school did you attend?

What is your mother's maiden name?

Preferred Language

Select Your Preferred Language

[Sign Up](#) [Back](#)

[Already have an account? Login!](#)

Enter the email address that you want to be associated with this account. This email will receive all system notifications and will also be used as your User ID

Next, select and answer three security questions.

Click on the “Select and Answer 3 Security Questions” drop down three times to select the three questions.

Make sure you remember your answers – if you forget your password you would need to answer one of these questions to unlock your account

Finally, select your Preferred Language

STEP 2: Create your password – PART 1



After you have created your account, you will receive an email with a link to set up your password and complete the registration process

The link will be available for 24 hours

Franklin, Town Of Consumer Portal New User Registration

Hi Franklin, Town Of Portal User,

Thank you for creating your Water Utility Consumer Portal account! If you did not make the request, please ignore this email.

Use the following link to create a password and complete the registration process: [Complete Registration](#) (This link will expire in 24 hours.)

Thank you,

Franklin, Town Of



Click this link to set up your password and complete registration

STEP 2: Create your password – PART 2

After clicking on the “Complete Registration” link in your email, you will be directed to a new page to create a password

Enter your desired password (following the security requirements on the left side of the screen) and then click “Submit”

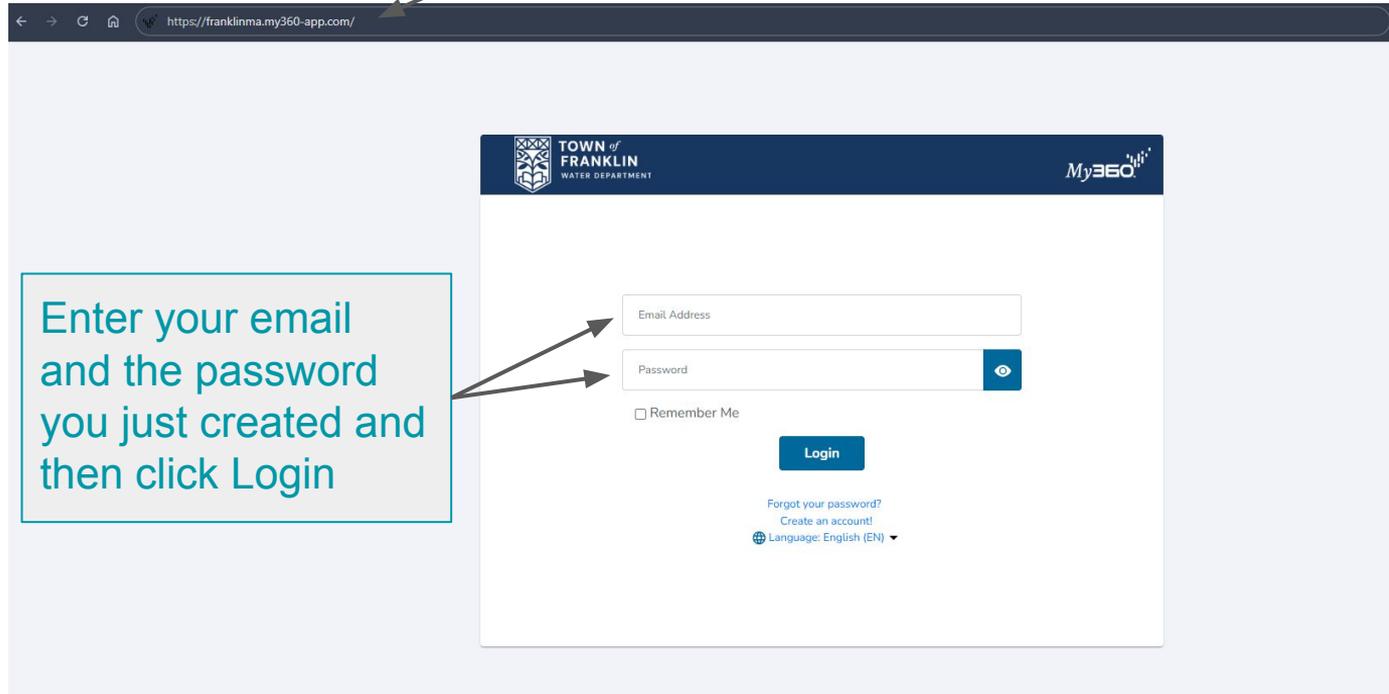
Enter New Password

Your new password must meet the minimum security requirements:

- A minimum of 10 characters
- An uppercase letter
- A lowercase letter
- A number
- A special character from this list - ? ! @ # ^ \$ % & * ()
- May not contain \ / < > + - or blank spaces
- May not reuse any of the last four passwords

STEP 3: Login to your Consumer Water Portal

Enter the URL: <https://FranklinMA.my360-app.com> in your browser to return to the login page



The screenshot shows a web browser window with the address bar containing the URL <https://franklinma.my360-app.com/>. The page header features the Town of Franklin Water Department logo on the left and the My360 logo on the right. The main content area contains a login form with the following elements:

- An "Email Address" input field.
- A "Password" input field with a toggle icon on the right.
- A checkbox labeled "Remember Me".
- A blue "Login" button.
- Links for "Forgot your password?" and "Create an account!".
- A language selector showing "Language: English (EN)".

A callout box on the left side of the page contains the text: "Enter your email and the password you just created and then click Login". Two arrows point from this box to the "Email Address" and "Password" input fields. Another arrow points from the text above to the browser's address bar.



TOWN *of*
FRANKLIN
MASSACHUSETTS