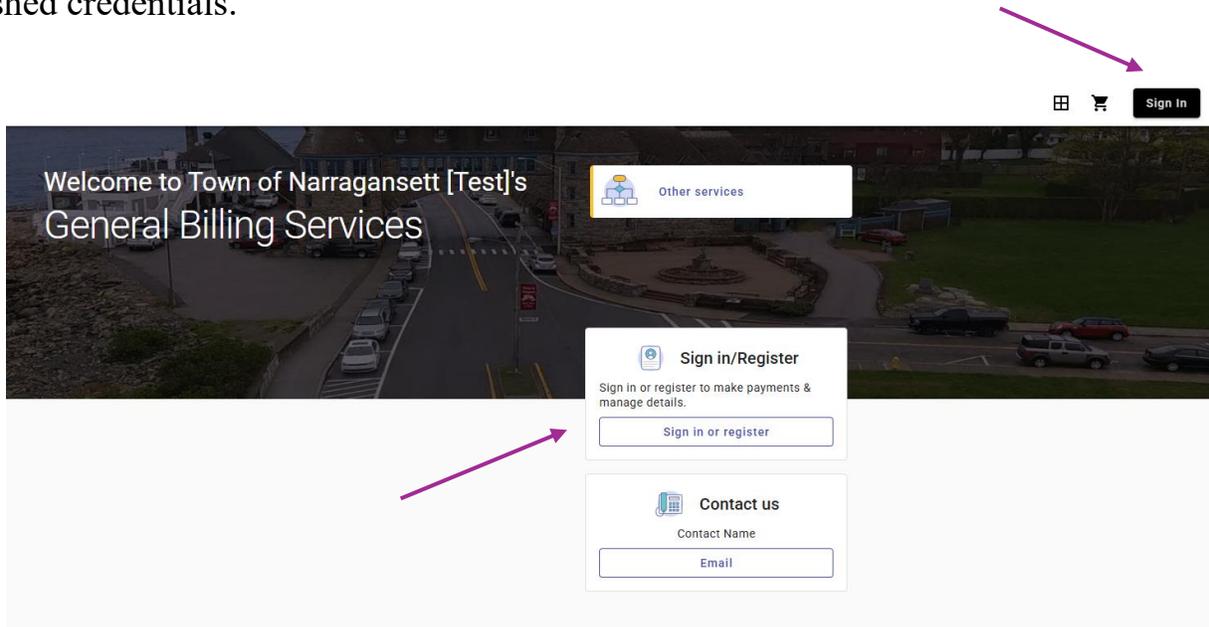# Resident Access User Guide
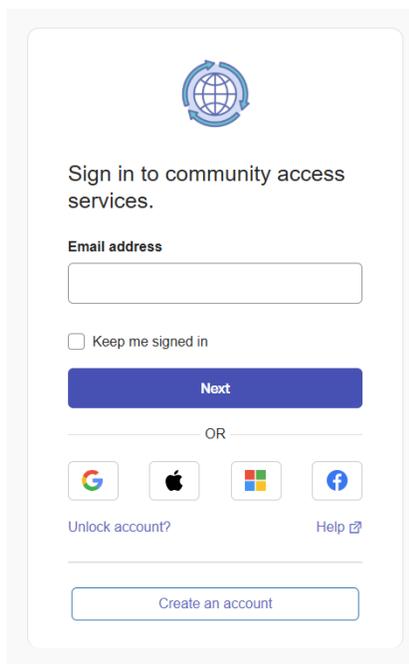
Property, Tangible and Motor Vehicle Online Payments
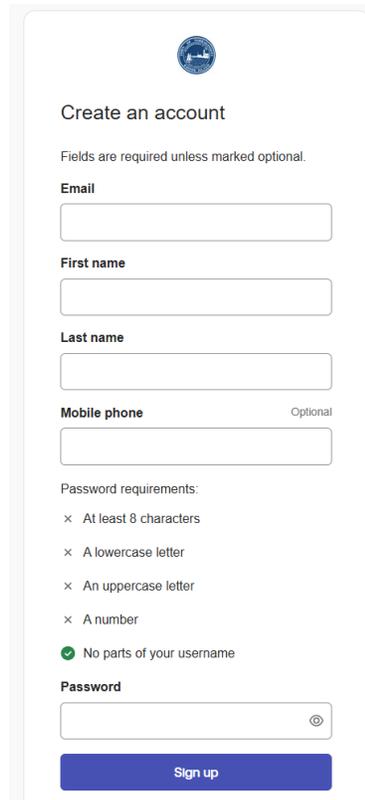
Signing In to Account

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.
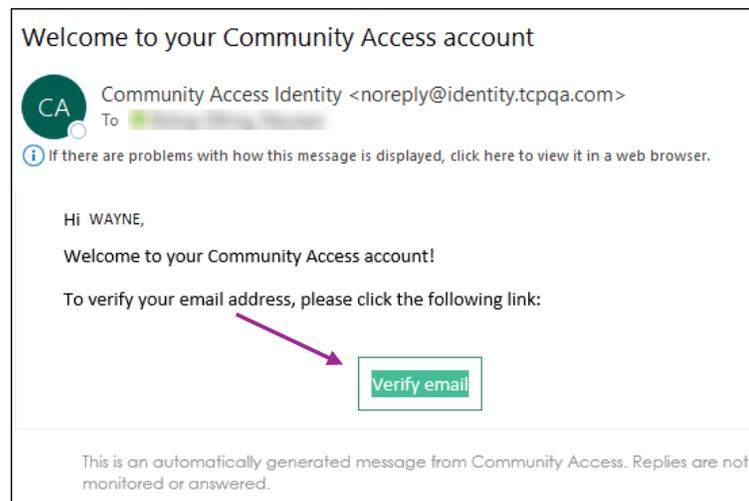
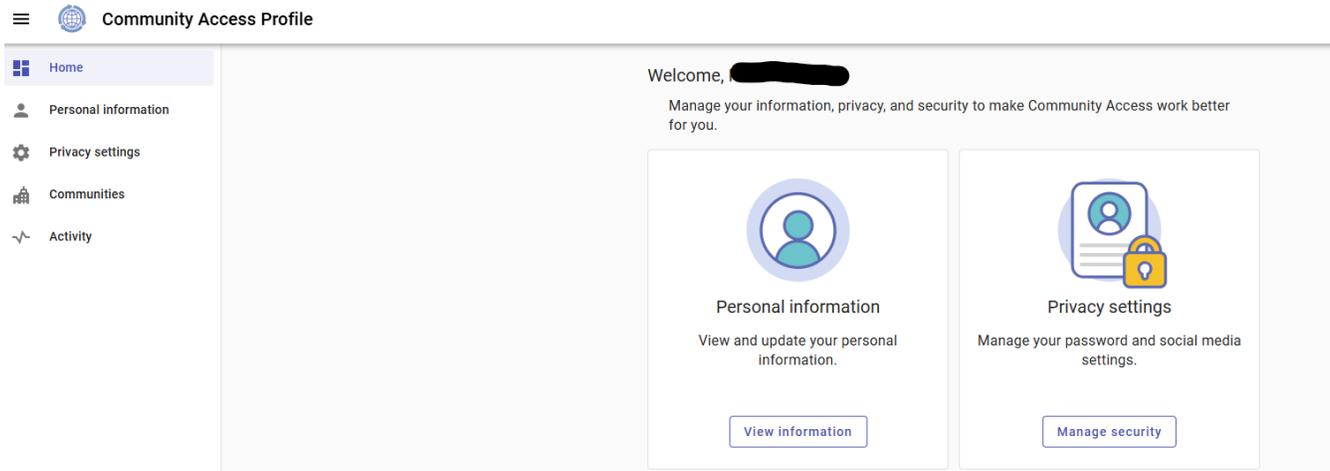Once the user receives the email and clicks the Verify Email link, Resident Access presents the User Profile page. Using this page, users can complete their profile information, establish payment methods, and set notification preferences.


Completing the Profile

Clicking View Information under Personal Information is where the user can update their personal information.

Clicking Manage Security under Privacy Settings is where the user can update their Password, link Social Media accounts and add Extra Verification notices.
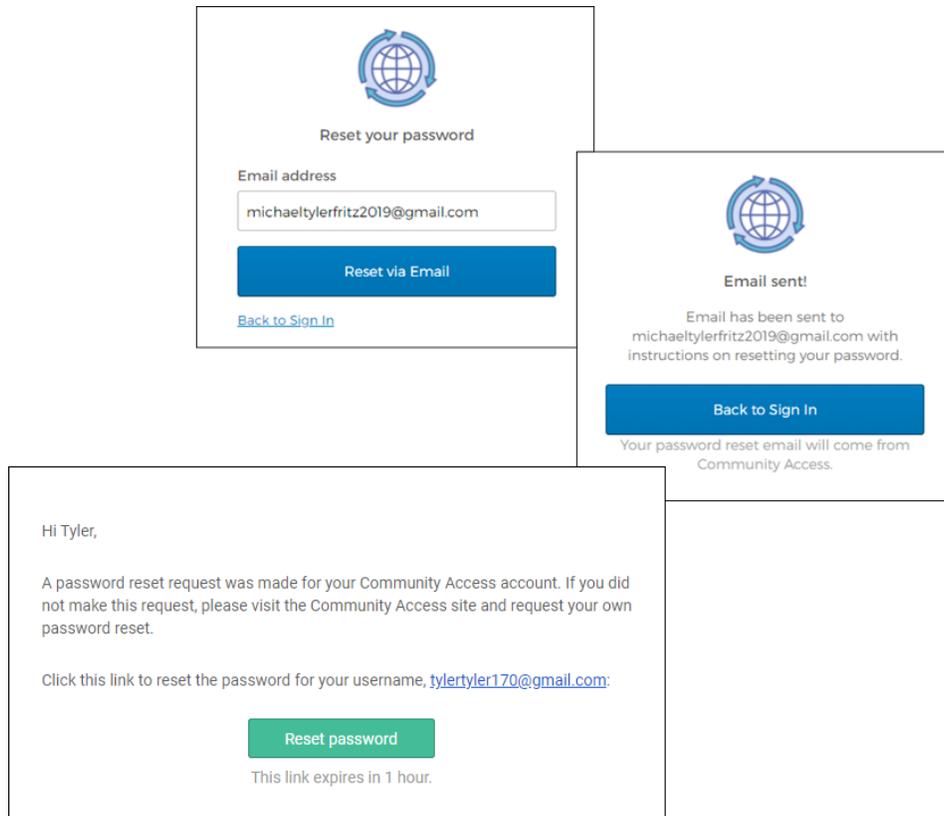
Existing Users

For existing Resident Access users, entering the registered username and password and clicking the Sign In button takes them to the town's home page.

Existing users can update their user profile at any time by clicking View My Dashboard and selecting Manage Profile.
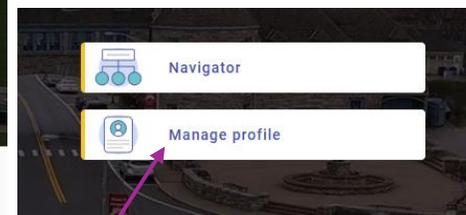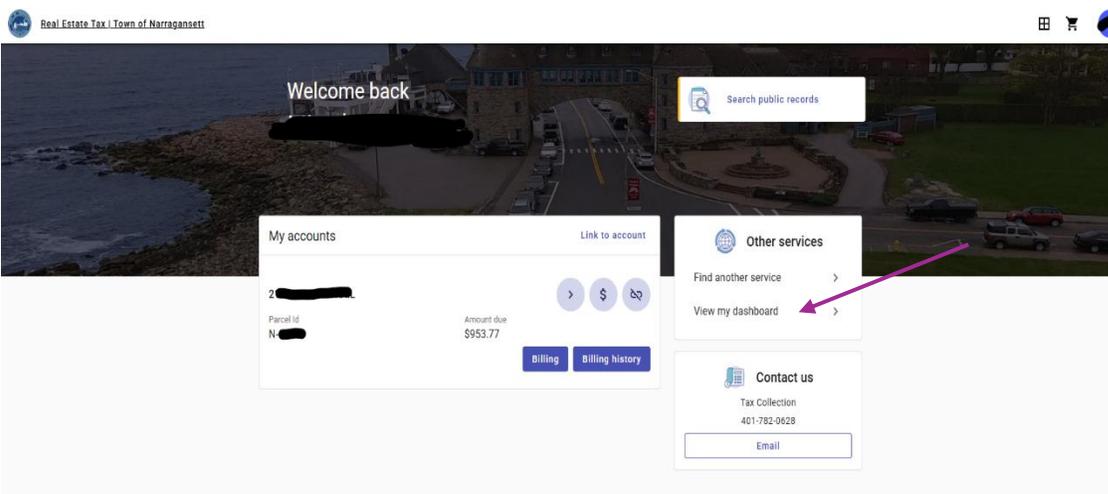
Password Resets

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.
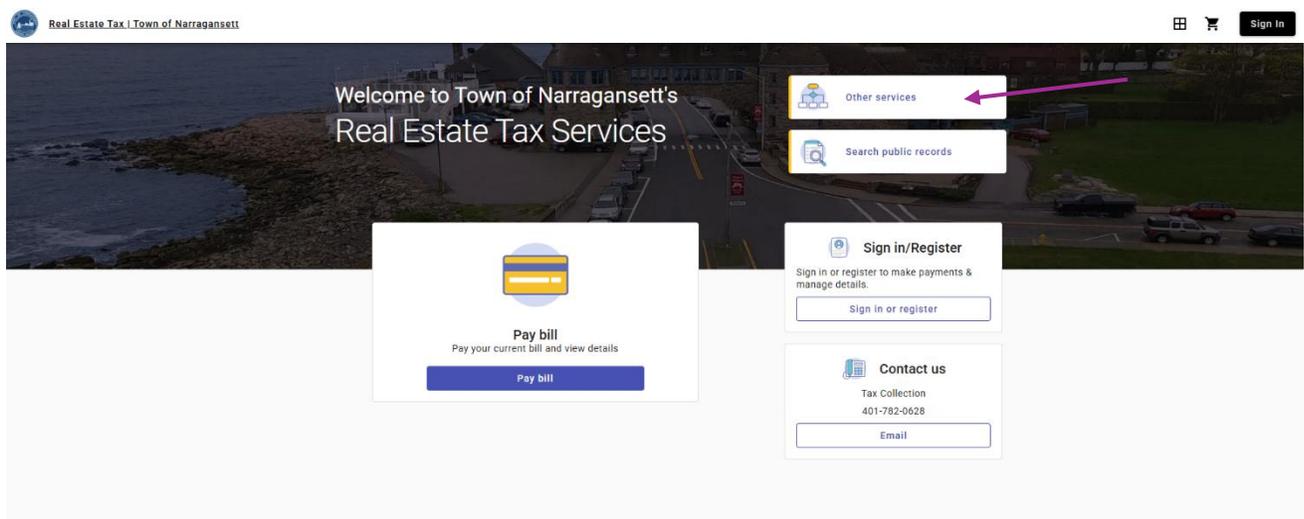

Navigator

To access other services, the user can select Other Services on the Resident Access page. This will bring the user to the Navigator page.

Navigator provides access to all the services available from your town. Clicking a card on the Navigator page directs users to the town page for that service or to the event or activity website associated with the card.

By clicking the card associated with what the user wants to access, the link will bring the user to that service's Landing page. Here is where users can pay bills or search for public records.

Searching for Public Records

When searching for public records, the Search page provides the basic search criteria fields, Search button, and an Advanced Search option that allows users to further define the search criteria.

For example, if you are searching for General Billing records, the basic search provides the Customer Name and Address fields, but the Advanced Search option also includes the Parcel ID, Bill Number, Bill Year, and Customer ID fields.
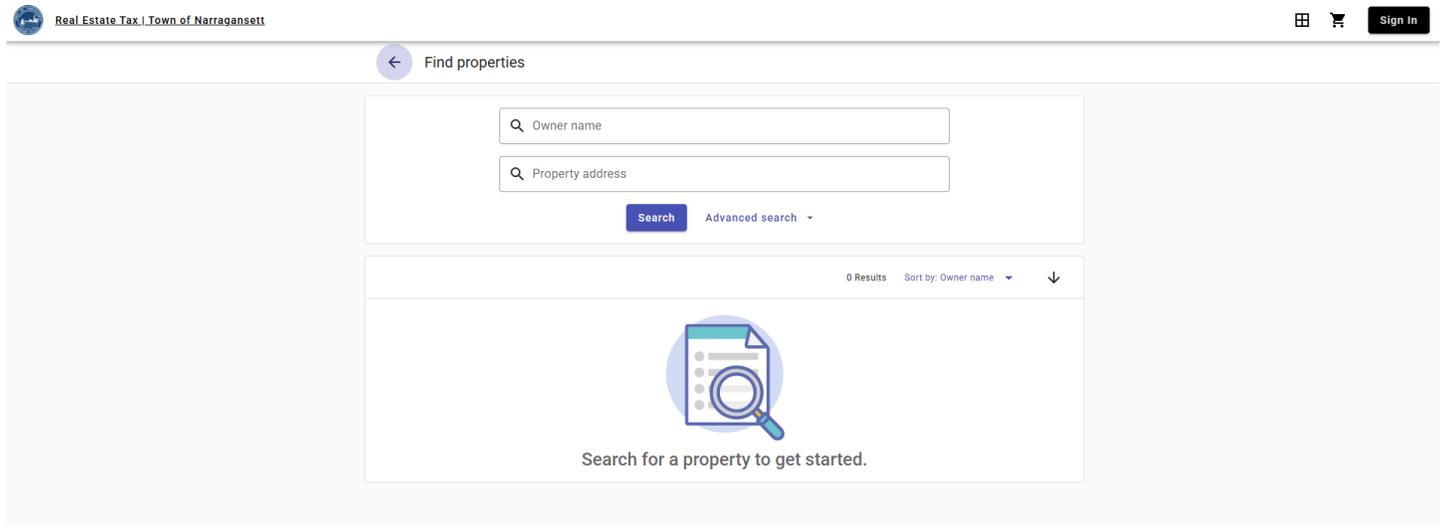
Search results display on the Search page and may provide filtering options.
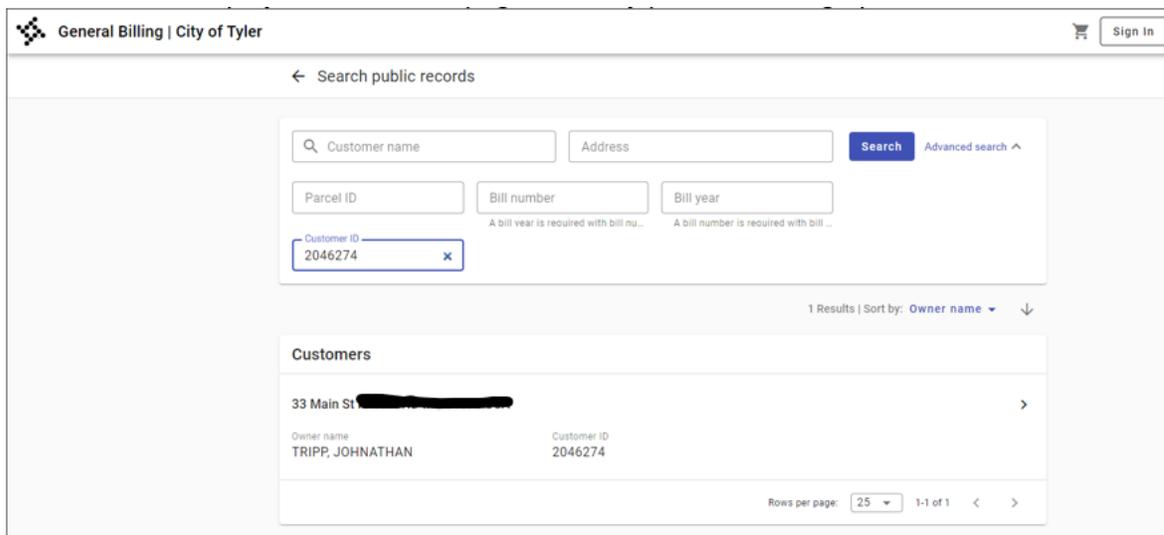
Selecting an item provides complete details. The details may vary according to the selected application. For example, for General Billing, the Account Information, Billing, and Bill History tabs provide the information.

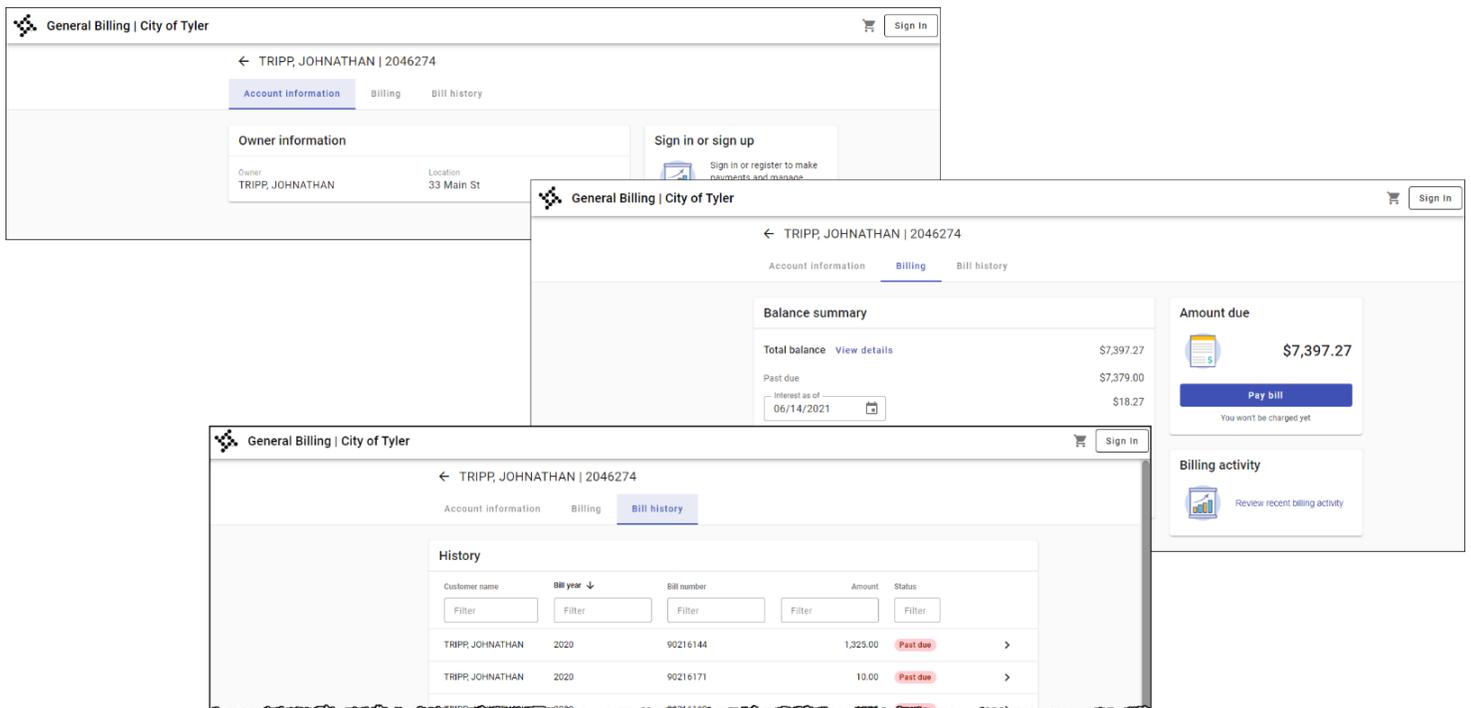If accounts require payments, the Pay Bill option is available on the Billing tab. See the Shopping Cart for more information on completing bill payments.

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.

For example, for General Billing, when a user selects Pay as Guest, Resident Access presents Let's Find Your Bill dialog box.
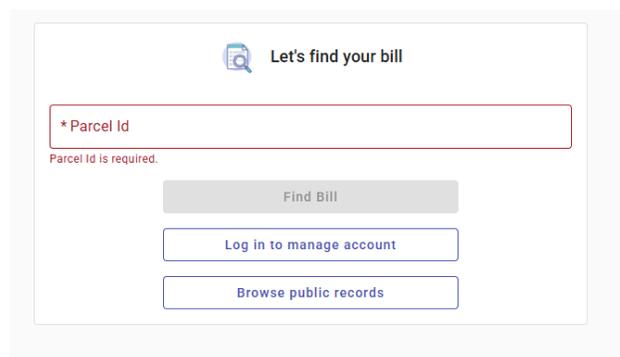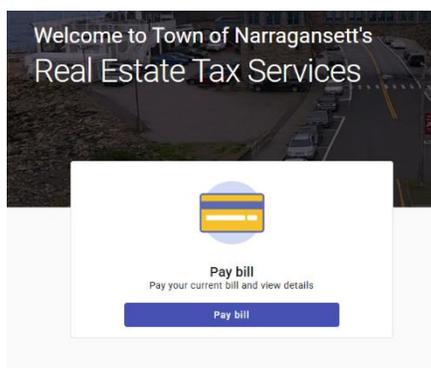
Once the bill details are entered, Resident Access identifies the bill and presents the details. On the Billing tab, the Pay Bill option is available.

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 to Account option provides the path for adding additional accounts to the My Accounts.
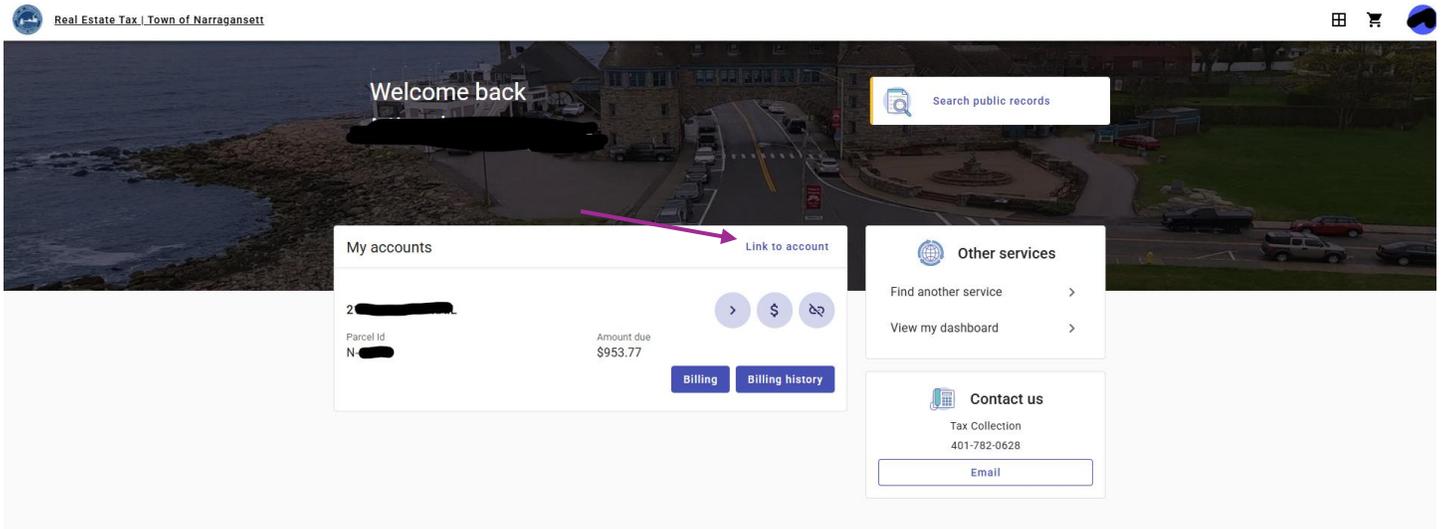
Shopping Cart

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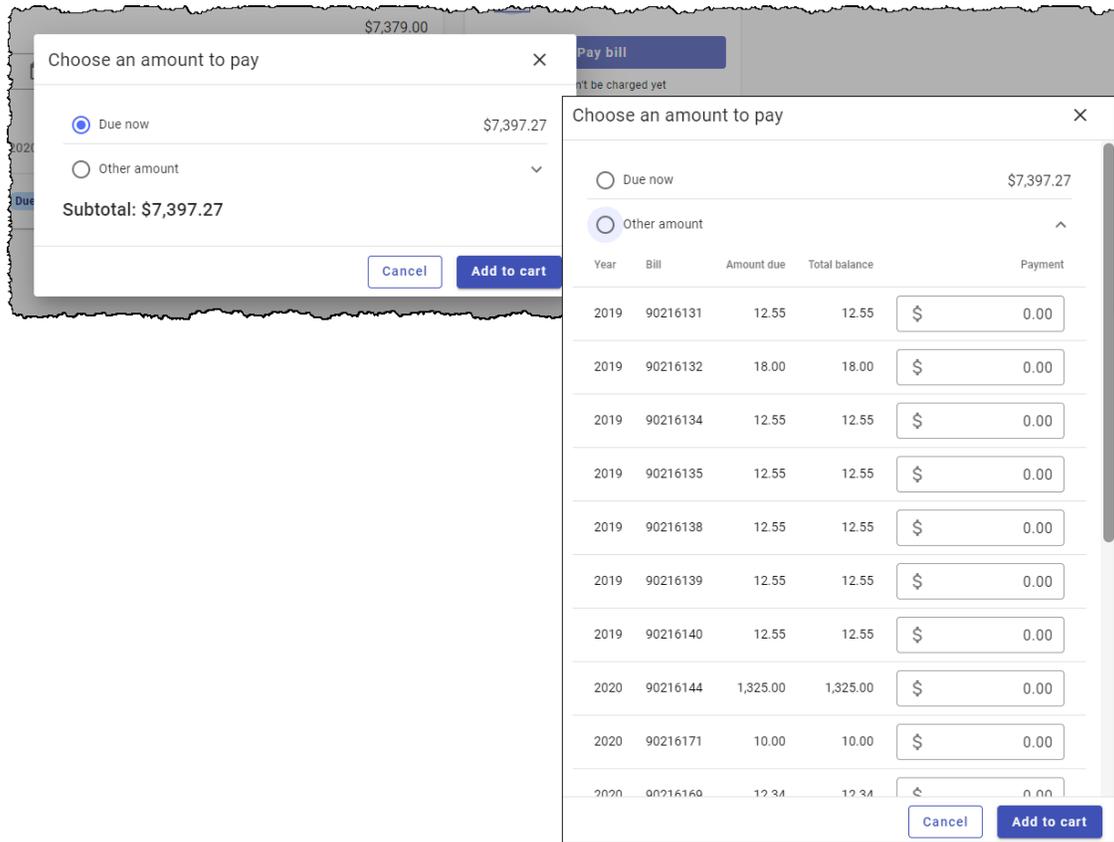
Clicking Add to Cart moves the payments to the shopping cart. Clicking the Shopping Cart button provides a review page of selected items. Users can remove items up to this point in the payment process. When they click Check Out, the Payment Processing pages are presented.
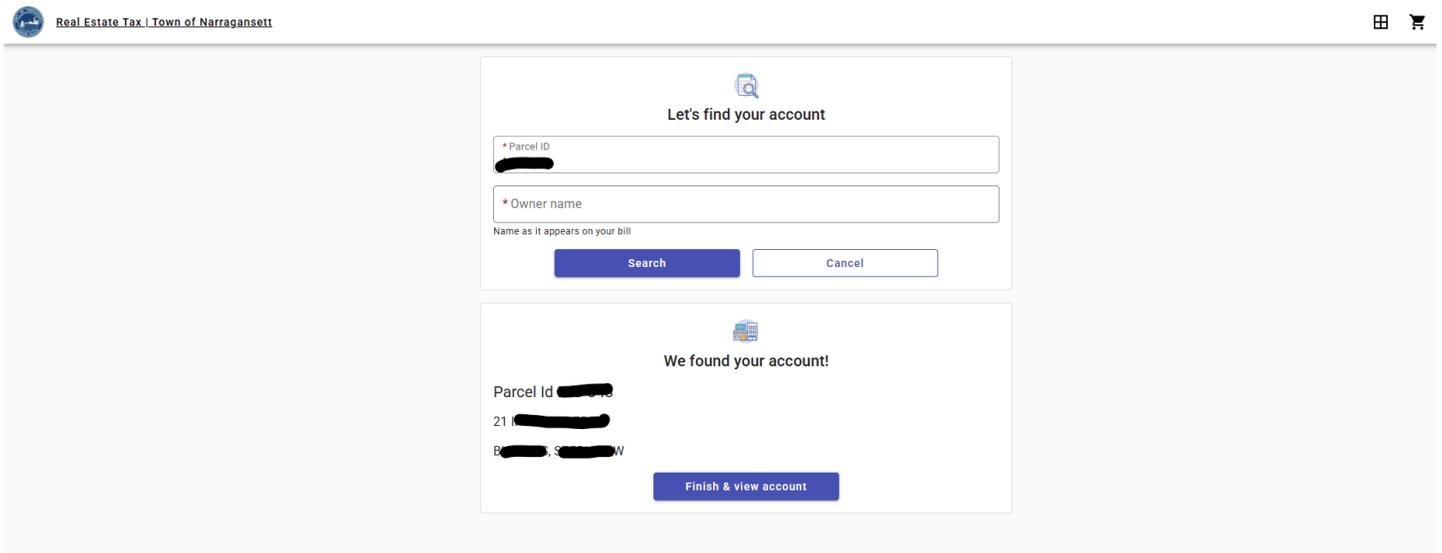
Enrolling in Auto Pay

To enroll in Auto Pay, the user must have their account linked to their property.
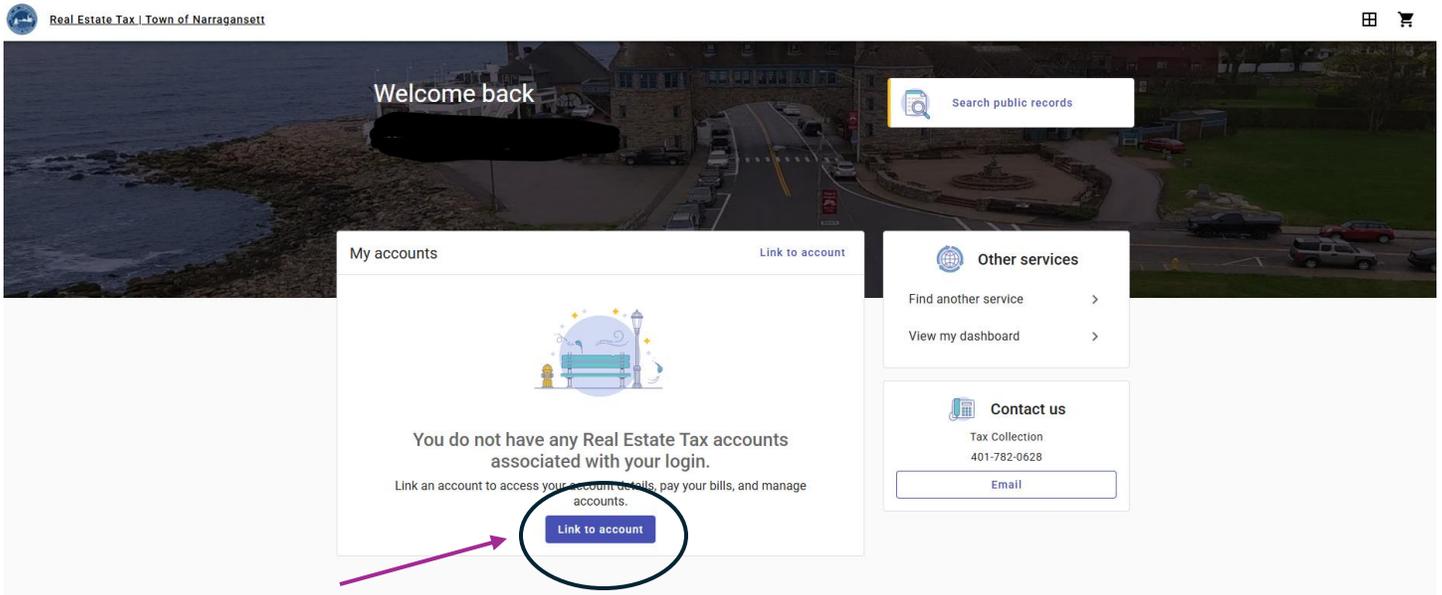
Enter either your Parcel ID (Plat & Lot) or the owners Last Name

**do not put both parcel and name

Once your account comes up, click Finish & View Account

Next, click on Billing

On the next page, Click Enroll in Auto Pay and follow the steps to enter payment.