

# First Time Portal User Guide

Create, verify, link, and manage your utility account



## START HERE

The portal is your city's secure, web-based account and payment portal. It connects you to utility billing and other online city services in real time.

## What you'll need

- A valid email address and access to your inbox
- Your utility customer number
- Your last name or the amount billed on your last utility bill
- A bank account or credit/debit card for payments

## Five simple steps

1 Create your account

2 Verify your email

3 Link your utility account

4 Set up Auto Pay

5 Set up paperless billing

## STEP 1

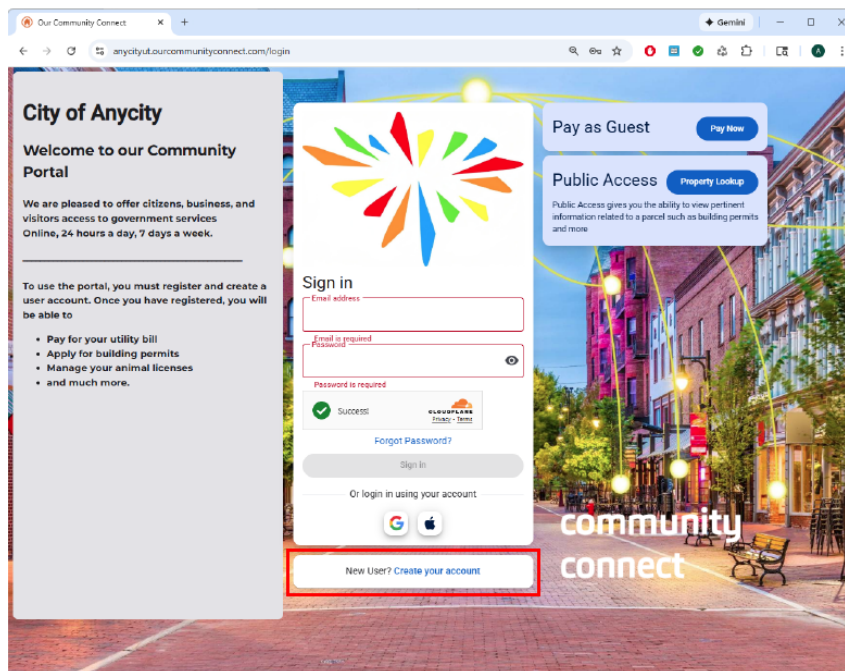
# Create Your Account

Register with your email address and a secure password.

## 1. Create your account

**[www.\[cityname\].ourcommunityconnect.com/login](http://www.[cityname].ourcommunityconnect.com/login)**

- Click Create Your Account at the bottom of the Sign In box.
- Enter your email address and password.
- To receive text alerts, enter your mobile number and select Opt In to Text Message Alerts.
- Click Register.



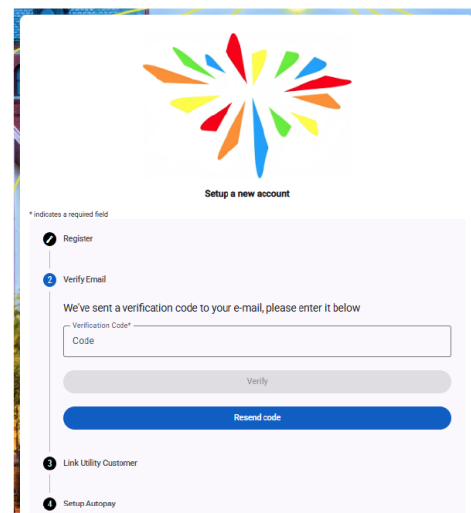
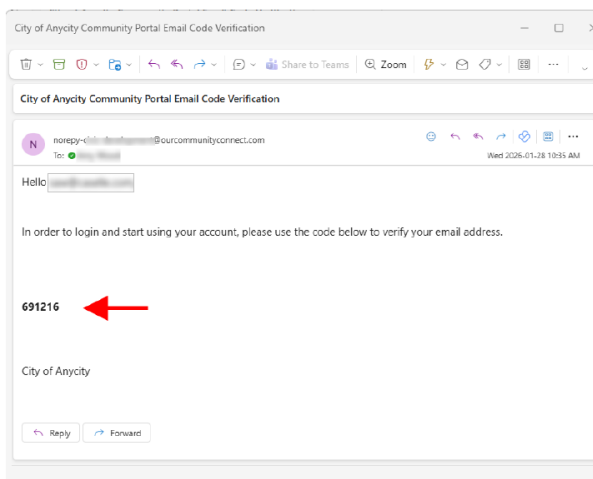
**STEP 2**

# Verify Your Email

Confirm your email address to activate your account.

## CHECK YOUR INBOX

Look for a verification email from the portal (for example, [noreply-\[city\]@ourcommunityconnect.com](mailto:noreply-[city]@ourcommunityconnect.com)). Enter the code in your browser to activate your account.



## Didn't see the email?

Check your junk or spam folder. If you find the message there, mark it as safe so future portal messages are delivered to your inbox.

## STEP 3

# Link Your Utility Account

Connect your city utility account so you can view and pay bills.

## YOU WILL NEED

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

Setup a new account

\* indicates a required field

1 Register

2 Verify Email

3 Link Utility Customer

Customer Number\* 214901

Last Name or Last Bill Amount Bates

Verify Go to homepage

4 Setup Autopay

## 3. Link your utility account

- Enter the customer number without dashes, periods, or spaces.
- Enter your last name exactly as it appears on the bill, or enter the last bill amount. This field is case sensitive.
- Click Verify.

### If verification fails

Check the customer number, last name, and last billed amount. Contact your city if you need help.

## STEP 4

# Set Up Auto Pay

Schedule automatic payments and choose your payment method.

You need a linked utility account and a valid bank account or credit/debit card.

The screenshot shows the 'Setup a new account' page with a progress bar indicating four steps: 1. Register, 2. Verify Email, 3. Link Utility Customer, and 4. Setup Autopay. Below the progress bar, there is a button 'Go to homepage'. A progress indicator shows '1 Schedule' and '2 Payment Method'. The 'Schedule' section includes a dropdown menu for 'Days prior to due date' with '5 days prior to due date' selected. Below this is a checkbox 'Would you like to establish a maximum payment amount for autopay?' which is checked. A text input field for 'Maximum Payment Amount' is present. A note states: '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.' Another note states: 'Note: If your bill is currently due a payment will automatically be taken on today's date to pay off that balance.' A 'Next' button is at the bottom. A disclaimer at the bottom states: '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

## 4. Set up Auto Pay

- Choose the number of days before the due date.
- Optional: set a maximum payment amount for Auto Pay.
- Click Next.
- Enter your bank or card details.
- Click Schedule Auto Pay.

### Important

If a bill is currently due, the portal may submit payment for the full statement balance. Auto Pay can be updated or turned off later from Bills and Payments. If you have auto pay setup on another site please remember to turn it off so your payment does not process twice.

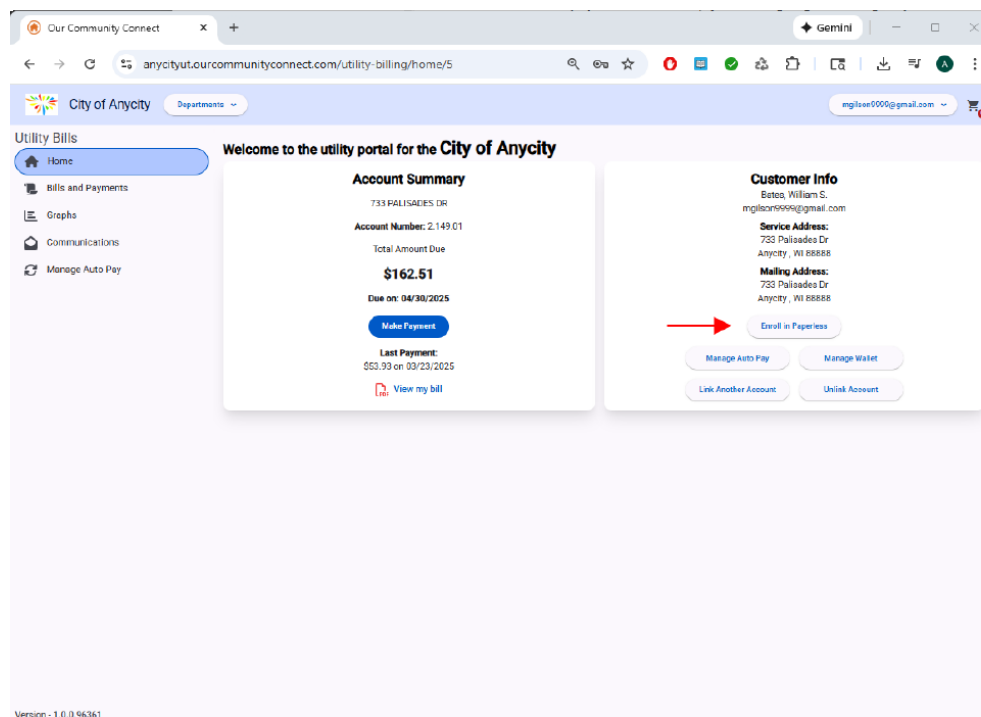
## STEP 5

# Set Up Paperless Billing

Receive utility bills electronically instead of by mail.

Paperless billing is faster, more secure, and helps reduce paper waste.

- Sign in to the portal.
- Click Utility Bill.
- In the Customer Info tile, click Enroll in Paperless.



## YOUR ACCOUNT IS READY

Use the portal anytime to update payment options or change paperless billing preferences.

## QUICK REFERENCE

# Portal Setup Checklist

Use this page to confirm each setup task is complete.

1

**Account created**

Email address, password, and optional text alerts entered.

☐

2

**Email verified**

Verification code entered and account activated.

☐

3

**Utility account linked**

Customer number and verification information accepted.

☐

4

**Auto Pay configured**

Schedule and payment method saved, if desired.

☐

5

**Paperless billing enabled**

Electronic billing preference selected, if desired.

☐**NEED HELP?**

Contact your city for account-specific assistance or visit the Caselle Support knowledge base.