

Instructions for First Time Utility Users

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Version

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Overview

The portal is your city's secure, web-based payment and account access portal that lets you interact with your city's website online. It provides a self-service experience that directly connects you to your account and other online services provided by the city in real time.

To use the portal, you will need to use information provided to you by the city to log in and set up your account. Creating your portal account will only take a few minutes.

What you'll need

- A valid email address
- Access your email inbox
- Utility customer number
- Payment method (bank account, credit/debit card)

Step 1: Create Your Account

Open your web browser ([www.\[cityname\].ourcommunityconnect.com/login](http://www.[cityname].ourcommunityconnect.com/login)) and navigate to the portal sign-in page. You may have received the website address from the city's website or an email.

Helpful hint: Save or pin (add it to your Favorites) the website in your web browser for future use.

1. Click Create Your Account (at the bottom of the Sign In box).

The screenshot shows the login page for the City of Anycity Community Connect portal. The page has a header with the city name and a welcome message. The main content area is divided into two columns. The left column contains a 'Sign in' box with a colorful star logo. The right column contains links for 'Pay as Guest' and 'Public Access'. The 'Sign in' box has a 'New User? Create your account' button at the bottom, which is highlighted with a red border. The background is a city street scene with the 'community connect' logo.

2. Enter your

- Email address
- Password

3. To receive text messages,

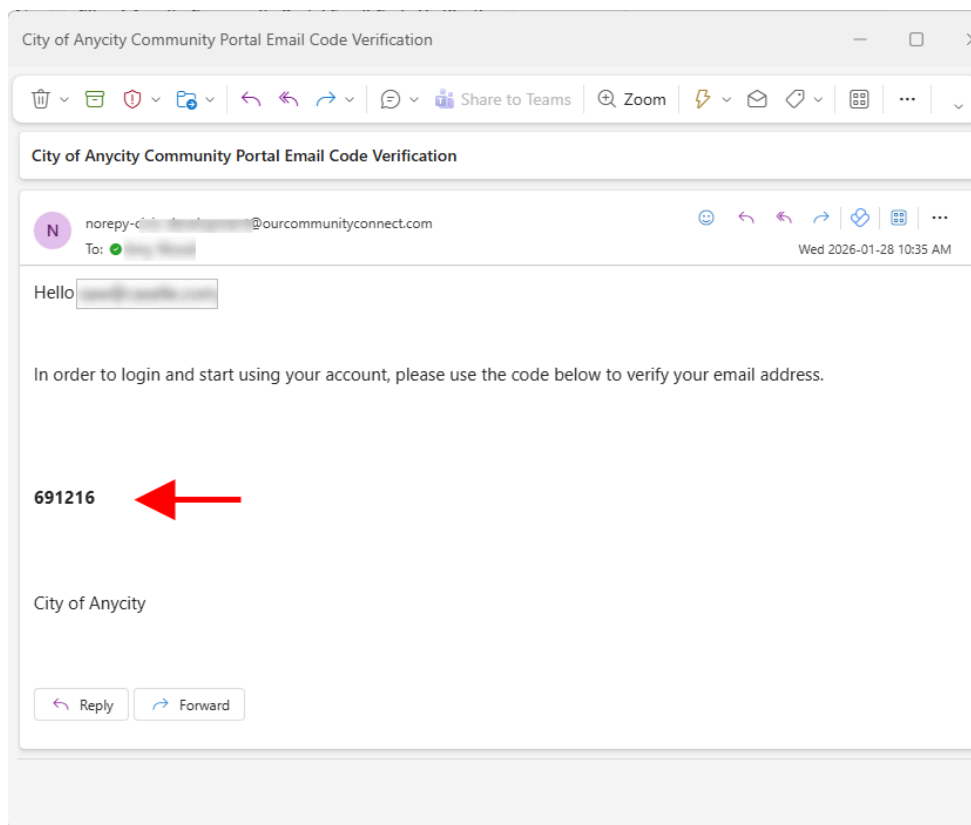
- Enter your mobile telephone number (for receiving text messages)

- Check Opt In to Text Message Alerts

4. Click Register.

Step 2: Verify Your Email

1. Check your inbox for a verification email from the portal. (Example: noreply-[city]@ourcommunityconnect.com)



2. In the web browser, enter the verification code to confirm your email address and activate your account.

Didn't see the verification email? Check your junk or spam folder. If you find it there, mark it as safe so you don't miss future messages from the portal.



Setup a new account

* indicates a required field

1 Register

2 **Verify Email**

We've sent a verification code to your e-mail, please enter it below

Verification Code*

Code

Verify

Resend code

3 Link Utility Customer

4 Setup Autopay

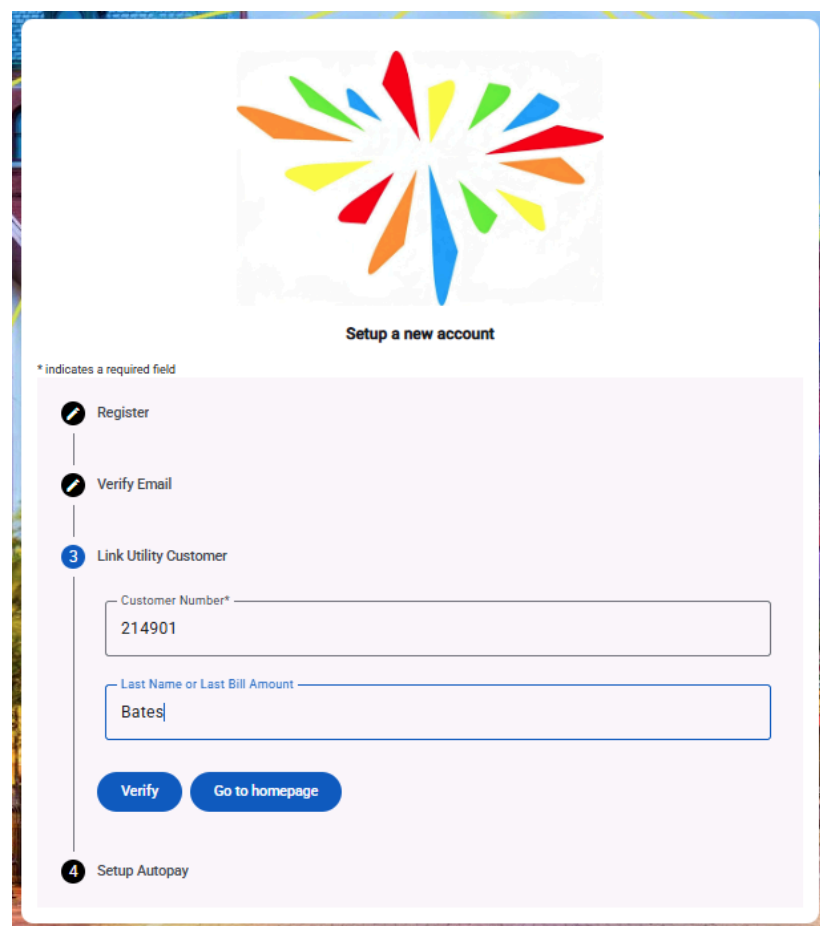
Step 3: Link Your Utility Account

Add your utility account so you can use the portal to look up and pay utility bills.

You will need:

- Your utility account number
- Your last name or amount billed on the last utility bill

1. Enter your utility customer number. Do not key the dashes, periods, etc. (It's at the top of your utility bill or contact the city to request it.)



The screenshot shows a web form titled "Setup a new account" with a colorful starburst logo above it. A progress indicator on the left shows four steps: 1. Register, 2. Verify Email, 3. Link Utility Customer (current step), and 4. Setup Autopay. A note states "* indicates a required field". The form has two input fields: "Customer Number*" with the value "214901" and "Last Name or Last Bill Amount" with the value "Bates". Below the fields are two buttons: "Verify" and "Go to homepage".

2. Enter your last name or the last bill amount.

- This field is case sensitive. Enter your last name exactly as it appears on your utility bill.

3. Click Verify.

Failed to Link Account: A message will display in the lower-right corner of the web browser if the utility account verification failed. Check for errors in the customer number, last name, or last billed amount. If you need help, contact your city for assistance.

Step 4: Set Up Auto Pay

Auto Pay helps you pay your utility bill automatically, on time, every time.

You will need:

- A linked utility account
- A valid payment method (bank account or credit/debit card)

1. To set the maximum payment amount allowed for auto pay, check Would you like to establish a maximum payment amount for auto pay?

- **Due date:** You can change the due date each period. The portal will use the payment date (not calendar date) for the current period to set the payment due date.

 **Note:** If your bill is due now, payment will be submitted and recorded to pay the entire statement balance.

2. Click Next.

Setup a new account

* indicates a required field

- Register
- Verify Email
- Link Utility Customer
- 4 Setup Autopay

You can setup autopay below or setup later and just proceed to the homepage

Go to homepage

- 1 Schedule
- 2 Payment Method

Select the number of days prior to due date

* indicates a required field

Days prior to due date*

5 days prior to due date

- ☒ Would you like to establish a maximum payment amount for autopay?

Maximum Payment Amount

Optional: Any bill amount greater than this will not be paid by auto pay. You will be notified and have to make a manual payment

Note: If your bill is currently due a payment will automatically be taken on today's date to pay off that balance.

Next

Please note that payments tendered through this portal will be assessed a one-time convenience fee based on the total amount due. Convenience fees are in addition to the amount(s) owed and are calculated as follows:

- A \$2.90 + \$0.30 convenience fee will be charged for payments using Visa, Mastercard, American Express, or Discover credit or debit cards. The convenience fee is based on the total amount being paid.

3. Enter your bank or card details.

Your payments will be processed automatically according to your billing schedule. You'll receive confirmation once Auto Pay is active, and you can update or turn it off at any time from Bills and Payments. If Auto Pay isn't available or you encounter an error, check that your utility account is fully linked or contact your city for assistance.

4. Click Schedule Auto Pay.

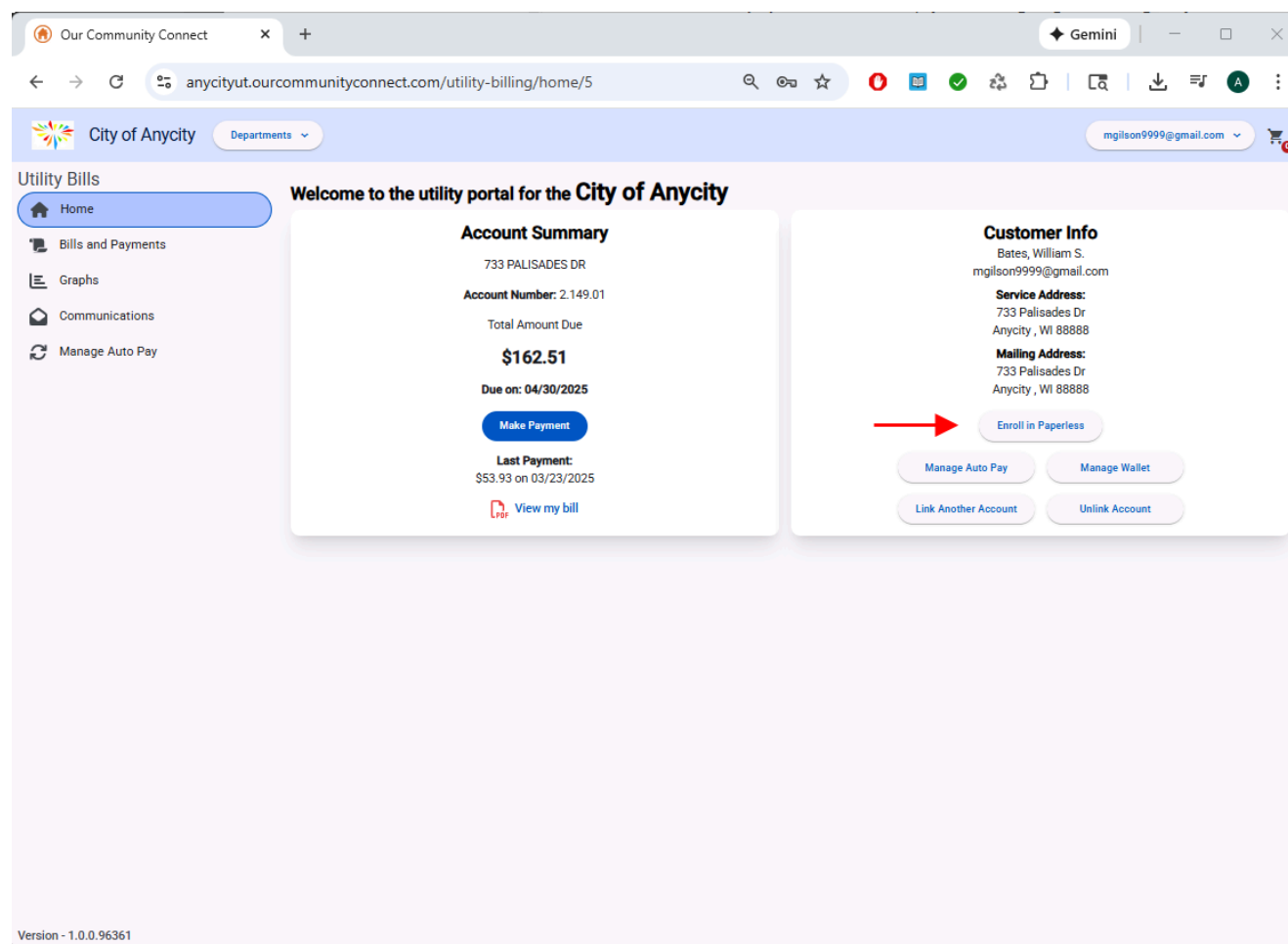
Step 5: Set Up Paperless Billing

Paperless billing lets your receive bills electronically instead of by mail. It’s faster, more secure, and helps reduce paper waste.

1. Sign in to the portal.

2. Click Utility Bill.

3. In the Customer Info tile, click Enroll in Paperless.



Your account is set up and ready to use. If you need to make changes, you can use the portal to update your payment options and make changes to paperless billing.

