



## Utility Billing Customer Self Service Instructions for Making a One-Time Payment

The City has transitioned to a new online utility billing system. Here are detailed instructions to help you make a one-time payment. Go to [www.Altamonte.org](http://www.Altamonte.org), click the ePayments button and then Utility Billing to begin.

### **STEP 1: Log In**

At the Login screen, enter your username and password.

The screenshot shows the login page with the following elements:

- Header: City of Altamonte Springs logo, Munis Self Service, and Home icon.
- Left sidebar: Home, E-Payments, Employment Opportunities, Vendor Self Service.
- Main content: Login form with Username and Password fields, 'Forgot your username?' and 'Forgot your password?' links, and 'Register' and 'Log in' buttons.

### **STEP 2: Select Your Account**

On the Account Settings page, select the account you wish to pay.

The screenshot shows the Account Settings page with the following elements:

- Header: City of Altamonte Springs logo, Munis Self Service, and user profile 'JOHNDOE'.
- Left sidebar: E-Payments.
- Main content: Account Settings section with 'Account Information' table, 'Linked Accounts' section, and 'Utility Billing Accounts' table.

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>	

**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		
There are currently no linked accounts		

Utility Billing Accounts		
Account	Customer	<a href="#">link to account</a>
000110	600064	<a href="#">remove</a>

On the Account Summary page, click Pay Now to make a one-time payment.

The screenshot shows the 'Utility Billing Account Summary' page. The header includes the City of Altamonte Springs logo and 'Munis Self Service'. The user is identified as 'JOHN DOE'. The page title is 'Utility Billing Account Summary'. Below the title, there are links for 'Link to Account', 'Sign up for Automatic Payments', 'Request Change of Address', and 'Manage Bills'. The 'Billing Account' section shows 'Service Address' as 630 CRANES WAY and 'Account Number' as 000110. The 'Your Current Balance' section shows 'Amount Due Now' as \$7.10 and 'Payment Due Date' as 2/15/2018. The 'Pay Now' button is circled in red. The 'About Your Payments' section shows 'No payment activity found'.

### STEP 3: Add to Cart

On the Manage Bills page, click the Add to Cart button. Repeat STEPS 1 and 2 for multiple accounts.

The screenshot shows the 'Utility Billing Manage Bills' page. The header includes the City of Altamonte Springs logo and 'Munis Self Service'. The user is identified as 'JOHN DOE'. The page title is 'Utility Billing Manage Bills'. Below the title, there are links for 'Sign up for Automatic Payments' and 'Account Summary'. The 'Billing Account' section shows 'Service Address' as 630 CRANES WAY and 'Account Number' as 000110. The 'As of' date is 01/17/2018. The 'Outstanding Bills' table shows one bill with a balance due of \$7.10. The 'Add to Cart' button is circled in red.

Bill	Bill Date	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 50573	1/25/2018	2/15/2018	\$7.10	\$7.10
				<b>Total Due: \$7.10</b>

### STEP 4: View Cart & Pay

Once all accounts are added to your cart, click My Cart at the top of the screen.

The screenshot shows the 'Utility Billing Manage Bills' page. The header includes the City of Altamonte Springs logo and 'Munis Self Service'. The user is identified as 'JOHN DOE'. The page title is 'Utility Billing Manage Bills'. Below the title, there are links for 'Sign up for Automatic Payments' and 'Account Summary'. The 'Billing Account' section shows 'Service Address' as 630 CRANES WAY and 'Account Number' as 000110. The 'As of' date is 01/17/2018. The 'Outstanding Bills' table shows one bill with a balance due of \$7.10. The 'My Cart (0 items)' link is circled in red.

Bill	Bill Date	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 50573	1/25/2018	2/15/2018	\$7.10	\$7.10
				<b>Total Due: \$7.10</b>

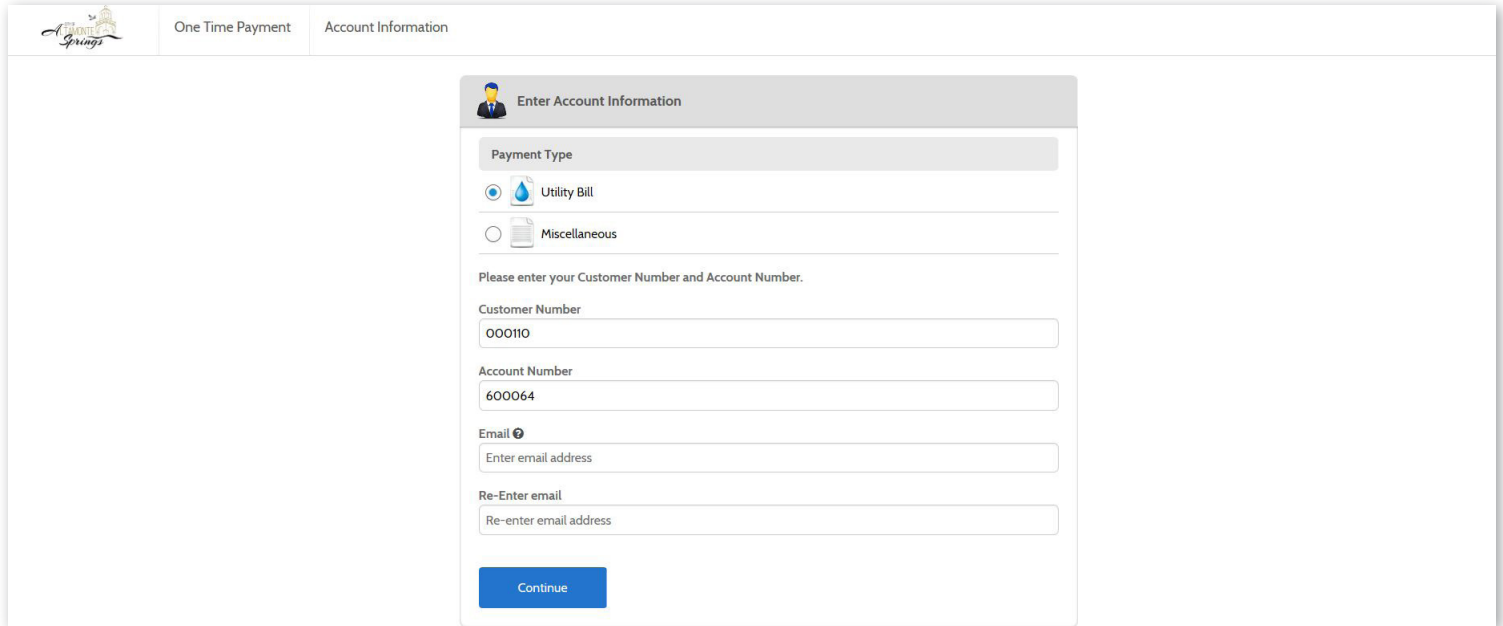
Click the Continue button to checkout.

The screenshot shows the 'Pay Bills' page. The header includes the City of Altamonte Springs logo and 'Munis Self Service'. The user is identified as 'JOHN DOE'. The page title is 'Pay Bills'. Below the title, there is a table with columns for 'Bill Description', 'Bill Year', 'Bill Date', 'Bill Number', 'Due Date', 'Balance', 'Due Now', and 'Payment Amount'. The table shows one bill with a balance due of \$7.10. The 'Continue' button is circled in red.

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2018	1/25/2018	50573	2/15/2018	\$7.10	\$7.10	\$ 7.10

## STEP 5: Enter Account Information

Select the Utility Bill payment type, then enter your Customer Number (ID), Account Number (ID) and email address. Click Continue.



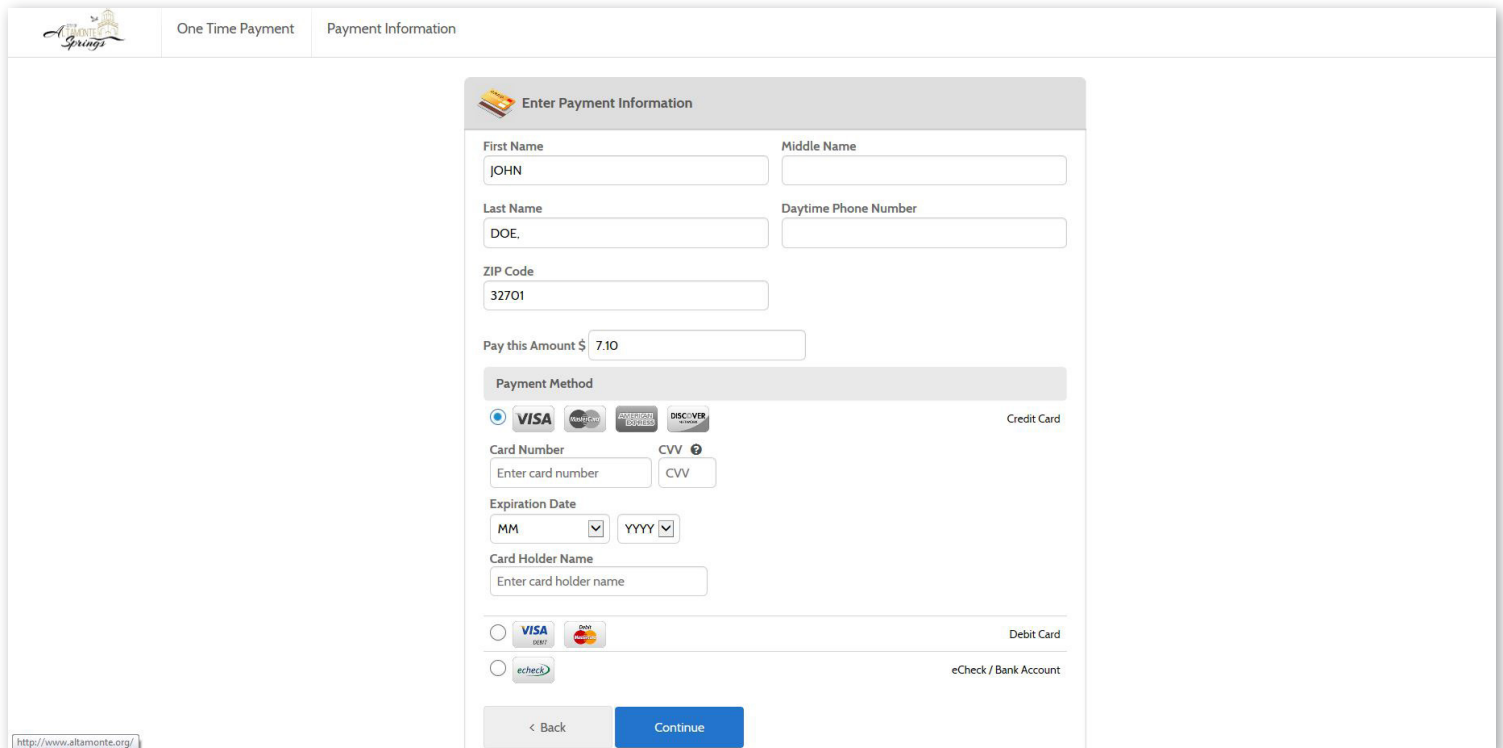
The screenshot shows a web form titled "Enter Account Information" with a person icon. It is part of a "One Time Payment" process. The form has two tabs: "Account Information" (selected) and "Payment Information". The form fields are as follows:

- Payment Type:** Radio buttons for "Utility Bill" (selected) and "Miscellaneous".
- Customer Number:** Text input field containing "000110".
- Account Number:** Text input field containing "600064".
- Email:** Text input field containing "Enter email address".
- Re-Enter email:** Text input field containing "Re-enter email address".

A blue "Continue" button is located at the bottom of the form.

## STEP 6: Enter Payment Information

Enter name, zip code and payment amount. Select payment type and enter credit card or bank information. Click Continue.



The screenshot shows a web form titled "Enter Payment Information" with a credit card icon. It is part of a "One Time Payment" process. The form has two tabs: "Payment Information" (selected) and "Account Information". The form fields are as follows:

- First Name:** Text input field containing "JOHN".
- Middle Name:** Text input field.
- Last Name:** Text input field containing "DOE".
- Daytime Phone Number:** Text input field.
- ZIP Code:** Text input field containing "32701".
- Pay this Amount \$:** Text input field containing "7.10".
- Payment Method:** Radio buttons for "Credit Card" (selected) and "Debit Card". Under "Credit Card", there are icons for VISA, MEXICOPAY, AMERICAN EXPRESS, and DISCOVER. Under "Debit Card", there are icons for VISA DEBIT and DEBIT.
- Card Number:** Text input field containing "Enter card number".
- CVV:** Text input field containing "CVV".
- Expiration Date:** Two dropdown menus for "MM" and "YYYY".
- Card Holder Name:** Text input field containing "Enter card holder name".
- eCheck / Bank Account:** Radio button for "echeck".

At the bottom of the form, there are two buttons: "< Back" and a blue "Continue" button.

Once the information processes, you will receive confirmation or receipt of payment. Click the Back to Home button to log out.

**Your payment has been accepted.**

Confirmation #	48343059
Payment Type	Utility Bill
Customer #	000110
Status	PROCESSING
Payment Date	Jan 17, 2018 – 10:05:38 AM
Payment Method	MasterCard *****5454
Payment Amount	\$7.10

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