



CITIZEN PORTAL USER GUIDE

Version 4 – July 2023

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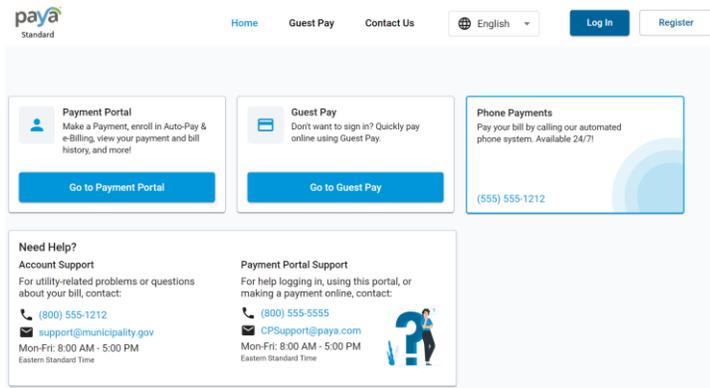
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UTILITYCONNECT HOME PAGE

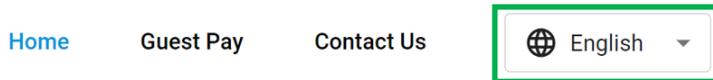
This is what citizens will see when they first click on the UtilityConnect pay link.



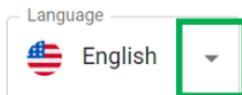
CHANGING LANGUAGE OF CHOICE

CITIZENS HAVE THE OPTION OF WHAT LANGUAGE THEY WOULD LIKE THE PORTAL SCREENS TO DISPLAY IN. WE HAVE ENGLISH AND SPANISH AVAILABLE.

1. Locate the **Language** option at the top right corner of the Home Page.



2. Click the arrow to display Language selections.



3. Select the Language of your choice.

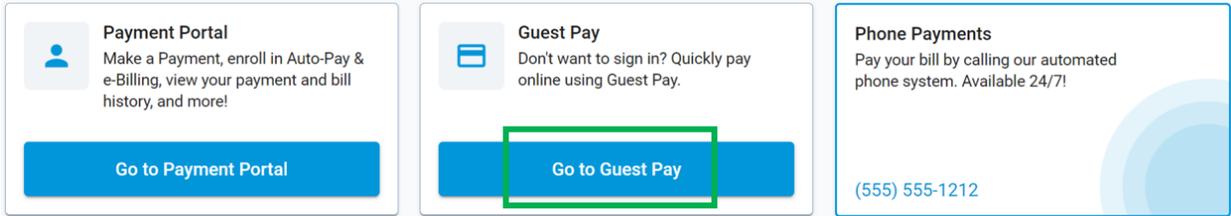


Portal is now shown in language selected.

GUEST PAY

ALLOWS THE CITIZEN TO MAKE A ONE-TIME PAYMENT WITHOUT BEING LOGGED INTO THE PORTAL.

1. Select **Guest Pay** from the Home Screen. You are prompted with fields to authenticate yourself so your billing information can be pulled up.



2. Enter Account Number; Enter Zip Code, click **Search For My Account**. If your credentials match, you are taken to the Guest Pay page where your billing information is displayed. If not, you are asked to rekey the information.

Guest Pay

Please enter the information below to retrieve your bill.
 If you have difficulty locating your account number, please call (800) 555-5555 for assistance.

Account Number

Zip Code

Search for My Account

Have questions about your bill? Contact customer support at (800) 555-1212.

3. The page now displays your Service Address and current amount due, along with ability to make a payment.
4. Enter the amount you would like to pay in **Payment Amount**. *Please note* – this amount does not have to be the Amount Due, we accept custom payment amounts.

The Convenience Fee is displayed and added to the Total Amount.

5. The citizen now selects his Payment Method. This can be either a Credit Card or an ACH Transfer.
 - Credit Card – enter all Credit Card Information
 - ACH Transfer – enter all Banking Information

6. Once the form is completed, the citizen can then select **Pay Now**.

The screenshot shows a payment interface with several sections:

- Service Address:** Account Number: 123456
- My Current Bill:** Overdue. Description: City of Cocoa. Due by: Sat, 11/05/22. Amount due: \$1722.50
- Enter Payment Amount:** Payment Amount: \$ 1722.50
- Selected Payment Amount:** \$1722.50
- Convenience Fee:** \$51.50
- Total Amount:** \$1774.00
- Select Payment Method:** Credit/Debit Card (selected), Bank Account
- Payment Fields:** Card Holder Name, Credit Card Number, Exp. Month, Exp. Year, CVV, Zip Code
- Pay Now:** A green button to complete the payment.

Green boxes and arrows indicate the following steps:

- STEP 4:** Points to the 'Enter Payment Amount' field.
- STEP 5:** Points to the 'Credit/Debit Card' selection.
- STEP 6:** Points to the 'Pay Now' button.

NOTE: By selecting **Pay Now**, the citizen is confirming the following, as defined in the window below the **Pay Now** button:

⚠ Do not refresh the page or click the Back button while your payment is processing. Doing so may result in your payment being processed twice.

By clicking **Pay Now**, you confirm that you have read, understand, and agree to the Paya [Terms & Conditions](#) and [Privacy Statement](#).

By clicking **Pay Now**, I agree to the charges and understand that the payment cannot be cancelled and the transaction will be settled the next business day.

If you believe there is an error in your transaction, please contact us at (657) 876-9798.

7. Once the payment has been processed it will bring you to the Confirmation screen. You will then have the ability to add an email address or phone number to receive an email or text confirmation receipt if you do not already have one listed in the Portal.

The screenshot shows a confirmation screen with the following elements:

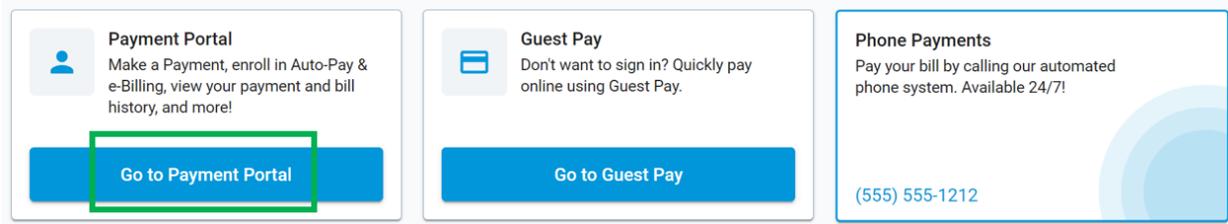
- Payment Received:** Status with a green checkmark.
- Confirmation:** M405ABYVR
- Total:** \$50.00
- Payment Method:** CC
- Email me a receipt:** Input field for Email address and a Send Receipt button.
- Text me a receipt:** Input field for Phone number and a Send Receipt button.

A green box and arrow point to the Confirmation details.

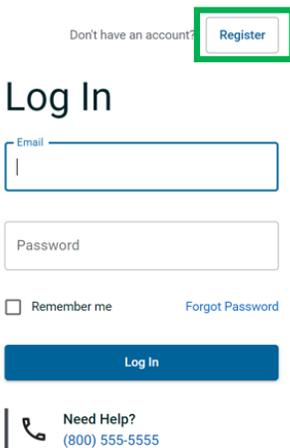
REGISTER FOR A PORTAL ACCOUNT

REGISTERING FOR A PORTAL ACCOUNT IS EASY, YOU ONLY NEED YOUR ACCOUNT NUMBER AND ZIP CODE.

1. From the Home Page, click on [Go to Payment Portal](#)

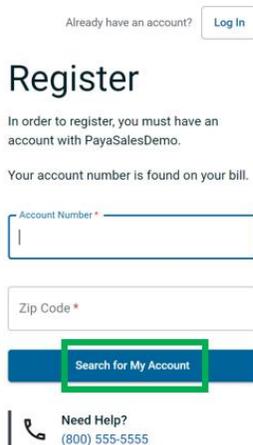


2. You are presented with the Log In window. At the top of the window is a register link. Click [Register](#).



Type in your Account Number and Zip Code.

3. Click on [Search for My Account](#).



The Service Location is displayed. Click **Yes, Next Step**.

Register

Service Address Email & Password

Is this your correct service address?

456 Maple Street, Sunrise FL 54
321

Need Help?
(800) 555-5555

If your account was not found, either re-enter it, or call **the municipality for support**.

4. You are now presented with the login creation, where email address and password is required. If there was an email address associated with your account, it is displayed. Please type in email address and password. Please ensure you follow all password requirements, by ensuring each requirement is checked.

Sign Up

Email

Password

Confirm Password

12 characters 1 number

1 lowercase 1 uppercase

1 special character

I've read and agree to the [Terms & Conditions](#) and [Privacy Policy](#)

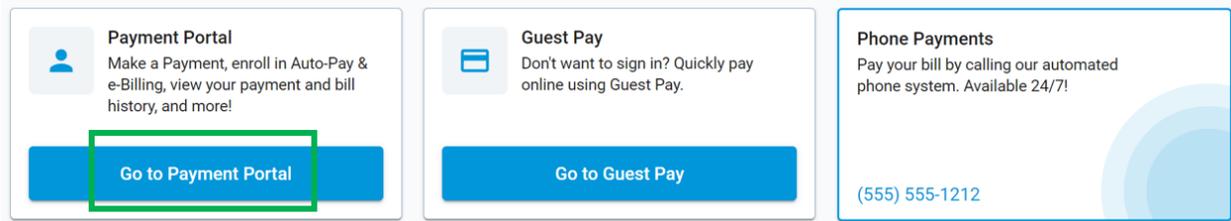
Password Requirements

5. Click **Send Email Verification**.
6. An email is sent to the email address defined, with a link to click on to verify your email address. Please note – check your Spam Folder if you're not finding the email. You will not be able to access your account until you verify your email.
7. Then you will need to go to the log in page to log into the Portal account.

LOGGING IN

LOGIN TO YOUR PORTAL ACCOUNT FROM EITHER THE PAYMENT PORTAL OR PROFILE LINK.

Logging in from the Payment Portal

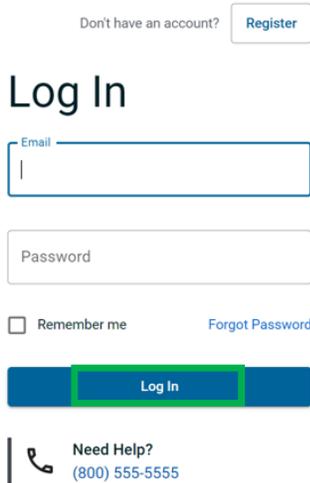


Logging in from the Profile button



The Log In Window is displayed.

1. Enter your Email Address and Password
2. Click [Log In](#)



Resetting Your Password

If you forgot your password, you can easily reset it in the Portal.

1. Click [Forgot Password](#)
2. Enter the Email Address associated with your Portal account
3. Click [Send Instructions](#)

Reset Password

Enter the email associated with your account and we'll send instructions to reset your password.

Email

[Send Instructions](#)

An email is then sent, with a link to reset your password. Once you receive that email, click on the [Create New Password](#) link provided. *NOTE: Be sure to check your Spam folder for the email.*

4. Enter your new Password. *NOTE: As each of the password requirements are fulfilled, a check mark will appear. All requirements must be checked before the new Password will be accepted.*

Create A New Password

Password

Confirm Password

12 characters 1 number
 1 lowercase 1 uppercase
 1 special character

Password Requirements

5. Once the new Password meets all requirements, and is re-typed as confirmation, click [Save New Password](#).

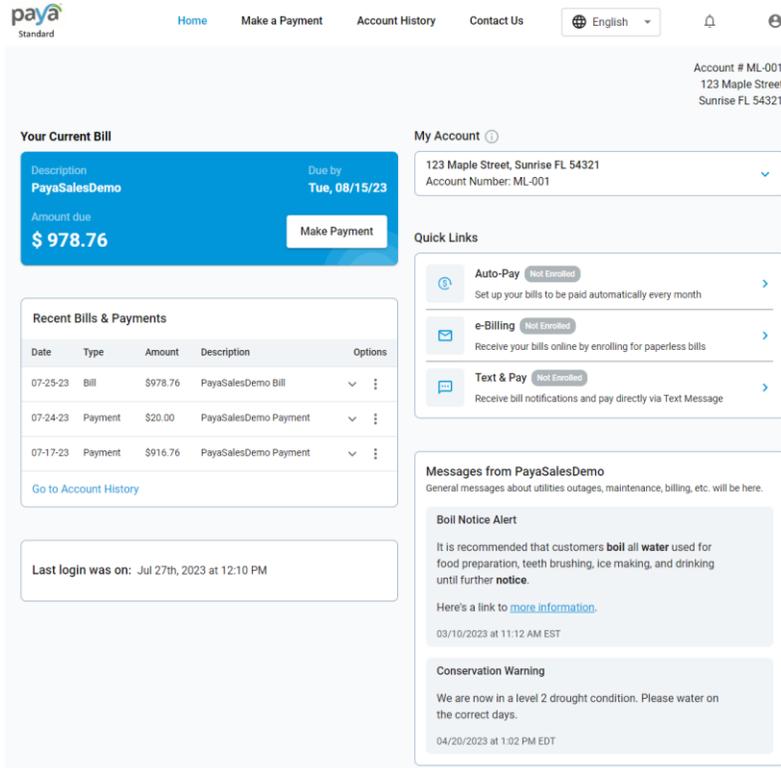
You will be prompted with confirmation that the Password has successfully been changed.

Your password has been changed successfully.

[Go to Log In Screen](#)

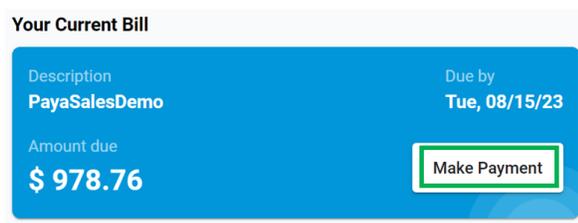
UTILITYCONNECT DASHBOARD

Once you log in – you will see your UtilityConnect Dashboard displayed. It will display the ability to make a payment, Quick links, Recent Bills & Payments, Notifications and more!



MAKE A PAYMENT

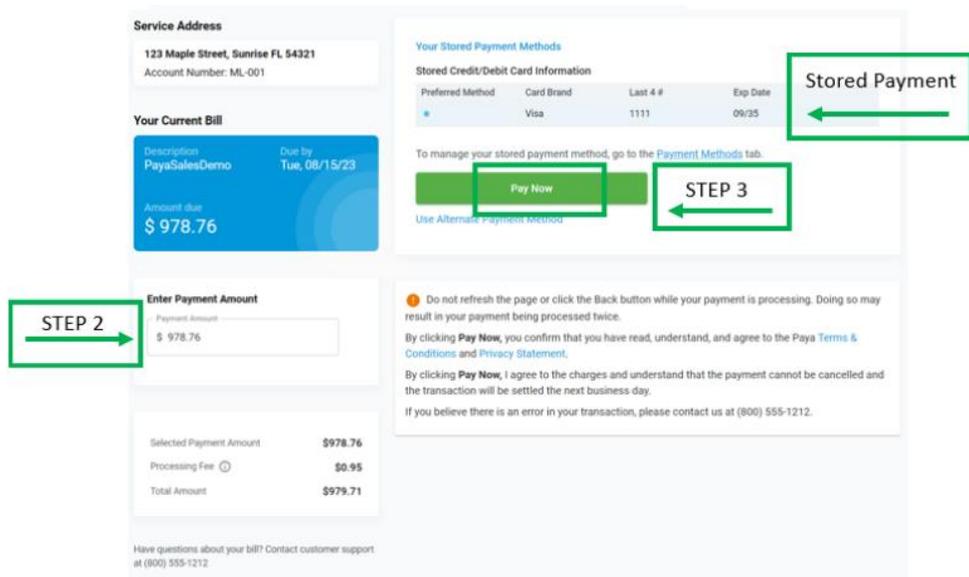
1. To make a payment, you will first click on the **Make a Payment** button.



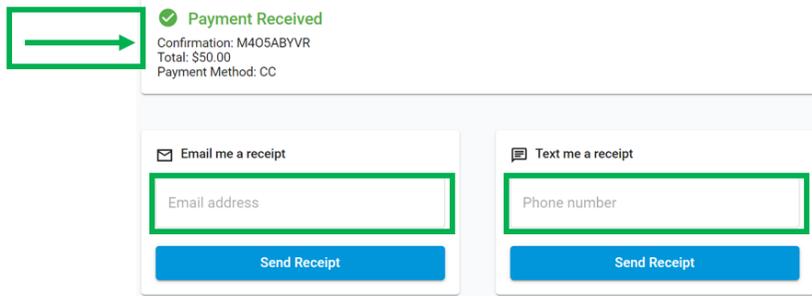
2. Enter the amount you would like to pay in **Payment Amount**. *Please note* – this amount does not have to be the Amount Due, we accept custom payment amounts.

The Convenience Fee is displayed and added to the Total Amount.

3. The citizen can now pay using the stored payment method by clicking **Pay Now**.



- Once the payment has been processed it will bring you to the Confirmation screen. You will then have the ability to add an email address or phone number to receive an email or text confirmation receipt if you do not already have one listed in the Portal.



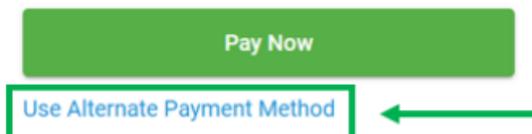
- If the citizen would like to make a payment using an alternative method. They would click, [Use Alternative Payment Method](#). (See [Guest Pay/Pay Now](#) section of this document, Page 11.)

Your Stored Payment Methods

Stored Credit/Debit Card Information

Preferred Method	Card Brand	Last 4 #	Exp Date
•	Visa	1111	09/35

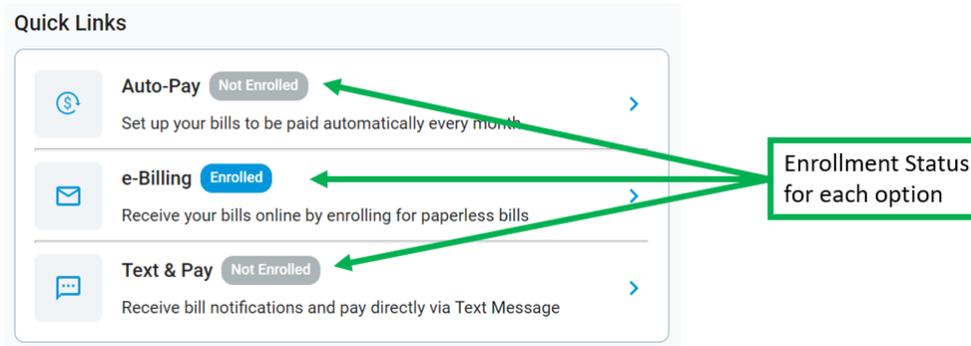
To manage your stored payment method, go to the [Payment Methods](#) tab.



QUICK LINKS

DISPLAYS THE OPTIONS THE CITIZEN CAN ENROLL IN, ALONG WITH THE ENROLLMENT STATUS.

You can modify these options here through the **Quick Links**, or you can go to **Settings** (see Section xxx).

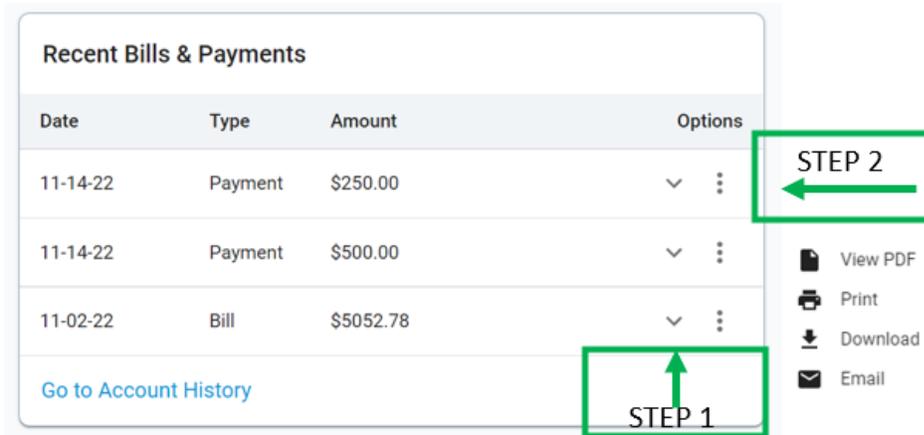


RECENT BILLS AND PAYMENTS

RECENT BILLS AND HISTORY WINDOW PROVIDES A SNAPSHOT OF THE 3 MOST RECENT BILLS OR PAYMENTS.

For each of the entries, you can also:

1. Expand each to view the details of the bill or payment.
2. To obtain a copy of the bill or payment details, click the ellipsis (3 dots), and determine what format you would like to receive the information in.



PORTAL NOTIFICATIONS

THIS WINDOW PROVIDES ANY MESSAGING THE MUNICIPALITY WOULD LIKE TO MAKE YOU AWARE OF.

Messages from City of Cocoa
General messages about utilities outages, maintenance, billing, etc. will be here.

New Notification

Test New Notification

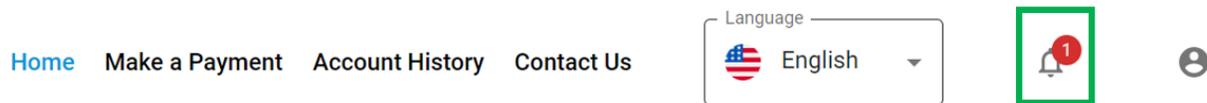
11/10/2022 at 9:16 AM EST

BELL NOTIFICATIONS

NOTIFICATIONS TO THE CITIZEN CAN BE VIEWED HERE. THESE NOTIFICATIONS ARE PAYMENTS RECEIVED, BILL AVAILABLE, ETC.

New Notification

1. New / unread notifications will have a RED number appear over the bell, as shown below.



2. Click on the bell to view your Notification.

Profile Notifications

These alerts are unique to your profile.

[Clear All](#)

You made a payment of \$500.00 on 11/11/2022 10:00:05 PM ✕

Clear Notifications

You can clear notifications by either clicking **Clear All** in the Notifications window, or you can close each Notification separately by clicking the **X** on the Notification.

Profile Notifications

These alerts are unique to your profile.

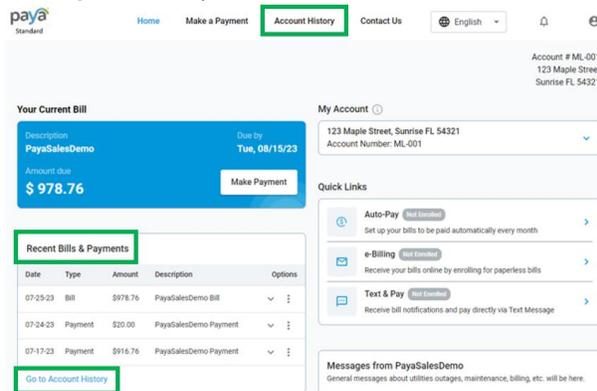
[Clear All](#)

You made a payment of \$500.00 on 11/11/2022 10:00:05 PM

ACCOUNT HISTORY

PROVIDES THE CITIZEN WITH THE ABILITY TO VIEW ACCOUNT HISTORY ACROSS ANY DATE RANGE.

Account History can be accessed through the [Recent Bills & Payments window](#), or through [Account History](#) in the Top Menu and under the Recent Bills & Payments window.



1. Select what you would like to display: Bills, Payments or All
2. Provide the date range by either typing in the dates or clicking on the calendar icon.
3. Click [View](#). The entries are now listed.
8. To obtain additional details of each entry by clicking the Expand icon
9. To obtain a copy of the bill or payment details, click the ellipsis (3 dots), and determine what format you would like to receive the information in.

Account History

Show: Bills Payments All

View From To [View](#) [Reset](#)

Date ↓	Type	Amount	Description	Options
11-14-22	Payment	\$250.00	City of Cocoa Payment	⌵ ⋮
11-14-22	Payment	\$500.00	City of Cocoa Payment	⌵ ⋮
11-02-22	Bill	\$5052.78	City of Cocoa Bill	⌵ ⋮

Rows Per Page

1 - 3 of 3

STEP 5 ←

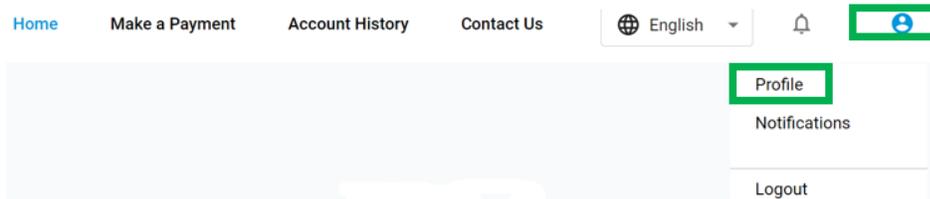
↑ **STEP 4**

- View PDF
- Print
- Download
- Email

SETTINGS

THE PROFILE BUTTON PROVIDES THE ABILITY TO MODIFY VARIOUS SETTINGS WITHIN YOUR PORTAL ACCOUNT.

1. Click the **Profile** button on the Top Menu



The **Settings** Menu is now displayed.

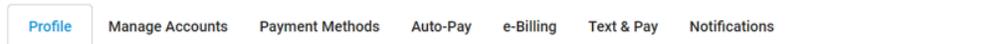
Settings



PROFILE

On the profile screen, the citizens are able to update their name, billing address, phone number, email address and change their password, by clicking the pencil on the right and entering the new information and click save.

Settings



Profile Information

First & Last Name: Marilyn Monroe	
Billing Address: 123 Maple Street, Sunrise FL 54321	
Account Email: mlewisshop@gmail.com <i>This email is used for e-Billing and notifications if you have those features enabled.</i>	
Phone Number: (555) 867-5309 <i>This phone number is used for Text & Pay and notifications if you have those features enabled.</i>	
Password: Your password was last changed on 07/06/2023 Change Password	

MANAGE ACCOUNTS

THIS FEATURE PROVIDES THE ABILITY FOR THE CITIZEN TO DEFINE AND MANAGE MULTIPLE ACCOUNTS.

1. Click on **Manage Accounts** from the **Settings** Menu.

The accounts / service locations currently registered are displayed. Here you can add additional accounts or remove accounts.

Settings



Manage Accounts

If our own or manage multiple properties, you can pay their utility bills from a single portal. Use the drop-down box on the main screen to switch between various accounts.

Registered Accounts

5019 Preston Hwy , Cocoa Beach FL 55555
Account #:123456

Add Another Account

To add another account, you will need the account number and ZIP code for the associated service address. It should be on your invoice.

Adding an Account / Service Location

1. To add an account, enter the Account Number and Zip Code associated with the account.
2. Click **Search for My Account**

If an account matching your entry is found, it is displayed.

3. Click **Add Account**. The account is now added to your profile and can be selected from the Home Page as shown below.

My Account ⓘ

5019 Preston Hwy , Cocoa Beach FL 55555
Account Number: 123456

Removing an Account / Service Location

1. Click on **Manage Accounts** from the **Settings** Menu.
2. To delete an account click on the trashcan to the right of the property address you would like to remove.

Profile **Manage Accounts** Payment Methods Auto-Pay e-Billing Text & Pay Notifications

Manage Accounts
If our own or manage multiple properties, you can pay their utility bills from a single portal. Use the drop-down box on the main screen to switch between various accounts.

Registered Accounts

789 Maple Street, Sunrise FL 54321 Account #: ML-003	
456 Maple Street, Sunrise FL 54321 Account #: ML-002	

Add Another Account
To add another account, you will need the account number and ZIP code for the associated service address. It should be on your invoice.

Account Number

Zip Code

Search for My Account

3. Confirm by clicking **Remove Account**.

Are you sure you want to remove this account? ×

You will no longer be able to view information associated with account ML-002.

Note: Removing your account does not shut off utilities to the associated address. To request a service shutoff, please contact us.

Cancel **Remove Account**

PAYMENT METHODS

THIS FEATURE PROVIDES THE ABILITY FOR THE CITIZEN TO CREATE AND MANAGE PAYMENT METHODS USED TO PAY BILLS.

1. Click on **Payment Methods** from the **Settings** Menu.

The payment methods currently registered are displayed. Here you can add additional payment methods or remove any registered payment methods. Payment Methods can be either a Credit Card or a Bank Account for ACH transfers.



Payment Methods

This page is like your digital wallet. You can store credit/debit cards and bank account info here. Your stored payment methods can be used for payments or setting up Auto-Pay, e-Billing, or Text & Pay.

Select a Payment Method:

You don't have any stored payment methods.

Add a New Payment Method

Credit/Debit Card

Bank Account

Card Holder Name

Credit Card Number *

Exp. Month *

Exp. Year *

Add Payment Method

Adding a Payment Method – Credit Card

2. Select Credit/Debit Card
3. Enter Card Holder Name
4. Enter Credit Card Number
5. Select Expiration Month and Expiration Year from the drop downs
6. Click Add **Payment Method**

Add a New Payment Method

The new Payment Method now appears in the Stored Credit/Debit Card Information window. You will also notice that this Payment Method has defaulted to Preferred Method, as this is the first Payment Method created.

Select a Payment Method:

Stored Credit/Debit Card Information

Preferred Method	Card Brand	Last 4 #	Expiration Date	Actions
<input checked="" type="radio"/>	Visa	1111	02/28	Delete

Adding a Payment Method – Bank Account

2. Select Bank Account
3. Select Bank Account Type (Checking or Savings)
4. Enter Routing Number and Account Number
5. Enter Account Holder Name
6. Click Add **Payment Method**

Add a New Payment Method

The new Payment Method now appears in the Stored Bank Account Information window. You will also notice that this Payment Method has defaulted to Preferred Method, as this is the first Payment Method created.

Select a Payment Method:

Stored Bank Account Information

Preferred Method	Bank Name	Last 4 #	Account Type	Actions
<input checked="" type="radio"/>	Ach	5664	Checking	Delete

Selecting Preferred Payment Method

The Preferred Payment Method is the default payment used for Auto-Pay, Text & Pay and when selecting Make a Payment. You can change this at any time if you have multiple Payment Methods defined.

1. Select Preferred Method from the list; you will see the Preferred Method button shaded.

Select a Payment Method:

Stored Bank Account Information

Preferred Method	Bank Name	Last 4 #	Account Type	Actions
<input type="radio"/>	Ach	5664	Checking	Delete

Stored Credit/Debit Card Information

Preferred Method	Card Brand	Last 4 #	Expiration Date	Actions
<input checked="" type="radio"/>	Visa	1111	02/28	Delete

Deleting a Payment Method

A Payment Method can be deleted at any time. However, please note:

- A. Payment Method cannot be deleted if it is defined as the Preferred Payment Method. Please first define another method as the preferred.
 - B. If the Payment Method is being used in Auto-Pay or Text & Pay, you will receive a warning that you will be un-enrolled in Auto-Pay or Text & Pay.
1. At the far right of each Payment  Delete Methods is a button. Click that button to delete the Payment Method.

Select a Payment Method:

Stored Bank Account Information

Preferred Method	Bank Name	Last 4 #	Account Type	Actions
<input type="radio"/>	Ach	5664	Checking	 Delete

2. Confirm by clicking [Delete Payment Method](#).

Are you sure you want to delete this payment method? ×

If it is currently being used by Auto-Pay or Text & Pay, that service will be disabled. You will need to go to each page and select a new payment method.

Cancel

Delete Payment Method

AUTO PAY

PROVIDES THE CITIZEN WITH THE ABILITY TO DEFINE A PAYMENT THAT IS AUTOMATICALLY MADE EACH MONTH.

Enrolling in Auto Pay

Click on **Auto Pay** from the **Settings** Menu.

Your Preferred Payment Method is used for Auto Pay, which can be changed in Payment Methods. (See **Payment Methods** section of this document, Page 21)

1. Enter your **Payment Amount**

Total Balance – each month on the Due Date, total balance due will be automatically paid or

Custom Amount – a custom payment amount and custom payment date

2. Once your payment amount is entered, select **Enroll in Auto-Pay**

Auto-Pay

Set up Auto-Pay and relax knowing your bill will be paid automatically every month.

Preferred Payment Method:

visa 1111, expiration date 02/28

To change, go to the [Payment Methods](#) tab.

Payment Amount

Total Balance for each bill
This will run every time a new bill is posted

Custom Amount
You will be charged the specific amount every month

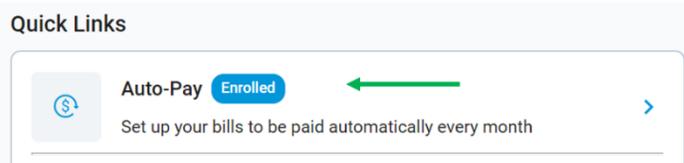
Payment Amount: \$ Day

Enroll in Auto-Pay

STEP 1 ←

STEP 2 ←

3. You can now verify that you are enrolled in Auto-Pay by going back to the Home screen



4. An email is sent to the email address on file confirming your enrollment.

Un-Enrolling in Auto Pay

You can un-enroll in Auto Pay by simply clicking on the Un-enroll in Auto Pay link at the bottom of the window.

Auto-Pay

Set up Auto-Pay and relax knowing your bill will be paid automatically every month.

You are enrolled in Auto-Pay.

Preferred Payment Method:

visa 1111, expiration date 02/28

To change, go to the [Payment Methods](#) tab.

Start & End Date

Auto-Pay will start when you enable it and be active until you disable it.

Payment Amount

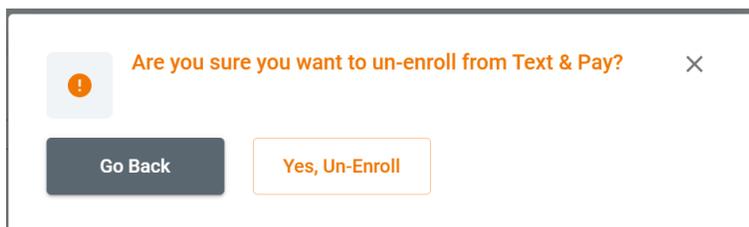
Total Balance for each bill
This will run every time a new bill is posted

Notification Options

You will receive Auto-Pay Notifications via email unless you change your delivery method by going to the [Notification](#) tab.

[Un-enroll from Auto-Pay](#)

Once you click Unenroll from Text & Pay, you will receive a confirmation, click **Yes, Un-Enroll**.



E-BILLING

PROVIDES THE CITIZEN WITH NOTIFICATION THAT THE BILL IS AVAILABLE; NO PRINTED BILL IS MAILED.

Enrolling in e-Billing

Enrolling in **e-Billing** is simple and uses the email address currently on file. To change your email address, you can go to **Settings** in your Profile. (Click on **Profile** from the **Settings** Menu, Page 16 of this document).

1. Select button to enroll in **e-Billing**.

An email is sent to the email address displayed with confirmation that you are enrolled in e-Billing.

e-Billing

e-Billing alerts you when a statement is available and reminds you when a payment is due. After enrolling, you can control notification settings from here.

Email:
sally.fields@muni.gov
 To change your email, go to the [Profile](#) tab.

You're enrolled in e-Billing

Select to enroll
 in e-Billing

Un-Enrolling in e-Billing

You can un-enroll in e-Billing by simply clicking on the switch and toggling it off. An email is sent with confirmation that you have un-enrolled in e-Billing.

TEXT & PAY

PROVIDES FOR THE CITIZEN TO RECEIVE TEXT NOTIFICATIONS ABOUT NEW BILLS AND PAY THE BILL BY REPLYING TO THE TEXT MESSAGE.

Enrolling in Text & Pay

1. **Text and Pay** utilized your Preferred Payment Method; confirm method or modify by going into **Payment Methods** section of the **Settings** Menu. (Page 21 of this document).
2. The Phone Number of where the text will be sent is displayed; you can modify your phone number in your **Profile** section of the **Settings** Menu. (Page 16 of this document).
3. The Text Notifications area displays an example of the text that you will receive 3 days prior to the Due Date.
4. Once you confirm all is correct, click **Enroll in Text & Pay**.

Text & Pay

Receive text notifications about new bills and pay by replying to the text message.

Select a Payment Method:

Stored Credit/Debit Card Information

Preferred Method	Card Brand	Last 4 #	Expiration Date
<input checked="" type="radio"/>	Visa	1111	02/28

To add a different payment method, go to the [Payment Methods](#) tab.

Payment Amount

The total balance for each bill. Fees may apply.

Your Phone Number

716-123-4567

To add or change your phone number, go to the [Profile](#) tab.

Text Notifications

You will receive a text 3 days before a bill is due. See the example below:

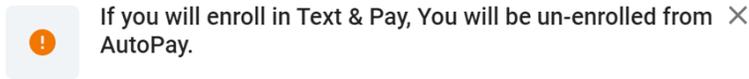
You have a new bill from City of Cocoa for \$ 1722.5. Payment is due by Sat, 11/05/22. Your chosen payment method is a visa card ending in 1111.

Reply "Pay Now" to pay the total amount of your bill. You will receive a receipt over text once your payment is successful.

To unenroll from Text & Pay, sign into the City of Cocoa payment portal and go to Settings > Text & Pay.

Enroll in Text & Pay

5. If you were previously enrolled in Auto-Pay, you receive a warning that you will be un-enrolled in Auto Pay.
6. Once you click Okay, a text message is sent requesting verification. Replying to the text message with “Verify” will complete your enrollment.



7. *Note: You will receive a text to pay your bill starting 3 days prior to the due date and you will continue to receive texts daily until the bill has been paid.*

Un-Enrolling in Text & Pay

You can un-enroll in Text & Pay any time by going back into **Text & Pay** tab of the **Settings** Menu and clicking Un-Enroll in Text & Pay.

Text & Pay
Receive text notifications about new bills and pay by replying to the text message.

✔ You are enrolled in Text & Pay.

You have been unenrolled from AutoPay. Go to AutoPay to re-enroll.

Your Chosen Payment Method:

Stored Credit/Debit Card Information

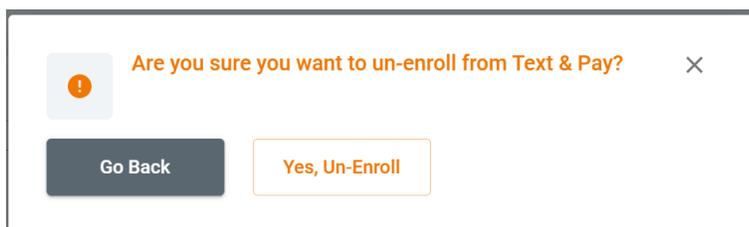
Card Brand	Last 4 #	Expiration Date
Visa	1111	02/28

Your Phone Number:

(716) 713-0995

Unenroll from Text & Pay

Once you click Unenroll from Text & Pay, you will receive a confirmation, click **Yes, Un-Enroll**.



NOTIFICATIONS

THIS OPTION PROVIDES FOR THE CITIZEN TO DECIDE HOW THEY WOULD LIKE TO BE CONTACTED BY THE MUNICIPALITY.

1. From the [Settings](#) Menu, select [Notifications](#)
2. Select Email, Text or Both for New Bill Notifications, Payment Confirmations and Biller Announcements

The phone number and email address on file will be used for both. To modify, go to the [Profile](#) section of the [Settings](#) page. (See Page 16 of this document).

Settings

[Profile](#) [Manage Accounts](#) [Payment Methods](#) [Auto-Pay](#) [e-Billing](#) [Text & Pay](#) **[Notifications](#)**

Notification Options

To customize your phone number and email address, go to the [Profile](#) tab.

Receive new bill notifications via: Email Printed Both

Receive payment confirmations via: Email Text Both

Receive biller announcements via: Email Text Both

STEP 2