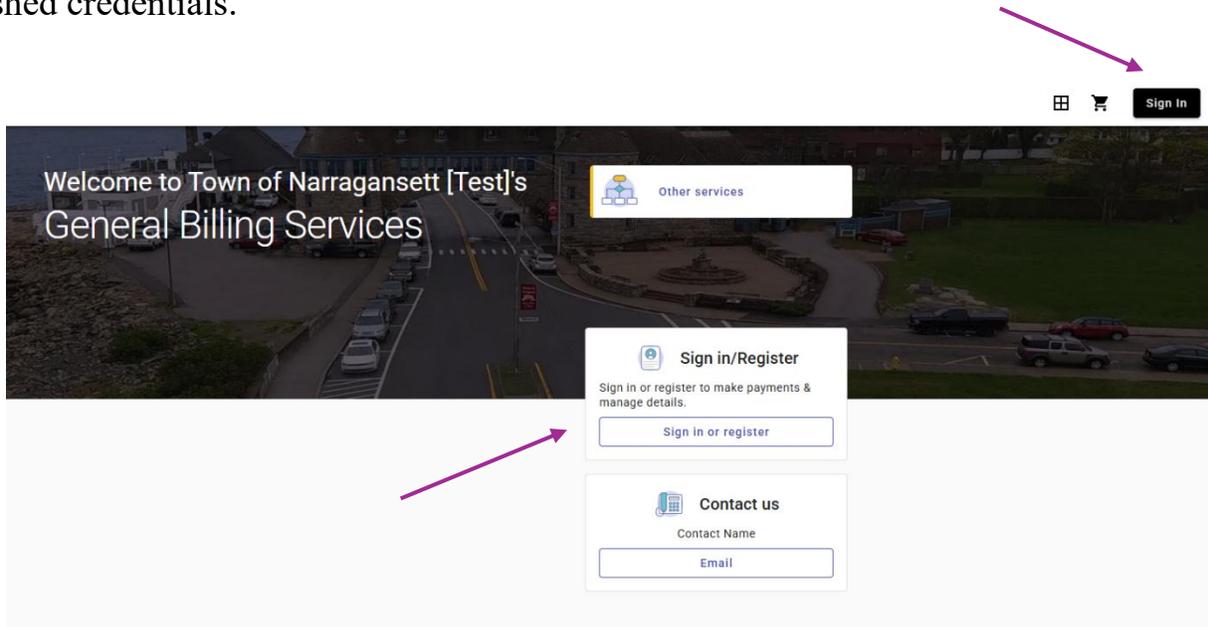


# Utility Access User Guide

## Utility Online Payments

### Signing In to Account

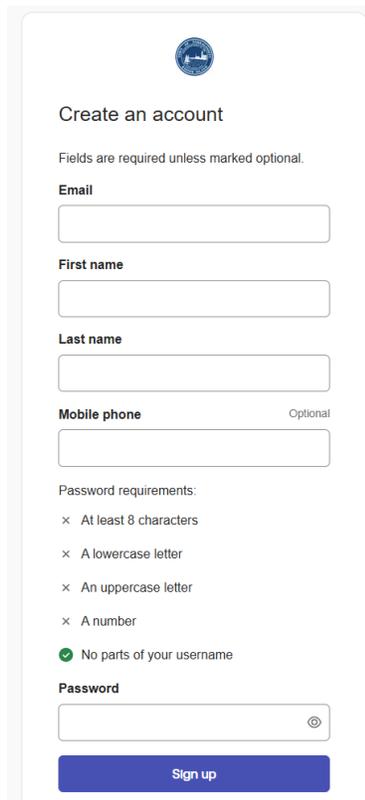
New users are required to create an account and existing users can sign-in using their established credentials.



Once clicked, the Community Access sign-in box will appear.

The form is titled 'Sign in to community access services.' and features a globe icon at the top. It includes an 'Email address' input field, a 'Keep me signed in' checkbox, and a blue 'Next' button. Below this, there is an 'OR' separator and social media login options for Google, Apple, Microsoft, and Facebook. At the bottom, there are links for 'Unlock account?' and 'Help', and a 'Create an account' button.

For first-time users, clicking Sign Up at the bottom of the sign-in screen presents the Create an Account box.



The screenshot shows a 'Create an account' form with a blue header and a blue 'Sign up' button. The form includes fields for Email, First name, Last name, and Mobile phone (marked as optional). Below these fields are password requirements: At least 8 characters, A lowercase letter, An uppercase letter, A number, and No parts of your username (checked). A Password field is also present.

**Create an account**

Fields are required unless marked optional.

**Email**

**First name**

**Last name**

**Mobile phone** Optional

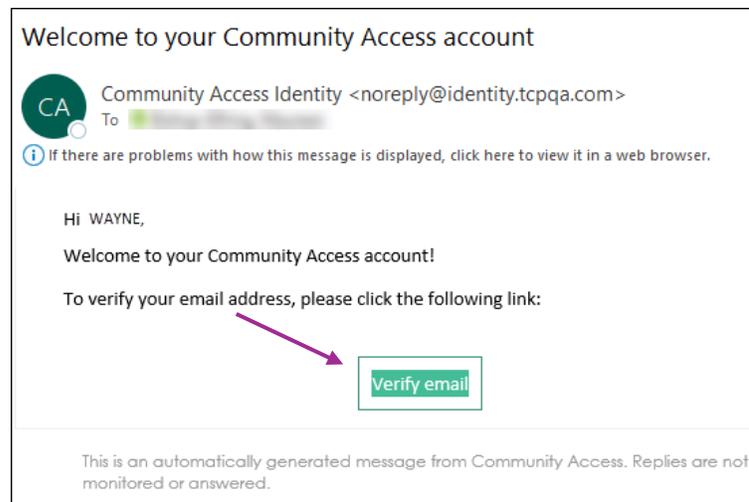
Password requirements:

- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- ✓ No parts of your username

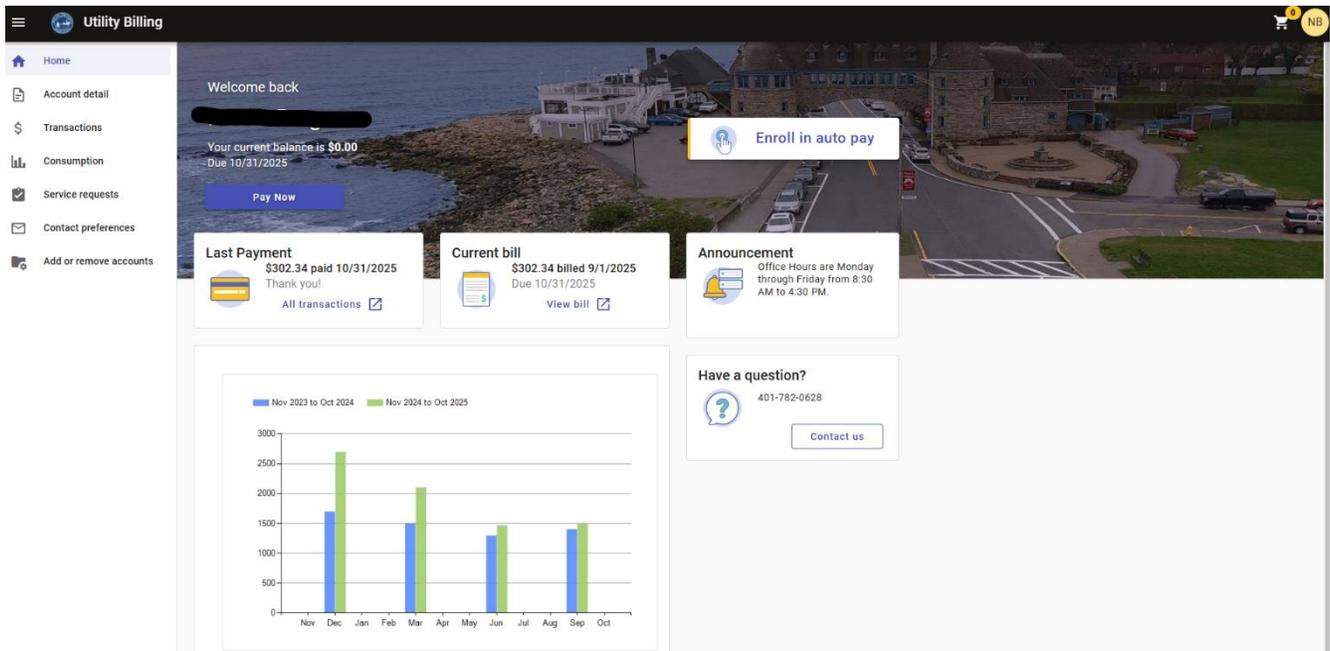
**Password**

**Sign up**

Entering a valid email address, password and full name (first and last) sends a confirmation email to the email provided.



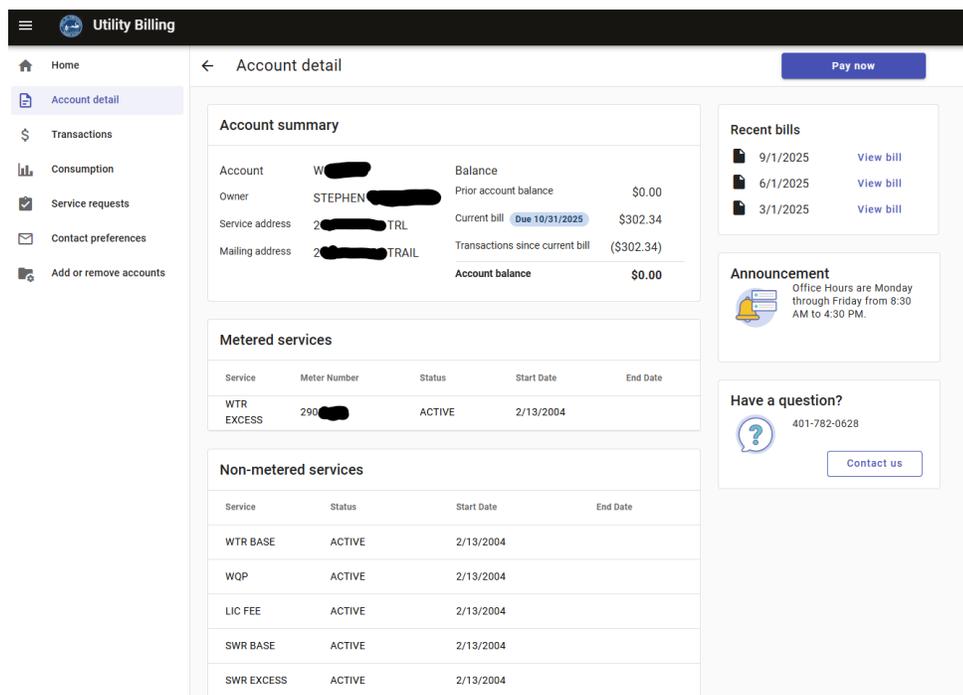
Once the user receives the email and clicks the Verify Email link, Resident Access presents the User Profile page for Utilities.



Here the user can access their Current Bill, Account Detail, Transactions, Consumption, Service Requests, Contact Preferences, Add or Remove Accounts, Pay Now and Enroll in Auto Pay.

## Account Detail

Here the user can view their bills and account information.



# Transactions

In Transactions, users can see previous payments, balances, interest and credits.

**Transaction history**

From: 11/06/2024 To: 11/06/2025 [Apply](#)

Date	Description	Amount	Interest	Running balance
10/31/2025	Payment	(\$302.34)	\$0.00	\$0.00
9/1/2025	Payment	(\$3.68)	\$3.68	\$302.34
9/1/2025	Applied Credit	\$3.68	\$0.00	\$302.34
9/1/2025	Bill	\$302.34	\$0.00	\$298.66
6/30/2025	Payment	(\$255.79)	\$0.00	(\$3.68)
6/1/2025	Bill	\$252.11	\$0.00	\$252.11
4/8/2025	Payment	(\$244.72)	\$0.00	\$0.00
3/1/2025	Bill	\$244.72	\$0.00	\$244.72

**Announcement**  
Office Hours are Monday through Friday from 8:30 AM to 4:30 PM.

**Have a question?**  
401-782-0628  
[Contact us](#)

# Consumption

In Consumption, users can view their water and wastewater consumption.

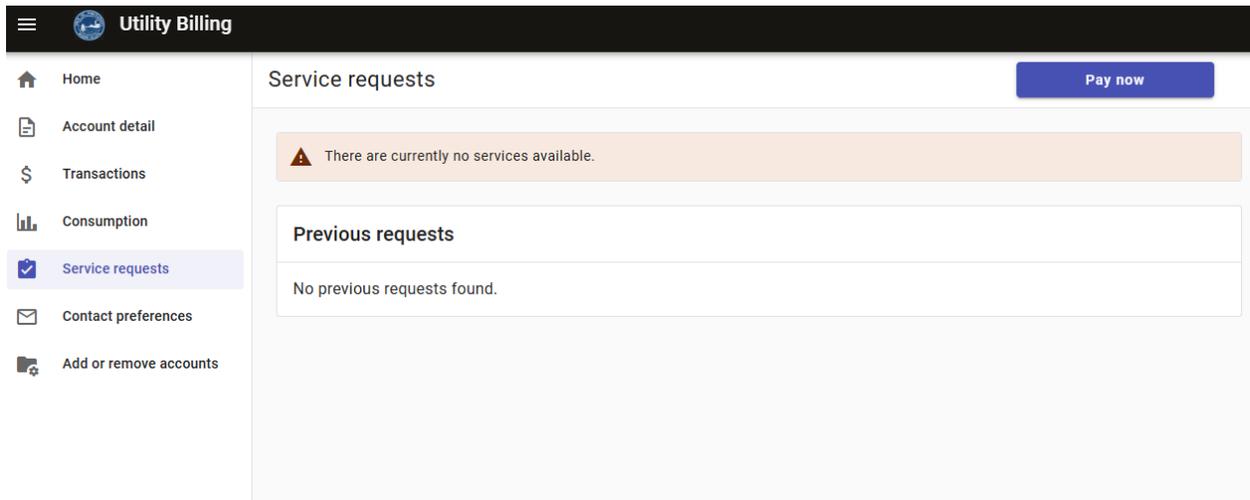
**Consumption**

Nov 2023 to Oct 2024 (Blue) | Nov 2024 to Oct 2025 (Green)

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Nov 2023 to Oct 2024	0	1,700	0	0	1,500	0	0	1,300	0	0	1,400	
Nov 2024 to Oct 2025	0	2,700	0	0	2,100	0	0	1,472	0	0	1,512	

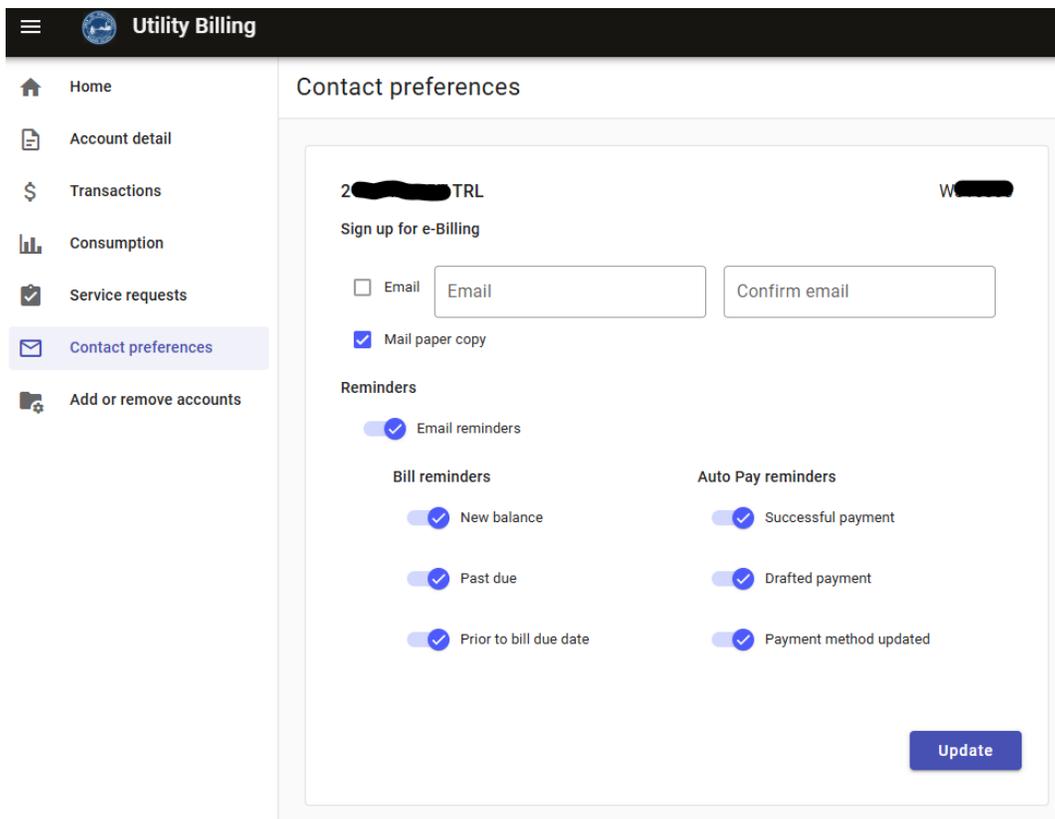
## Service Requests

Here users can see previous service requests.



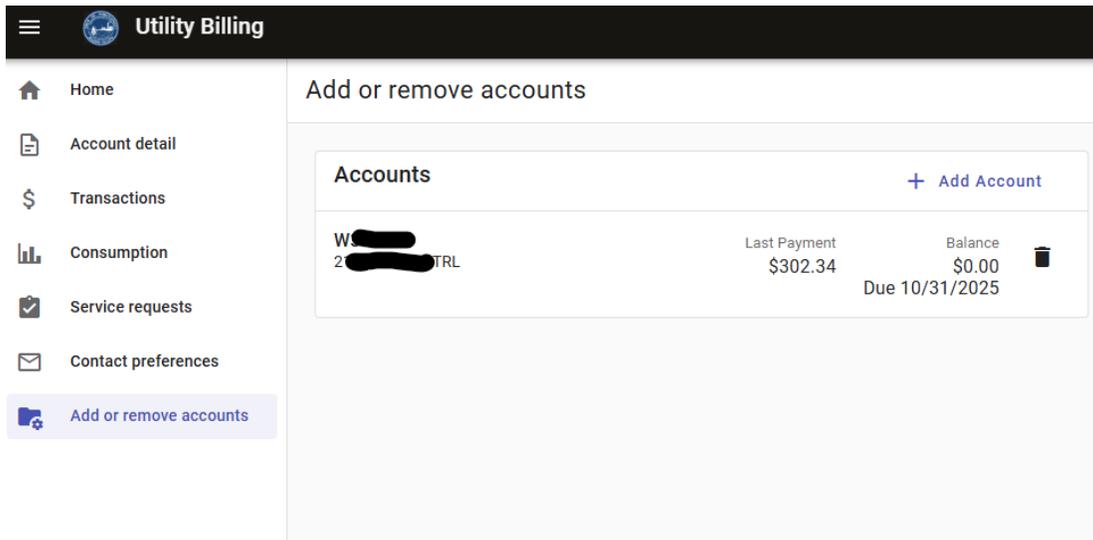
## Contact Preferences

In Contact Preferences, users can update their contact preferences, sign up for E-Billing and set reminders.



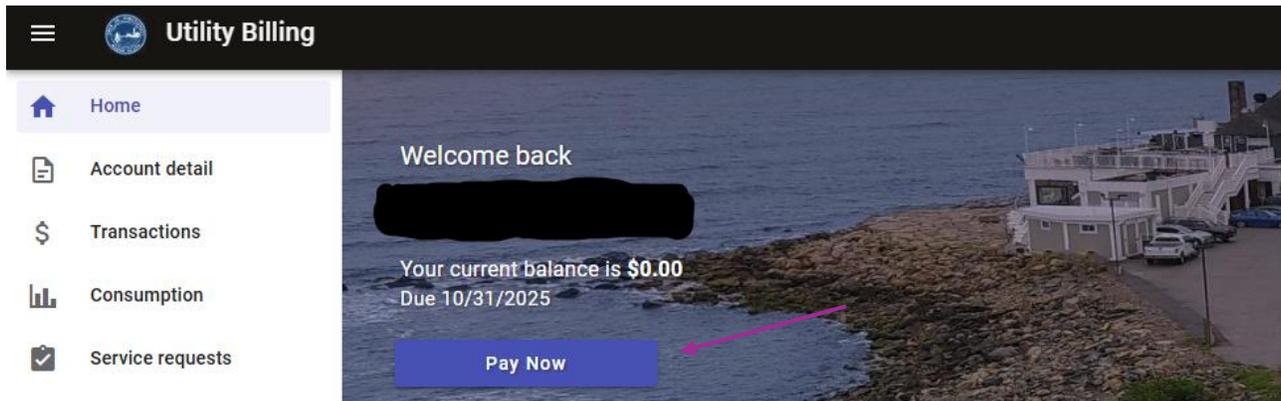
## Add or Remove Accounts

Here users can add or remove accounts.

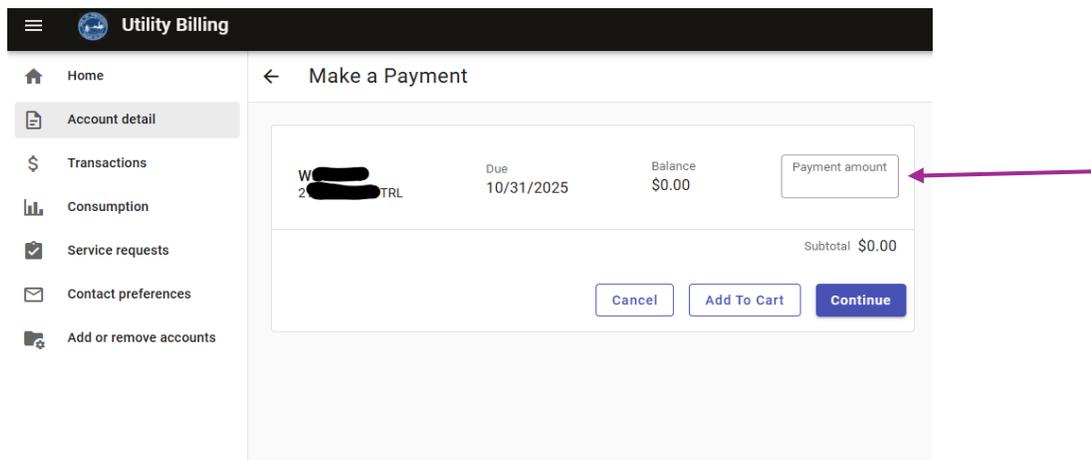


## Paying Utility Bill

On any page, the user can click Pay Now.



Here the user can pay their bill and adjust the amount they would like to pay.



Once an amount is entered, click Continue or Add to Cart if you have multiple account payments.

The screenshot shows a shopping cart interface with two main sections: "Review your cart items" and "Cart summary".

**Review your cart items:** A single item is listed with a utility icon, the text "Utility | W [redacted] | STEPHEN [redacted]", and a price of "\$0.01". A "Remove" button is located to the right of the item.

**Cart summary:** Shows a "Subtotal" of "\$0.01" and a note: "Additional fees may be applied at checkout". A prominent blue "Check out" button is present. Below this, there is a section "Find more items to pay" with a link "Return to Utility Access" accompanied by a question mark icon.

Click Check Out once ready to pay. The next page is where the user can enter their payment information. The user has the option to enter a credit card or an e-check. They can also choose to pay now or choose a payment date.

The screenshot shows a payment information entry page with a "Summary" sidebar on the right.

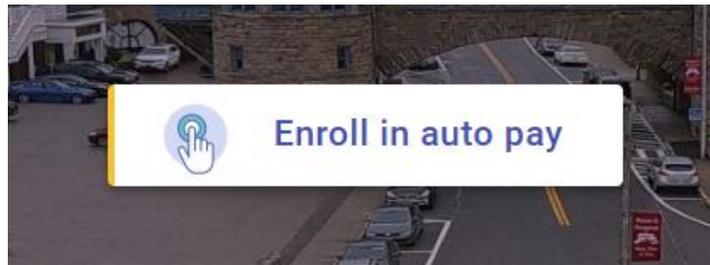
**Enter your payment information:**

- Section: "When would you like to pay?" with radio buttons for "Now" (selected) and "Later".
- Section: "How are you going to pay?" with radio buttons for "Enter new credit card" and "Enter new eCheck".
- Text: "This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply."
- Section: "Where should we send your receipt?" with a text input field labeled "Email for receipt\*" containing a redacted email address.
- Text: "You will not be charged until you review your payment on the next step".
- Buttons: "Back" and "Continue".

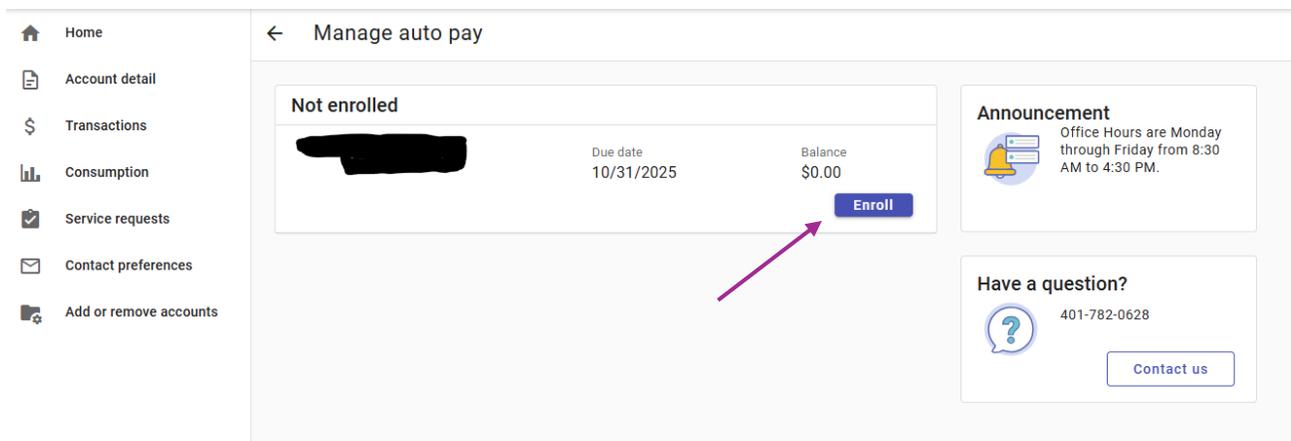
**Summary:** Shows a "Subtotal" of "\$0.01" and a note: "An additional fee may be charged based on your method of payment".

# Enrolling in Auto Pay

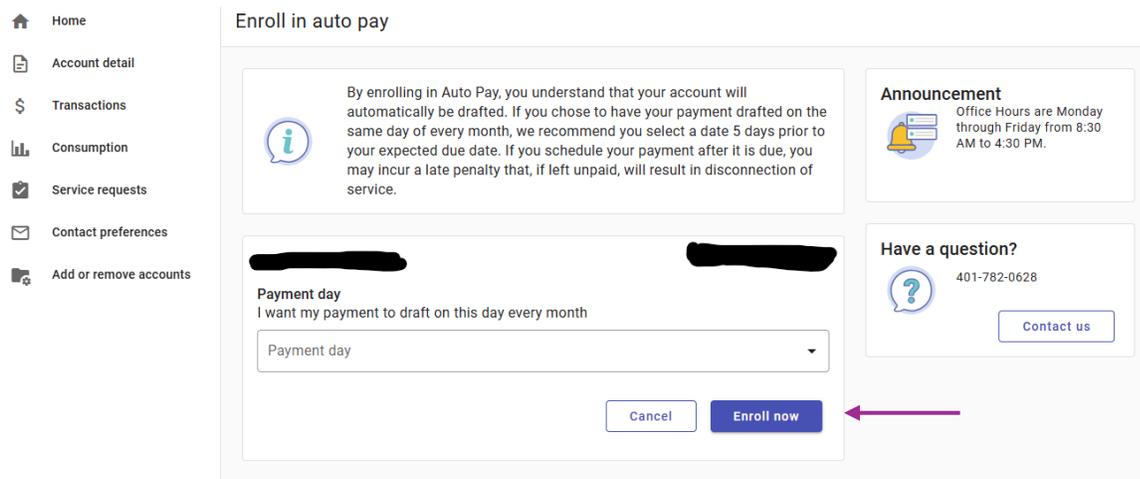
To enroll in Auto Pay, the user must be logged into their account.



Click Enroll in Auto Pay. The user will be brought to the Manage Auto Pay page. Click Enroll.



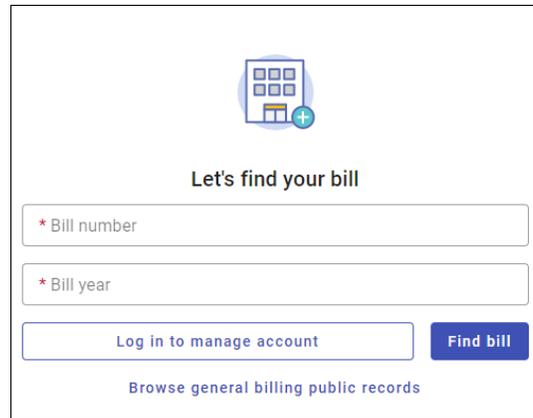
Here the user can choose which day they would like their payment to be paid. Once chosen, click Enroll Now.



## Paying Bills as a Guest

Many applications associated with Resident Access allow users to pay bills as a guest. In this case, users do not need to create an account; they can search for their bills and make a payment directly through the Resident Access shopping cart.

For example, for General Billing, when a user selects Pay as Guest, Resident Access presents Let's Find Your Bill dialog box.



Let's find your bill

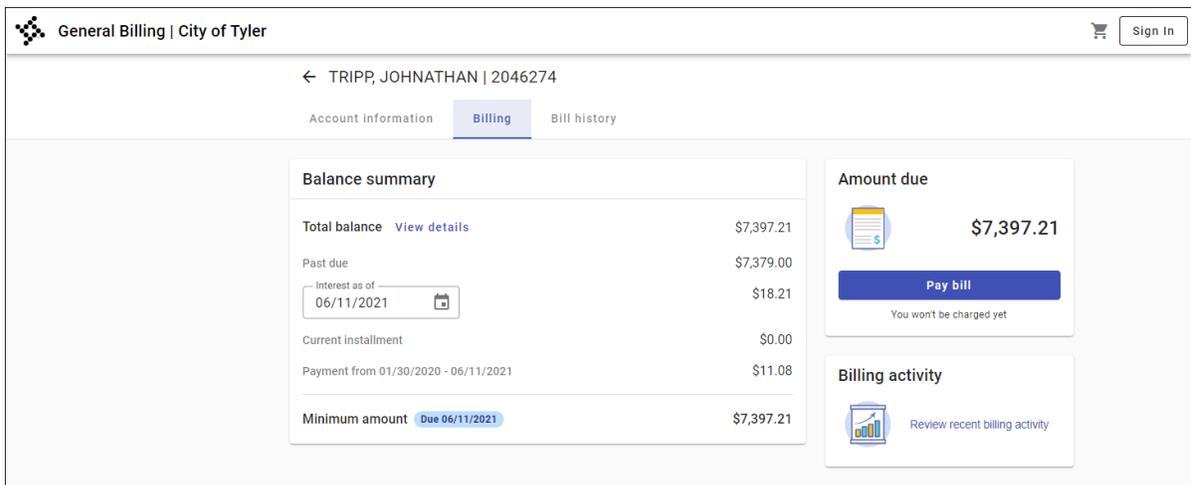
\* Bill number

\* Bill year

Log in to manage account Find bill

Browse general billing public records

Once the bill details are entered, Resident Access identifies the bill and presents the details. On the Billing tab, the Pay Bill option is available.



General Billing | City of Tyler

Sign In

← TRIPP, JOHNATHAN | 2046274

Account information Billing Bill history

**Balance summary**

Total balance	<a href="#">View details</a>	\$7,397.21
Past due		\$7,379.00
Interest as of	06/11/2021	\$18.21
Current installment		\$0.00
Payment from 01/30/2020 - 06/11/2021		\$11.08
Minimum amount	Due 06/11/2021	\$7,397.21

**Amount due**

\$7,397.21

Pay bill

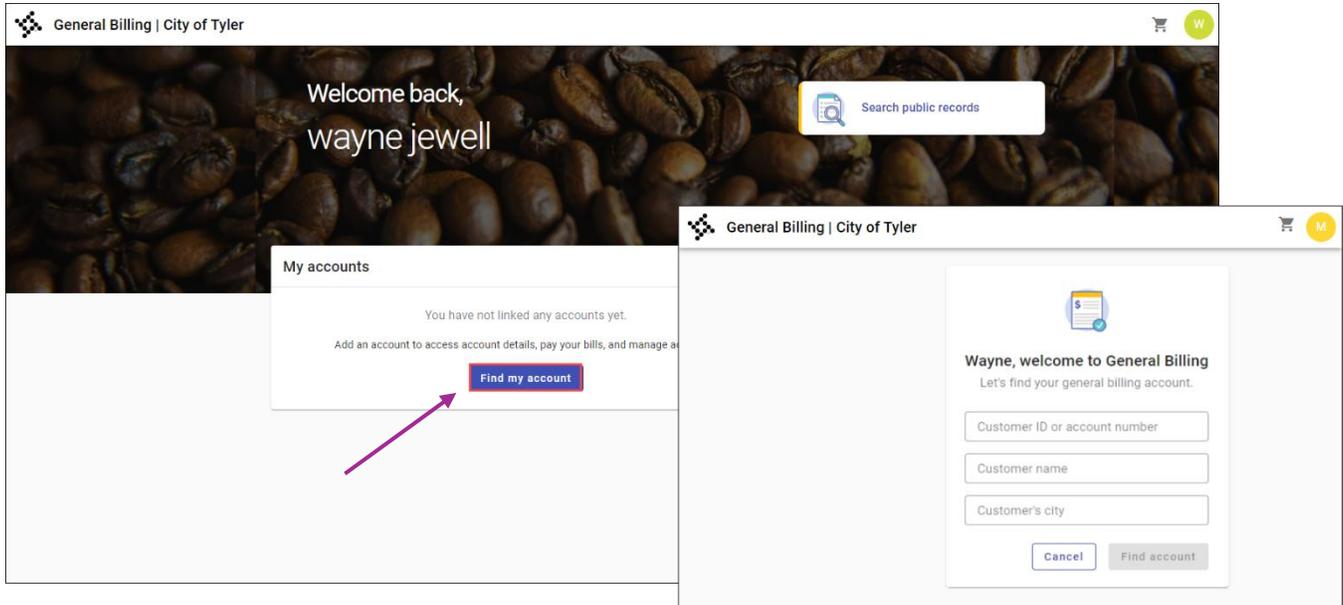
You won't be charged yet

**Billing activity**

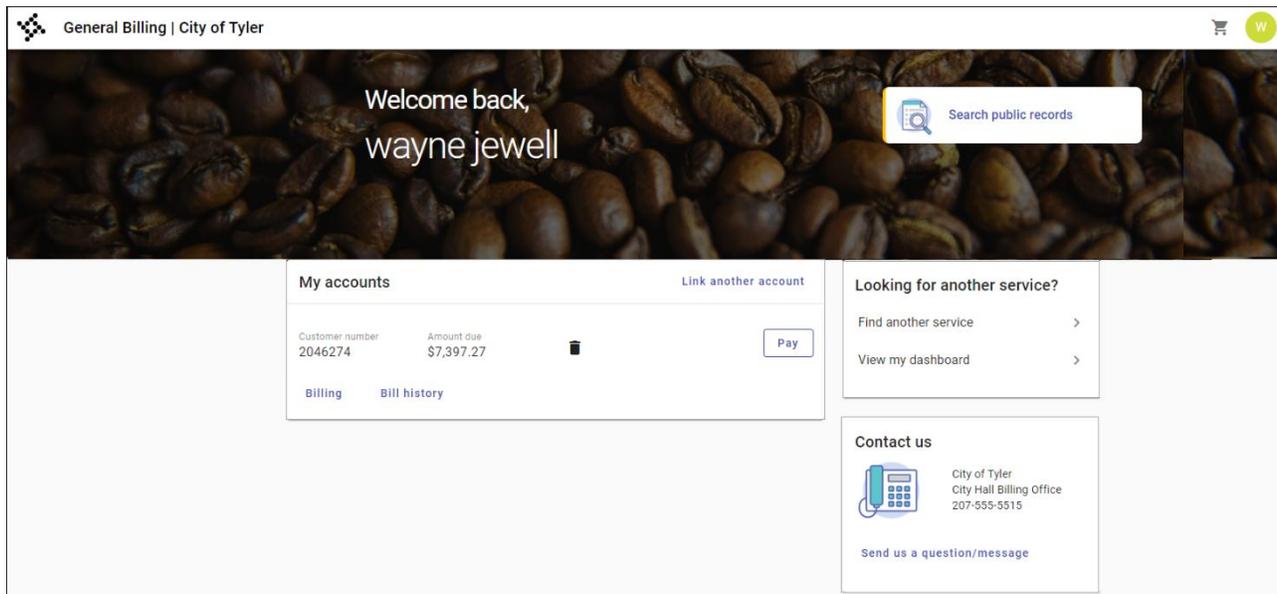
Review recent billing activity

## Finding an Account

Before a user has linked accounts to their Resident Access log-in, the Find Accounts option is available. Using this option, the user can identify their existing accounts and link them to their Resident Access log-in.



Once a user has linked accounts, the landing page for the application makes the account information readily available. After linking one account, the Link Another Account option provides the path for adding additional accounts to the My Accounts.



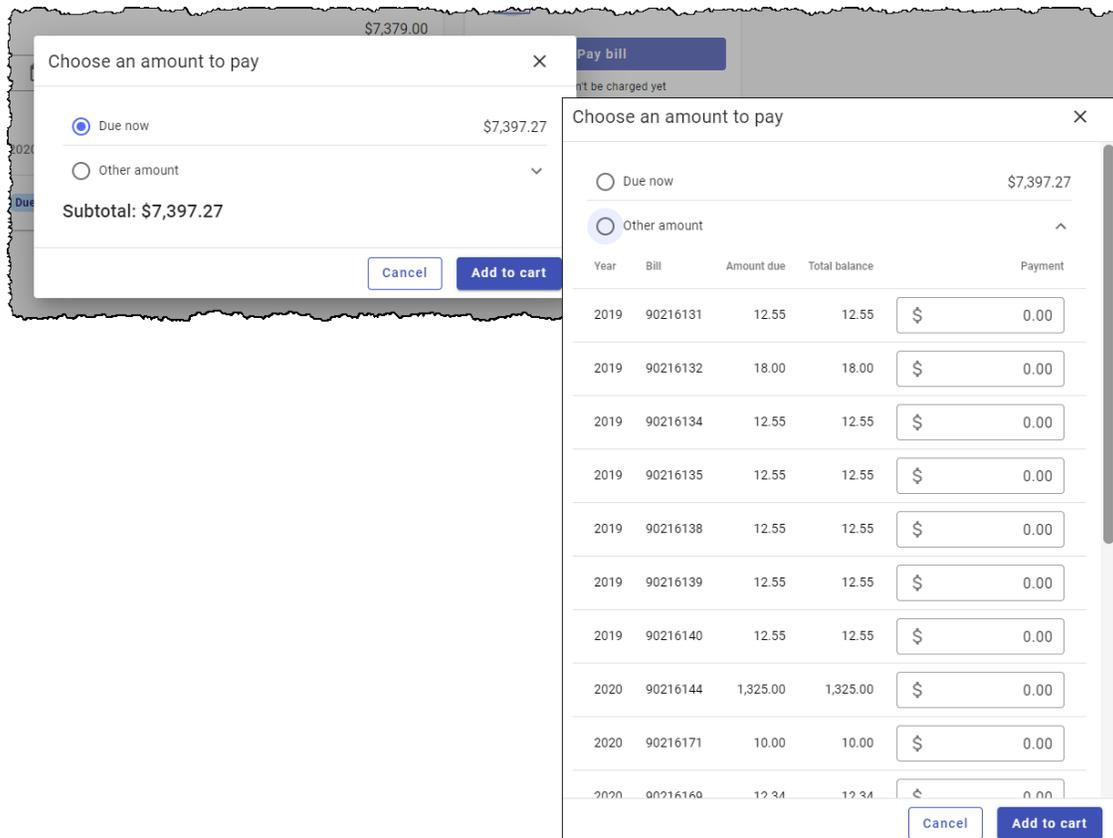
## Shopping Cart

The Shopping Cart provides payment processing for users' outstanding bills. As a user accumulates bills to pay, the Shopping Cart button refreshes to indicate the number of bills selected for payment.



Whether the user has selected bills by clicking the Pay Bills button on a bill detail page or by clicking Pay on his or her account list on the landing page, the bill selection process is the same.

When the user clicks Pay Bill, the Choose Amount to Pay dialog box allows them to submit the entire amount due for payment of all selected bills or to enter partial amounts for one or more bills. Selecting Due Now includes all outstanding amounts and selecting Other Amounts presents a list of individual bills for which the user can enter payment amounts.



The screenshot shows two overlapping 'Choose an amount to pay' dialog boxes. The top dialog box has 'Due now' selected, showing a subtotal of \$7,397.27. The bottom dialog box has 'Other amount' selected, showing a table of individual bills with columns for Year, Bill, Amount due, Total balance, and Payment.

Year	Bill	Amount due	Total balance	Payment
2019	90216131	12.55	12.55	\$ 0.00
2019	90216132	18.00	18.00	\$ 0.00
2019	90216134	12.55	12.55	\$ 0.00
2019	90216135	12.55	12.55	\$ 0.00
2019	90216138	12.55	12.55	\$ 0.00
2019	90216139	12.55	12.55	\$ 0.00
2019	90216140	12.55	12.55	\$ 0.00
2020	90216144	1,325.00	1,325.00	\$ 0.00
2020	90216171	10.00	10.00	\$ 0.00
2020	90216169	12.34	12.34	\$ 0.00

Clicking Add to Cart moves the payments to the shopping cart. Clicking the Shopping Cart button provides a review page of selected items. Users can remove items up to this point in the payment process. When they click Check Out, the Payment Processing pages are presented.

## Password Resets

If a user forgets his or her assigned password, clicking the Forgot Password link on the Sign-in screen presents the Forgot Your Password screen. When users enter their registered email address, they receive an email with instructions for creating a new password.

The image displays three sequential screenshots of the password reset process:

- Top Left Screenshot:** A form titled "Reset your password" with a globe icon. It contains an "Email address" field with the text "michaelylerfritz2019@gmail.com" and a blue "Reset via Email" button. A link for "Back to Sign In" is located below the button.
- Top Right Screenshot:** A confirmation screen titled "Email sent!" with the same globe icon. It states: "Email has been sent to michaelylerfritz2019@gmail.com with instructions on resetting your password." A blue "Back to Sign In" button is present, along with the note: "Your password reset email will come from Community Access."
- Bottom Screenshot:** An email notification addressed to "Hi Tyler,". The text reads: "A password reset request was made for your Community Access account. If you did not make this request, please visit the Community Access site and request your own password reset." It includes a link: "Click this link to reset the password for your username, [tylertyer170@gmail.com](mailto:tylertyer170@gmail.com):" and a green "Reset password" button. Below the button, it says: "This link expires in 1 hour."