



## Utility Billing Customer Self Service Instructions for Creating Your New Account

The City has transitioned to a new online utility billing system. All online customers need to set up a new account. Here are detailed instructions to help you get set up. Go to [www.Altamonte.org](http://www.Altamonte.org), click the ePayments button and then Utility Billing to begin.

### **STEP 1: Register**

At the Login screen, click the Register link.

The screenshot shows the 'Munis Self Service' login page. On the left is a navigation menu with 'Home', 'E-Payments', 'Employment Opportunities', and 'Vendor Self Service'. The main content area is titled 'Login' and contains two input fields: 'Username' and 'Password'. Below the 'Password' field is a 'Log in' button. A red circle highlights the 'Register' link located below the 'Log in' button. There are also links for 'Forgot your username?' and 'Forgot your password?'.

### **STEP 2: Enter Your Information**

Create a User ID and password for your account. Then enter your email and validation code. Next, click the "Save" button.

The screenshot shows the 'Self-Registration' page. It features a list of required fields: 'User ID (between 1 and 20 characters)', 'Re-type user ID', 'Password (between 8 and 15 characters)', 'Re-type password', 'Password hint', and 'Email address'. Below these fields is a CAPTCHA image showing the number '9947'. A 'Save' button is located at the bottom of the form. The navigation menu on the left includes 'Home' and 'E-Payments'. The top right corner shows 'My Cart (0 items)' and 'Log In'.

When your information is saved, the Account Settings screen appears. Here you can change your password, email and link your utility billing account(s).

**CITY OF ALTAMONTE Springs** Munis Self Service SHAY16

**Account Settings**

**Account Information**

|                       |   |
|-----------------------|---|
| Now logged in as      | SHAY16  |
| Last successful login | 1/17/2018   |
| Last failed login     | 1/17/2018   |
| Password last changed | 1/17/2018   |
| Password expires in   | 2737 days   <a href="#">Change Password</a>                   |
| E-Mail address        | STorres@altamonte.org   <a href="#">Change E-Mail Address</a> |

**Linked Accounts**

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

**Customer Accounts** [link to account](#)

There are currently no linked accounts

**Utility Billing Accounts** [link to account](#)

| Account                                | Customer |
|--|----------|
| There are currently no linked accounts |          |

[Go To Module Homepage](#)

### **STEP 3: Linking Your Utility Billing Account**

To connect your account, click "Link to Account."

**CITY OF ALTAMONTE Springs** Munis Self Service SHAY16

**Account Settings**

**Account Information**

|                       |   |
|-----------------------|---|
| Now logged in as      | SHAY16  |
| Last successful login | 1/17/2018   |
| Last failed login     | 1/17/2018   |
| Password last changed | 1/17/2018   |
| Password expires in   | 2737 days   <a href="#">Change Password</a>                   |
| E-Mail address        | STorres@altamonte.org   <a href="#">Change E-Mail Address</a> |

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There are currently no linked accounts

**Utility Billing Accounts** [link to account](#)

| Account                                | Customer |
|--|----------|
| There are currently no linked accounts |          |

[Go To Module Homepage](#)

Enter your Account ID and Customer ID. These numbers are located at the top of your billing statement (see an example statement). The Account ID is after the dash, the Customer ID is before the dash. Both have six digits.

|                            |                         |   |                    |                                   |                        |  |           |            |        |
|----------------------------|-------------------------|---|--------------------|-----------------------------------|------------------------|--|-----------|------------|--------|
| Customer Name<br>DOE, JOHN |                         |   |                    | Service Address<br>630 CRANES WAY |                        |  |           |            |        |
| Bill Number<br>50573       | Bill Date<br>01/25/2018 | Customer ID - Account ID<br>600064 - 000110 |                    |                                   |                        | Current Billing Due Date<br>02/15/2018 |           |            |        |
| Service Description        |                         | Meter                                       | Previous Read Date | Current Read Date                 | Previous Meter Reading | Current Meter Reading                  | Read Code | Usage TGAL | Charge |
| WATER FACILITY CHARGE CI   |                         |   |                    |                                   |                        |  |           |            | 3.87   |

Once your Account ID and Customer ID are submitted, you'll see your account listed in the accounts section. Repeat this process if you have multiple accounts.

| Account | Customer |                        |
|---------|----------|------------------------|
| 000110  | 600064   | <a href="#">remove</a> |

To view an individual account summary, click on the account number link.

**Account Settings**

**Account Information**

|                       |   |
|-----------------------|---|
| Now logged in as      | JOHNDOE   |
| Last successful login | 1/17/2018   |
| Last failed login     | 1/17/2018   |
| Password last changed | 1/17/2018   |
| Password expires in   | 2737 days   <a href="#">Change Password</a>             |
| E-Mail address        | John123@web.com   <a href="#">Change E-Mail Address</a> |

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**Customer Accounts** [link to account](#)

There are currently no linked accounts.

**Utility Billing Accounts** [link to account](#)

| Account Number         | Customer | Actions                |
|------------------------|----------|------------------------|
| <a href="#">000110</a> | 600064   | <a href="#">remove</a> |

To log out, click the customer name icon in the upper-right hand corner and select "Log Out."

**Utility Billing Account Summary**

[Link to Account](#) | [Sign up for Automatic Payments](#) | [Request Change of Address](#) | [Manage Bills](#)

**Billing Account**

|                 |                |  |  |
|-----------------|----------------|--|--|
| Service Address | 630 CRANES WAY |  |  |
| Account Number  | 000110         |  |  |

**Your Current Balance**

|                  |           |                         |
|------------------|-----------|-------------------------|
| Amount Due Now   | \$7.10    | <a href="#">Pay Now</a> |
| Payment Due Date | 2/15/2018 |                         |

**About Your Payments**

No payment activity found.

**Customer Information**

|             |   |
|-------------|---|
| Name        | DOE, JOHN   |
| Address     | 123 NEWBURYPORT AVENUE<br>ALTAMONTE SPRINGS, FL 32701 |
| Customer ID | 600064  |

[Request Change of Address](#)

**Services**

| Service                  | Code  | Start Date | Stop Date | Status | Consumption History              |
|--------------------------|-------|------------|-----------|--------|----------------------------------|
| WATER FACILITY CHARGE CI | 1040  | 12/20/2017 |           | ACTIVE | None                             |
| WATER CONSUMPTION CI     | 1040C | 12/20/2017 |           | ACTIVE | <a href="#">View Consumption</a> |
| UTILITY TAX              | 7000  | 12/20/2017 |           | ACTIVE | None                             |