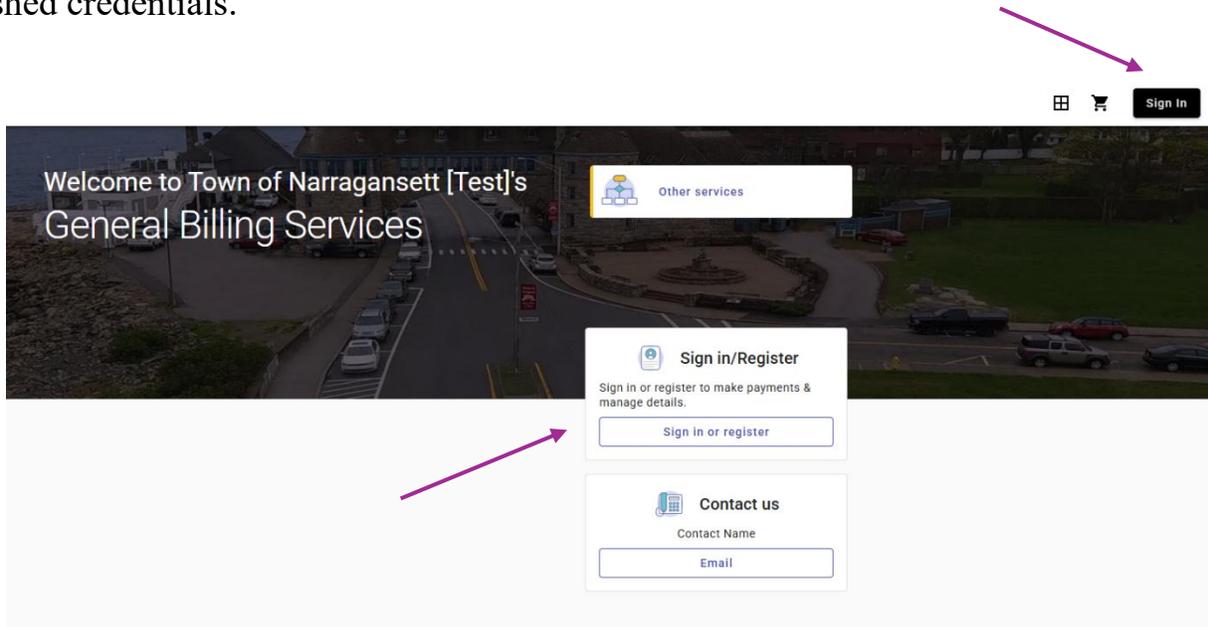# Utility Access User Guide

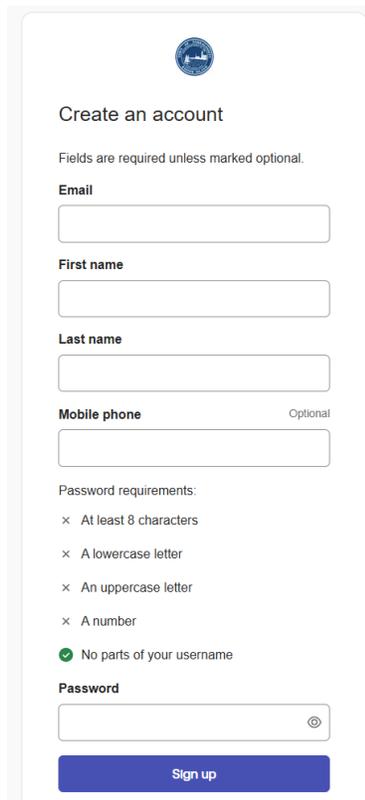## Utility Online Payments

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.

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

Entering a valid email address, password and full name (first and last) sends a confirmation email to the email provided.
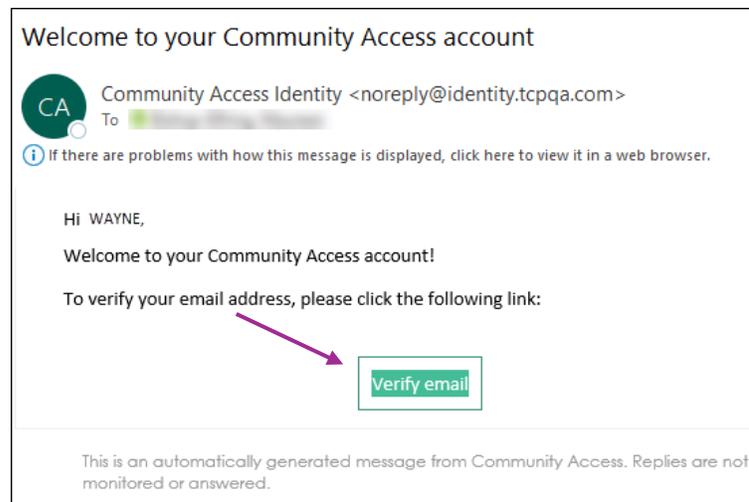
Once the user receives the email and clicks the Verify Email link, Resident Access presents the User Profile page for Utilities.

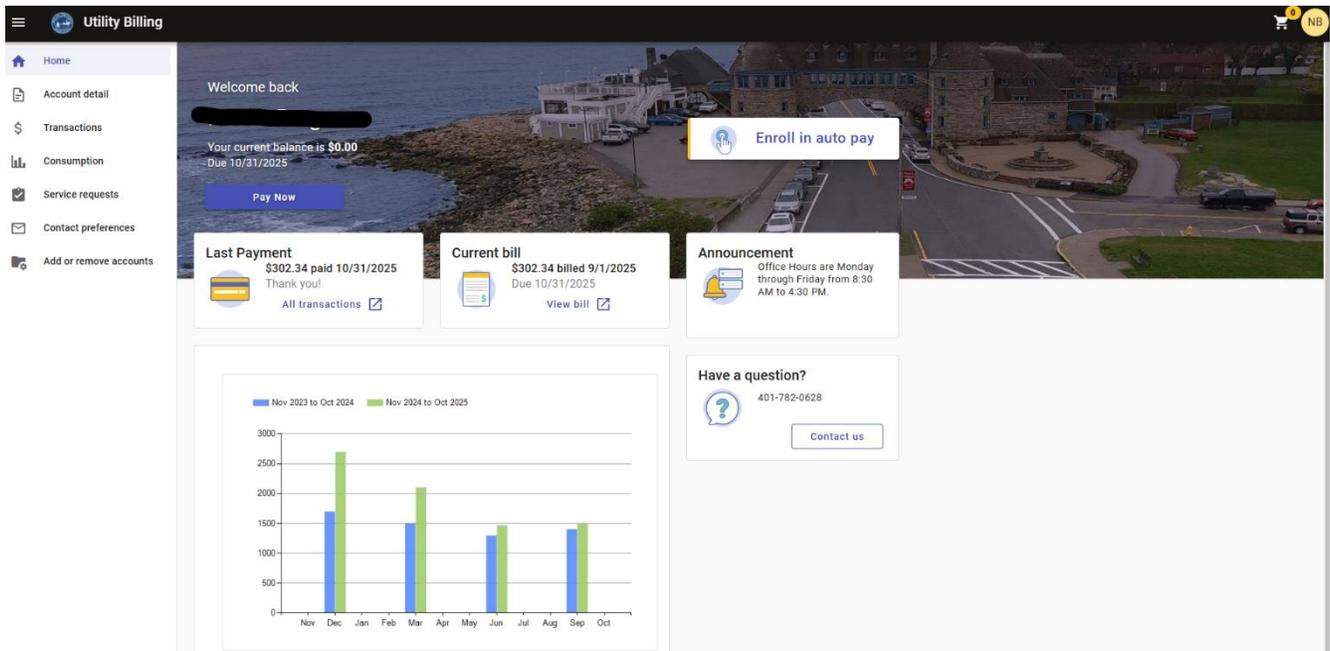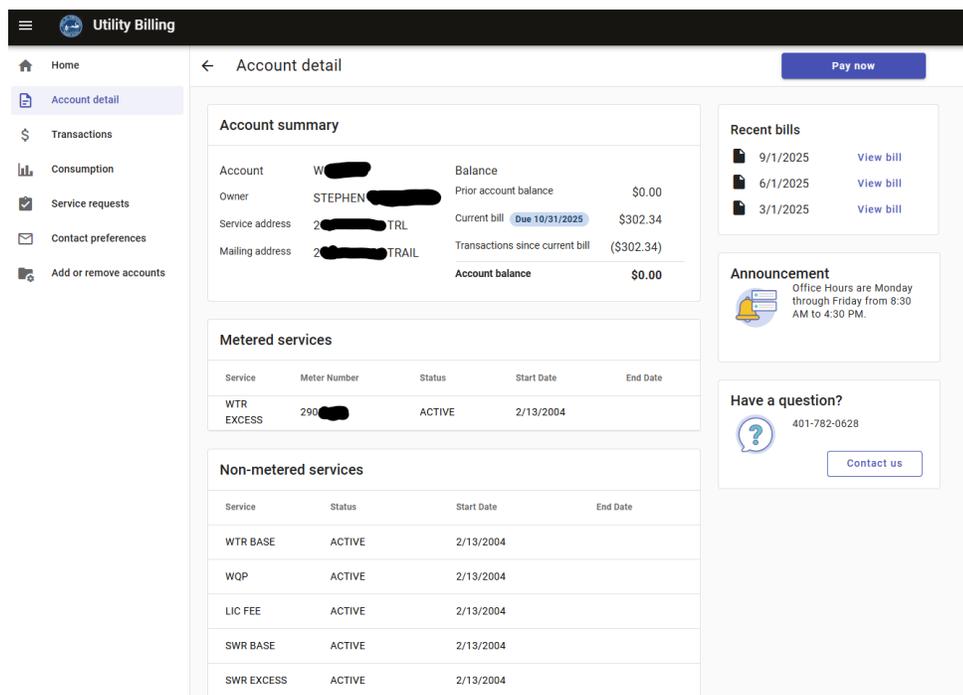Here the user can access their Current Bill, Account Detail, Transactions, Consumption, Service Requests, Contact Preferences, Add or Remove Accounts, Pay Now and Enroll in Auto Pay.

Account Detail

Here the user can view their bills and account information.

Transactions

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

Consumption

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

Service Requests

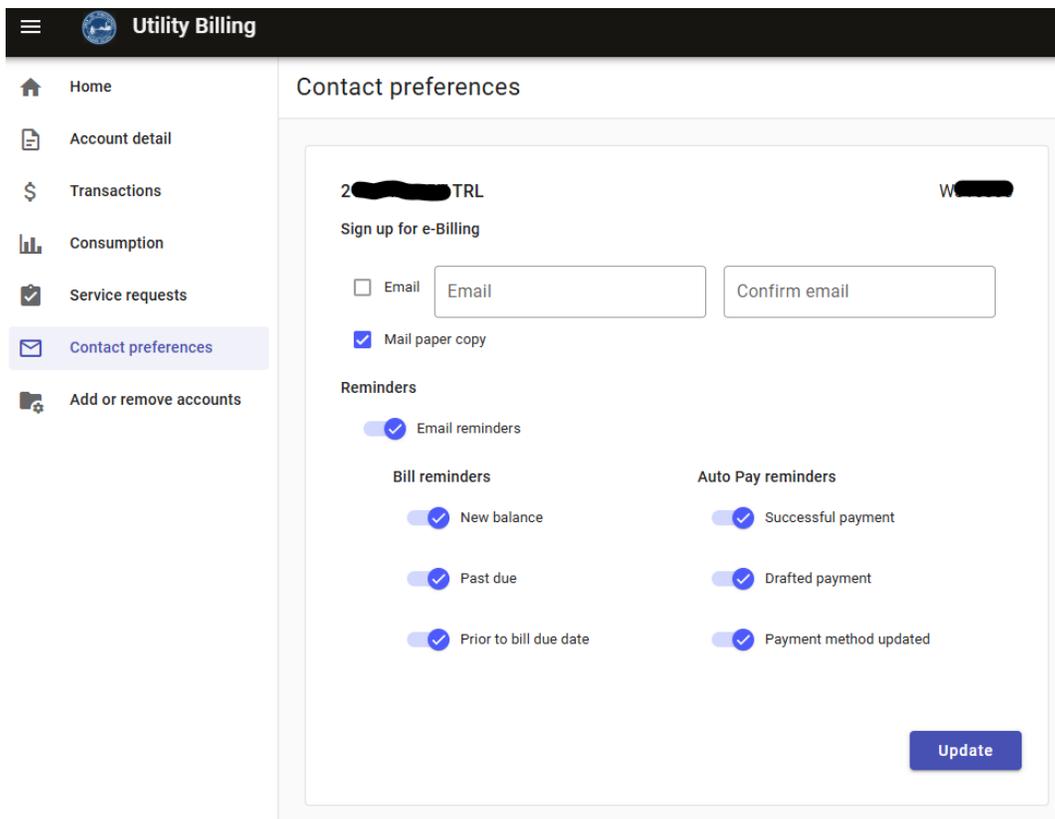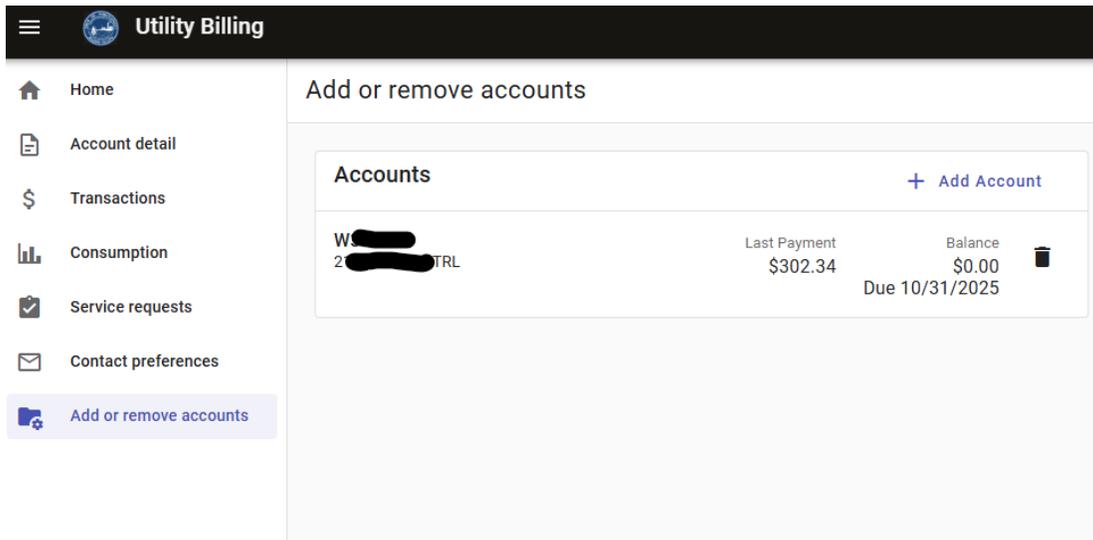Here users can see previous service requests.
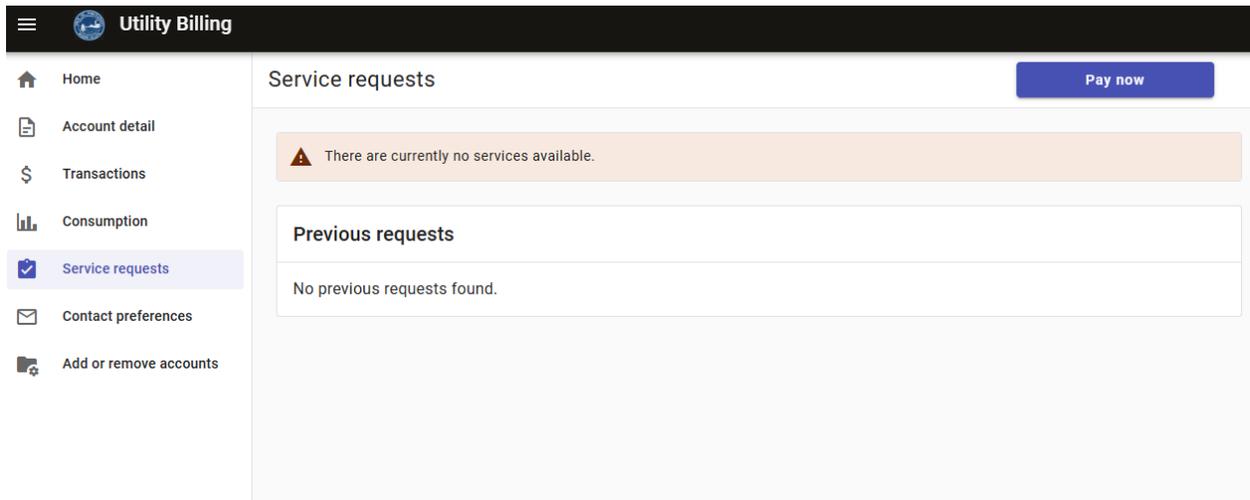
Contact Preferences

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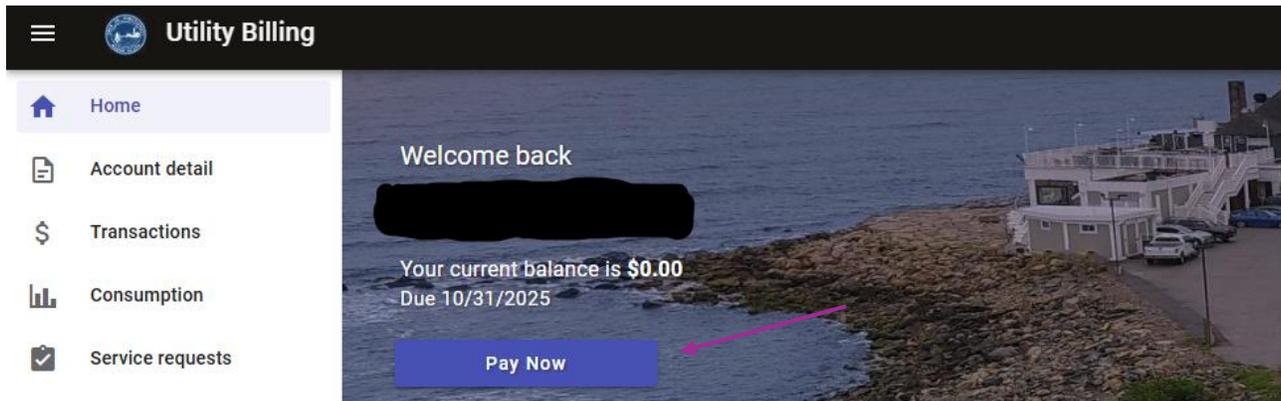
Add or Remove Accounts

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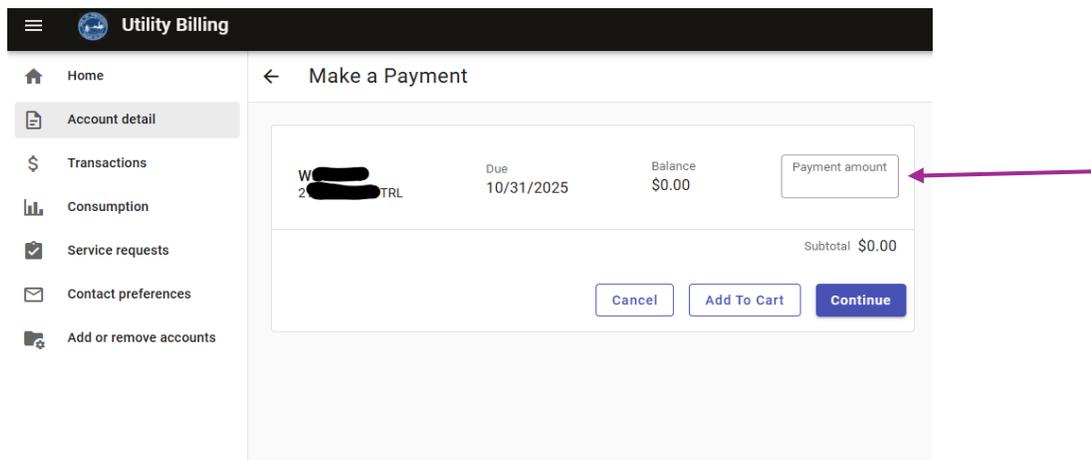
Once an amount is entered, click Continue or Add to Cart if you have multiple account payments.

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.

Enrolling in Auto Pay

To enroll in Auto Pay, the user must be logged into their account.
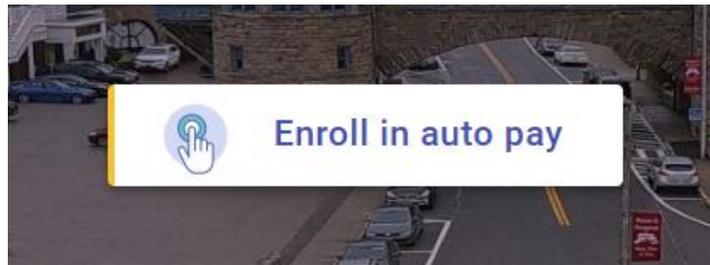
Click Enroll in Auto Pay. The user will be brought to the Manage Auto Pay page. Click Enroll.
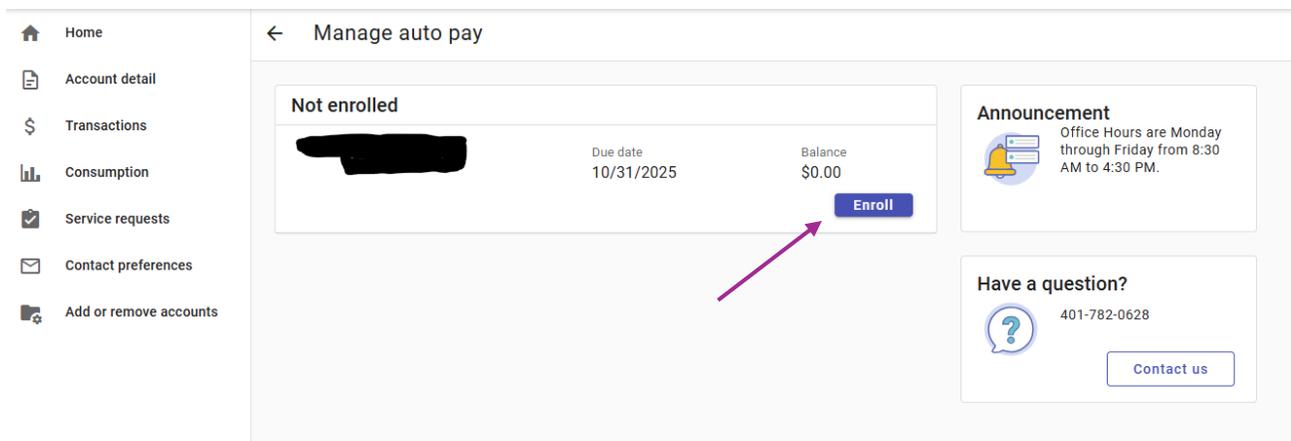
Here the user can choose which day they would like their payment to be paid. Once chosen, click Enroll Now.
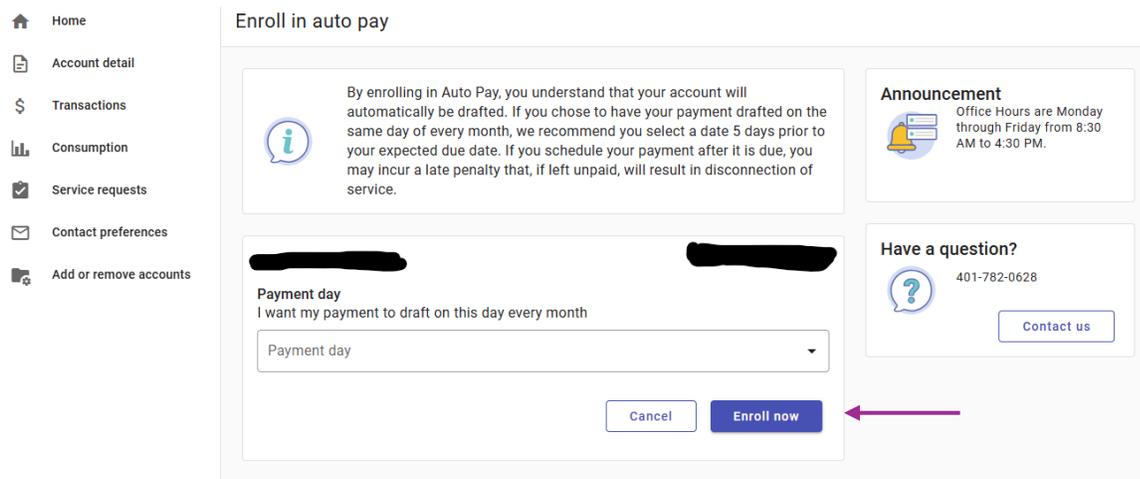
Paying Bills as a Guest

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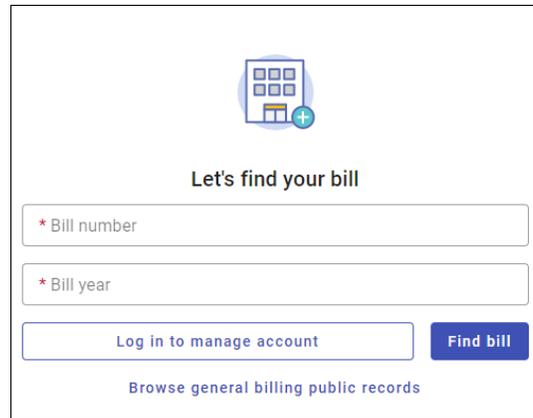
Once the bill details are entered, Resident Access identifies the bill and presents the details. On the Billing tab, the Pay Bill option is available.

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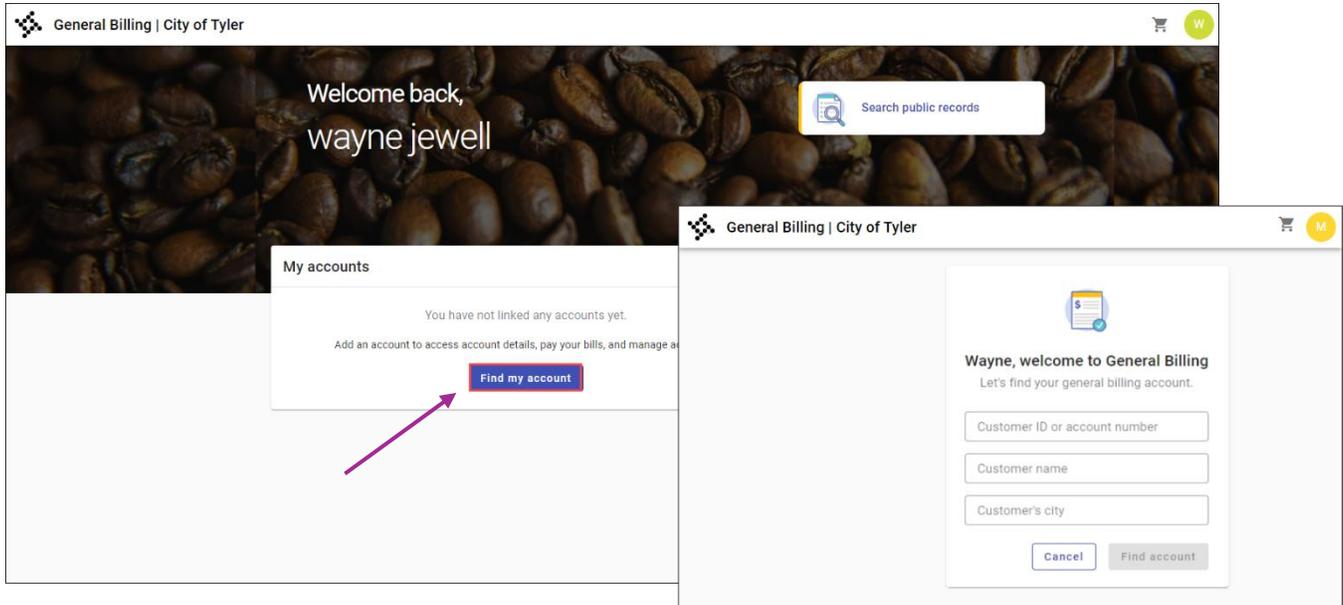
Once a user has linked accounts, the landing page for the application makes the account information readily available. After linking one account, the Link Another Account option provides the path for adding additional accounts to the My Accounts.
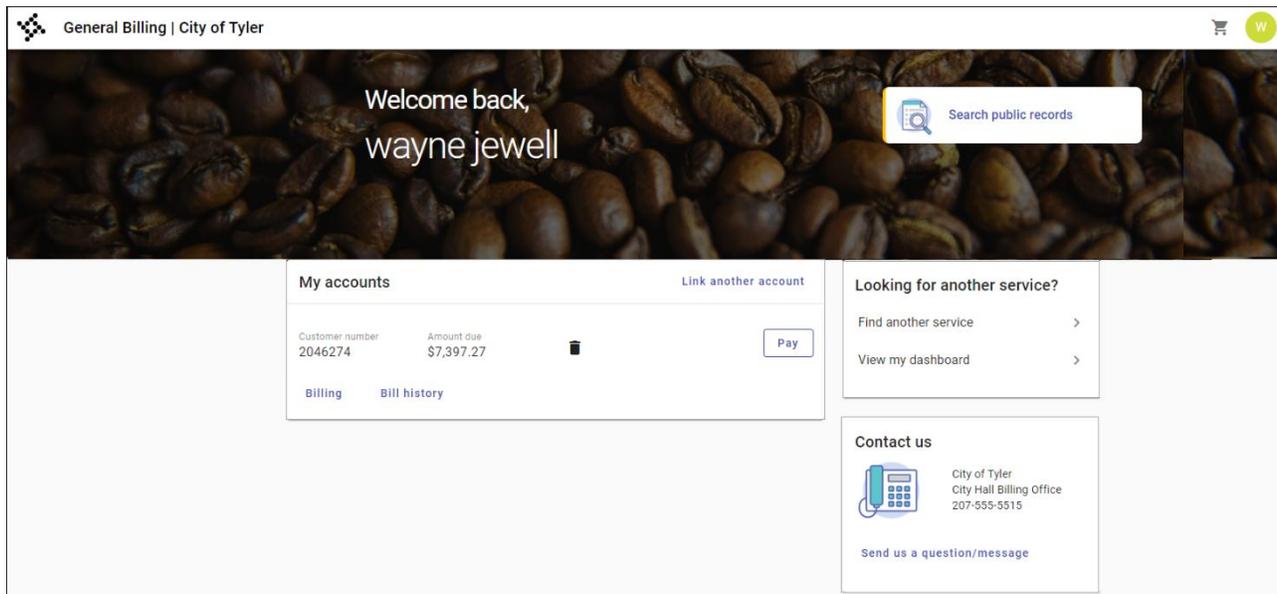
Shopping Cart

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.

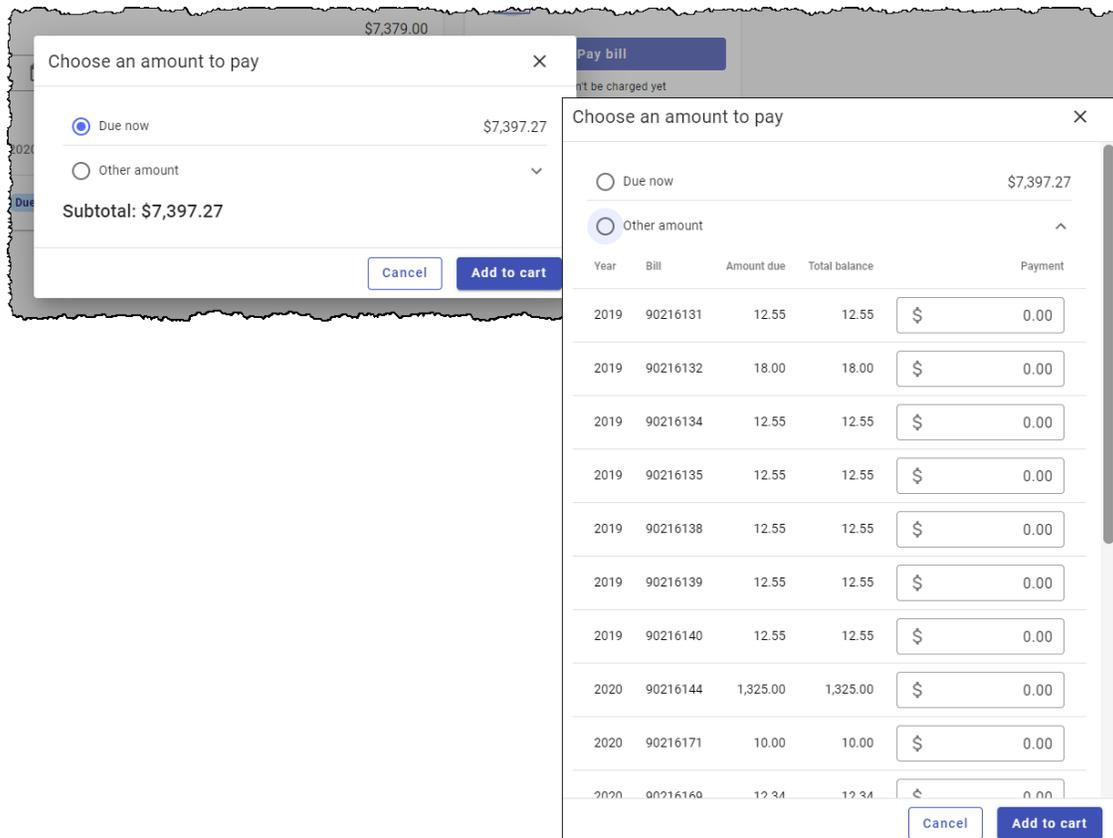When the user clicks Pay Bill, the Choose Amount to Pay dialog box allows them to submit the entire amount due for payment of all selected bills or to enter partial amounts for one or more bills. Selecting Due Now includes all outstanding amounts and selecting Other Amounts presents a list of individual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

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.

Reset your password

Email address

michaeltylerfritz2019@gmail.com

Reset via Email

Back to Sign In

Email sent!

Email has been sent to michaeltylerfritz2019@gmail.com with instructions on resetting your password.

Back to Sign In

Your password reset email will come from Community Access.

Hi Tyler,

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.

Click this link to reset the password for your username, tylertyler170@gmail.com:

Reset password

This link expires in 1 hour.