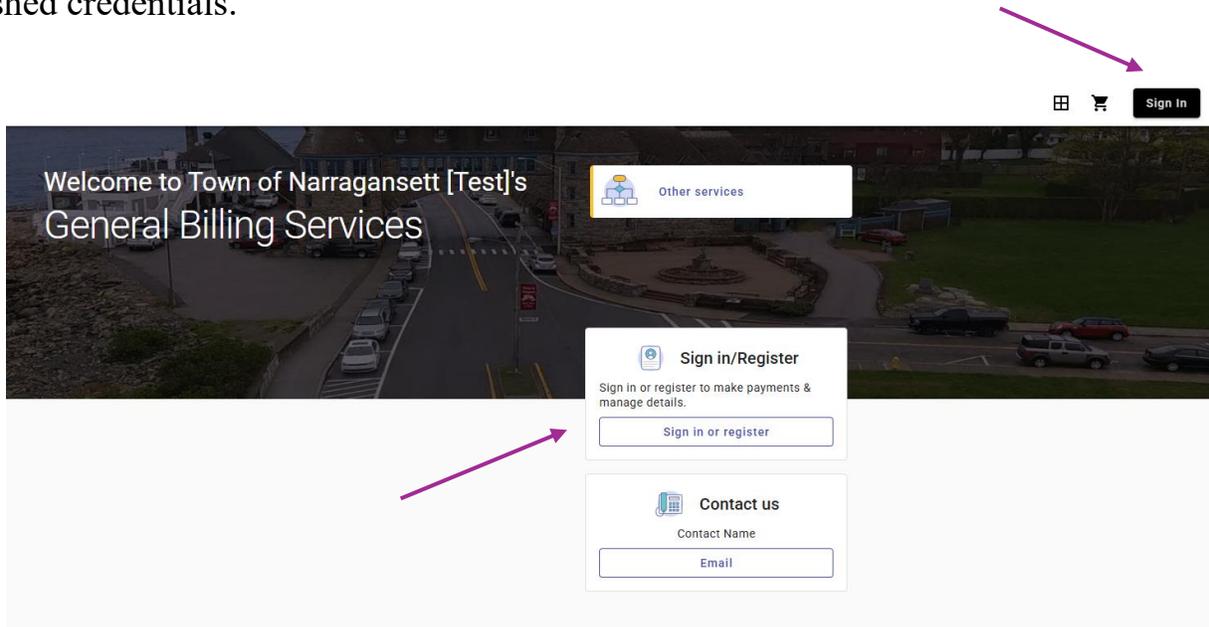


Resident Access User Guide

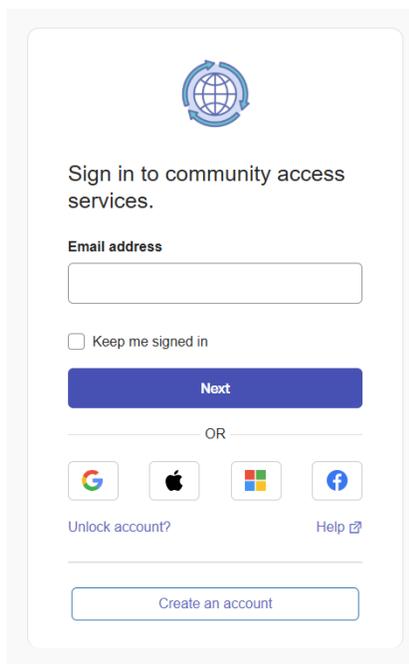
Property, Tangible and Motor Vehicle Online Payments

Signing In to Account

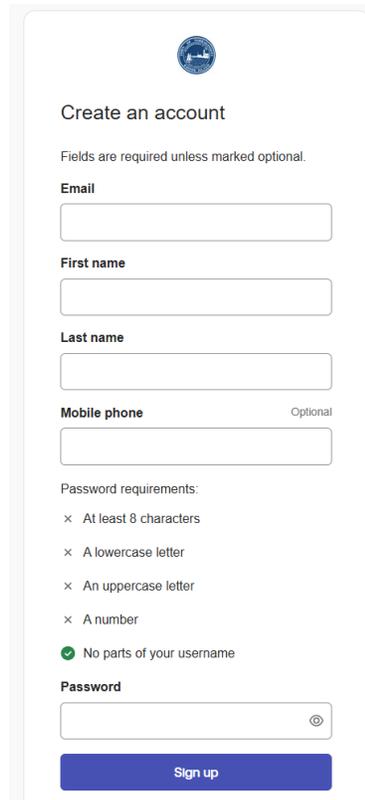
New users are required to create an account and existing users can sign-in using their established credentials.



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.



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 the 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 with a toggle icon is at the bottom.

Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone Optional

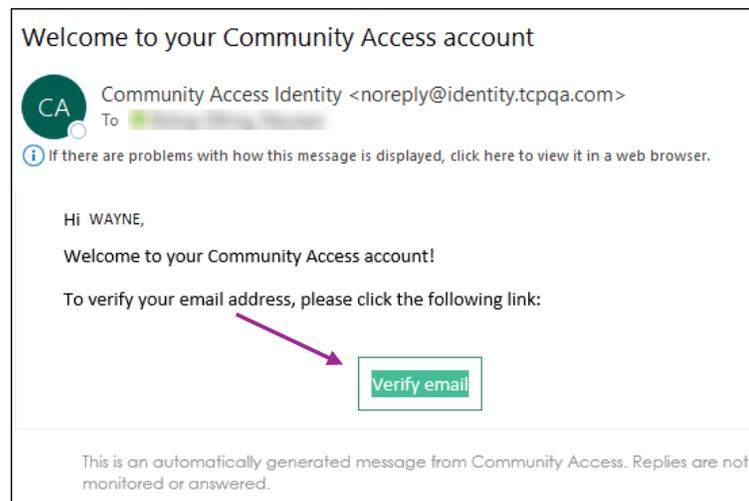
Password requirements:

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

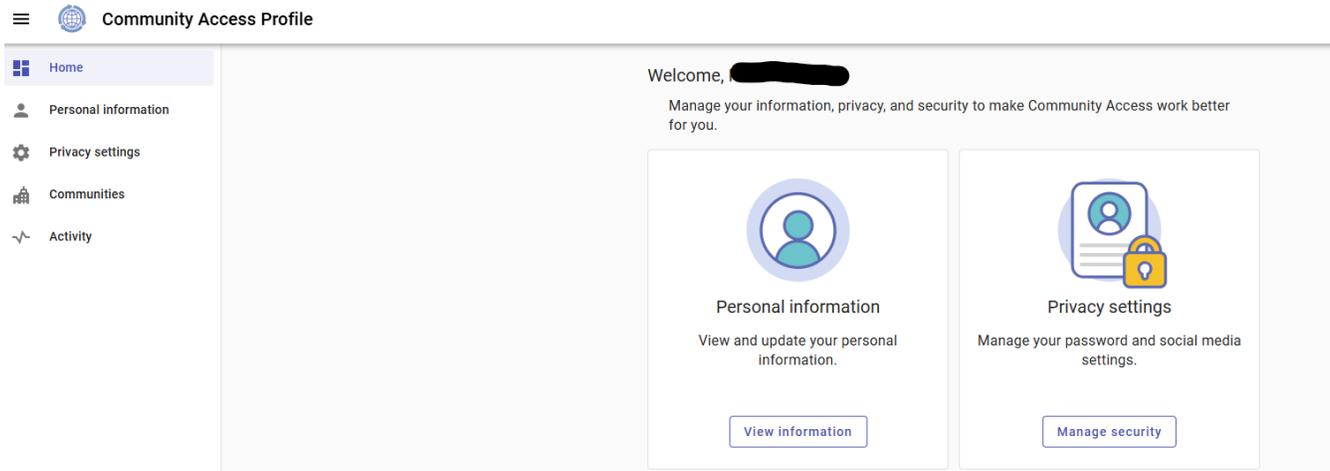
Password

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. Using this page, users can complete their profile information, establish payment methods, and set notification preferences.



Completing the Profile

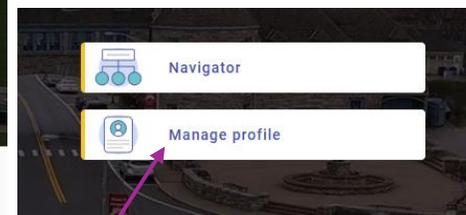
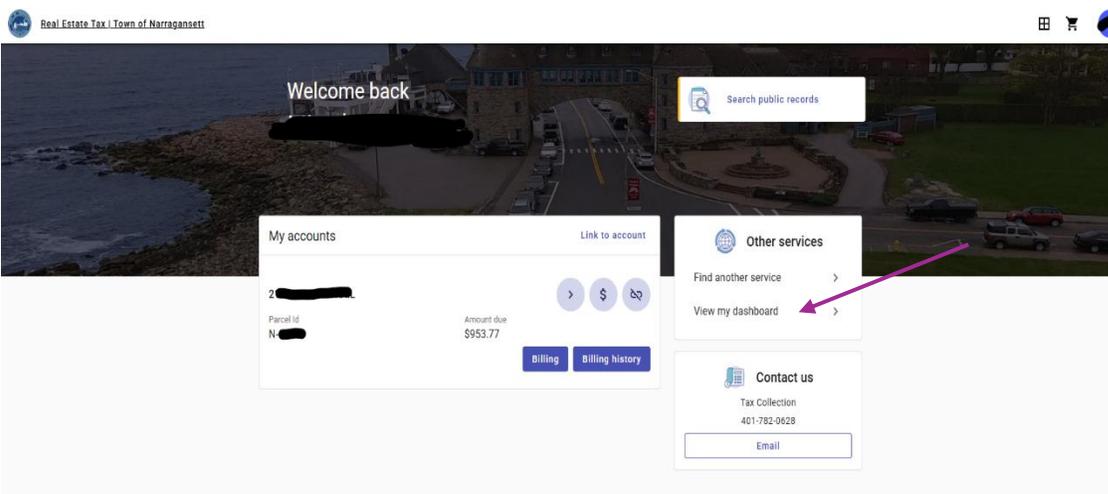
Clicking View Information under Personal Information is where the user can update their personal information.

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

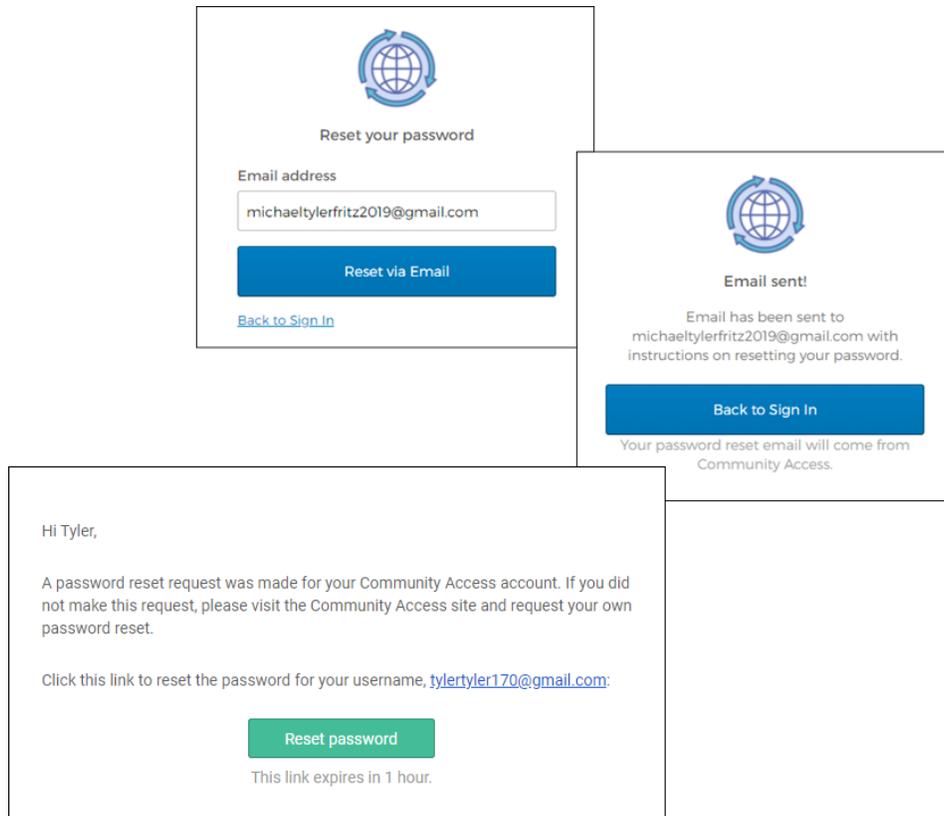
For existing Resident Access users, entering the registered username and password and clicking the Sign In button takes them to the town's home page.

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.

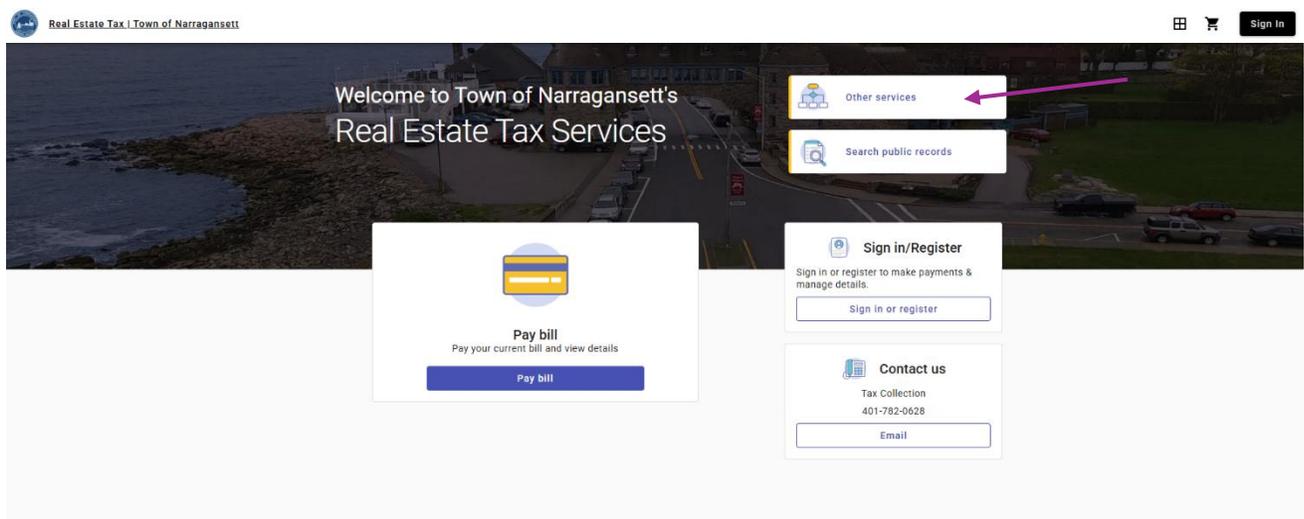


The image shows three sequential screenshots of the password reset process:

- Reset your password:** A form with a globe icon, the title "Reset your password", an "Email address" field containing "michaelylerfritz2019@gmail.com", a blue "Reset via Email" button, and a "[Back to Sign In](#)" link.
- Email sent!:** A confirmation screen with the same globe icon, the title "Email sent!", the message "Email has been sent to michaelylerfritz2019@gmail.com with instructions on resetting your password.", a blue "Back to Sign In" button, and a note: "Your password reset email will come from Community Access."
- Email content:** A white email body with the text: "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, [tyler Tyler170@gmail.com](#): [Reset password button] This link expires in 1 hour."

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.



The image shows a screenshot of the Town of Narragansett Real Estate Tax Services website. The page features a header with the town name and a "Sign In" button. The main content area includes a "Welcome to Town of Narragansett's Real Estate Tax Services" banner. Below the banner are several service tiles: "Pay bill" (with a credit card icon), "Other services" (with a house icon and a pink arrow pointing to it), "Search public records" (with a magnifying glass icon), "Sign in/Register" (with a person icon), and "Contact us" (with a phone icon). The "Other services" tile is highlighted with a pink arrow.

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.

Navigator | Town of Narragansett

When using a debit or credit card, there is a 3.5% fee added to each transaction. For E-Checks there is a \$1.95 fee.

Click on the option that best fits your needs.

- How to Guide**
How to Navigate Access
- Tangible Property**
Tangible Personal Property Bill
Pay your personal property bills here
- Real Estate**
Real Estate Bill
Pay your real estate bill here
- Motor Vehicle**
Motor Vehicle Bill
Pay your motor vehicle bills here
- Utilities**
Utility Bill
Pay your utility bills here
- Dashboard**
For residents with linked accounts
View all due bills across multiple categories (RE and TP)
- Payments Dashboard**
For residents with linked accounts
Manage payment methods and view payment history for all bills

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.

Real Estate Tax | Town of Narragansett

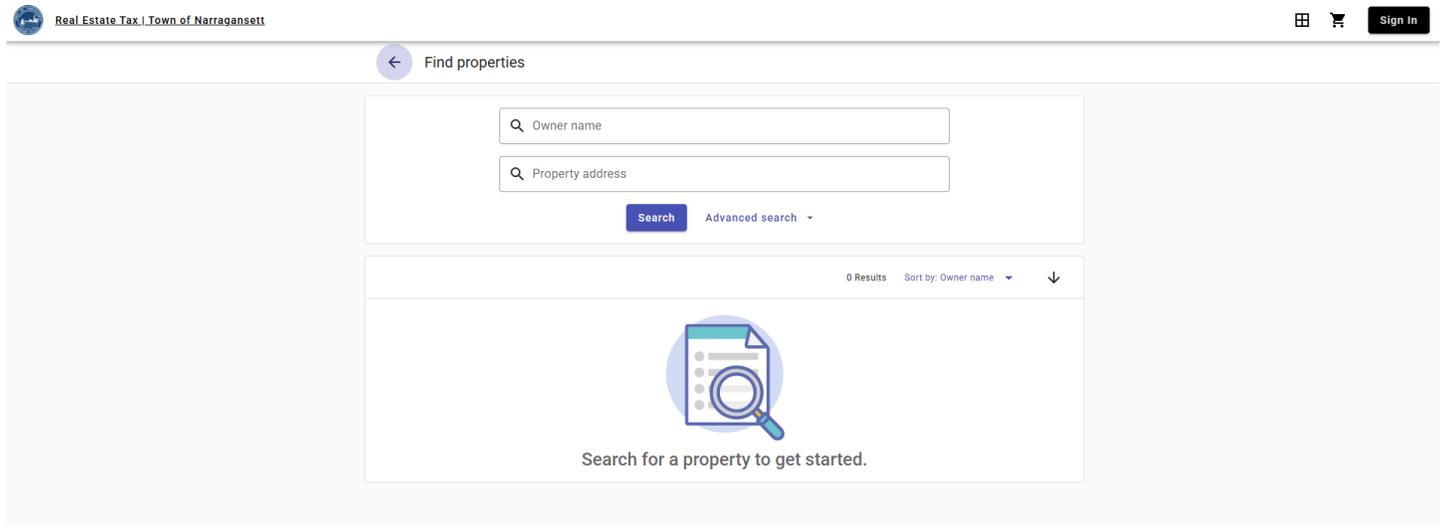
Welcome to Town of Narragansett's Real Estate Tax Services

- Other services
- Search public records
- Pay bill
Pay your current bill and view details
Pay bill
- Sign in/Register
Sign in or register to make payments & manage details.
Sign in or register
- Contact us
Tax Collection
401-782-0628
Email

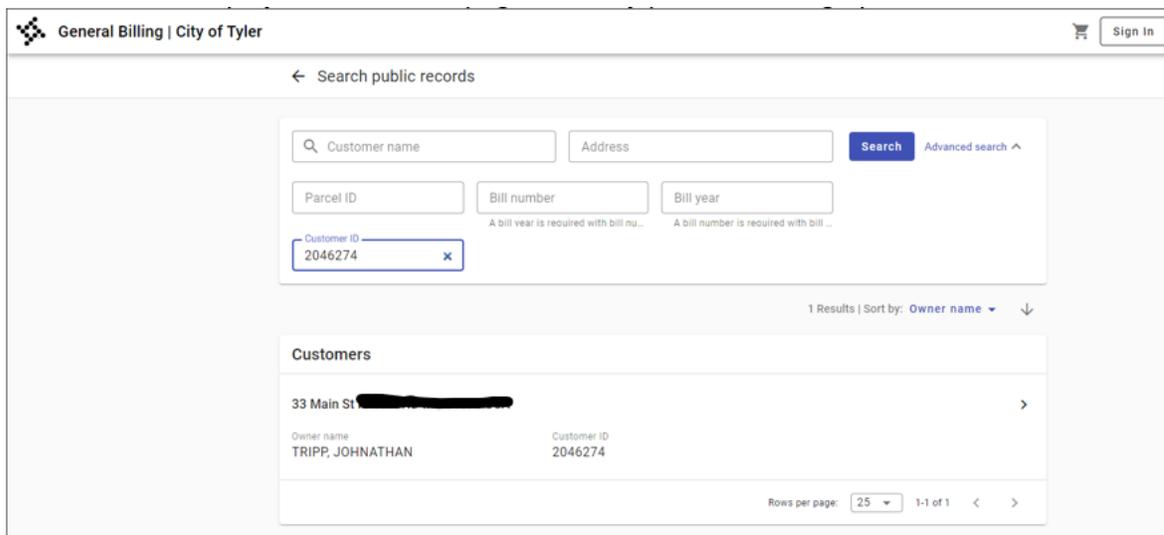
Searching for Public Records

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.

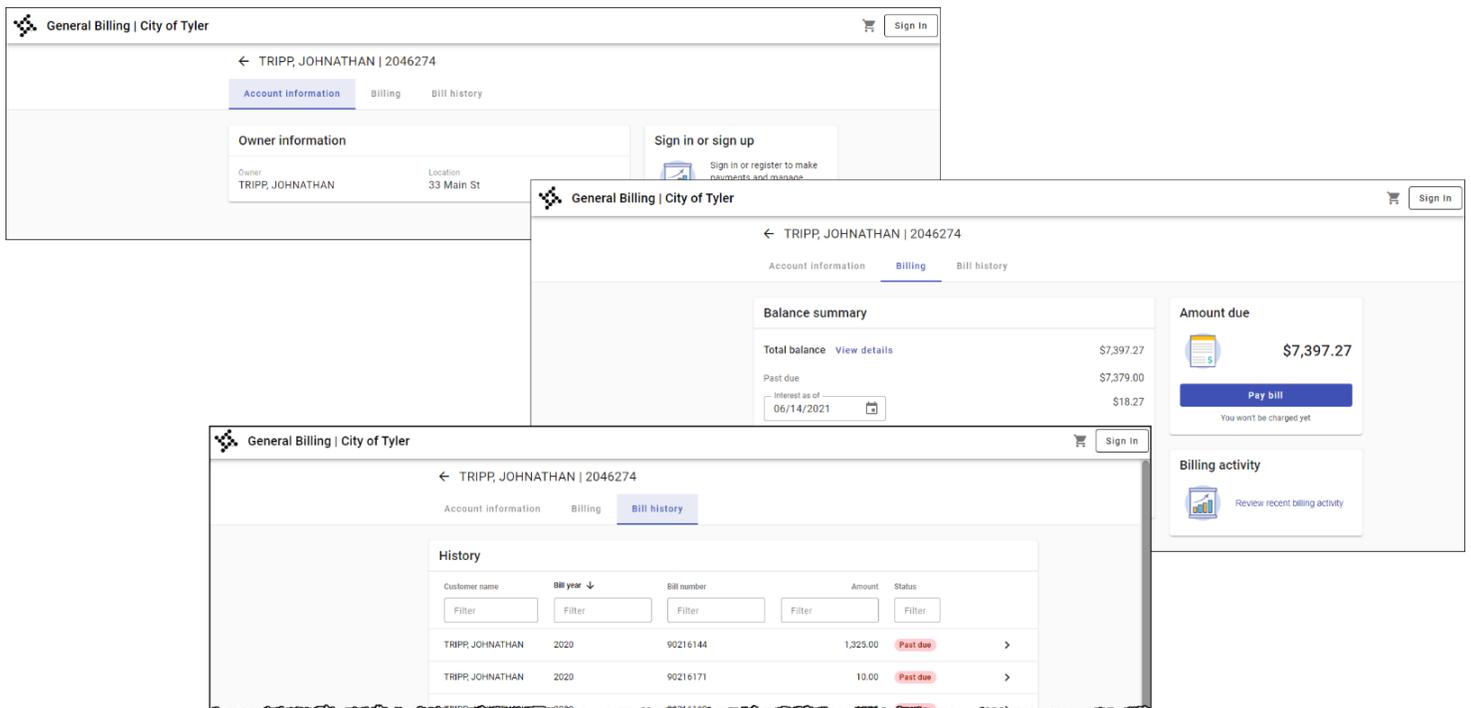


Search results display on the Search page and may provide filtering options.



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.

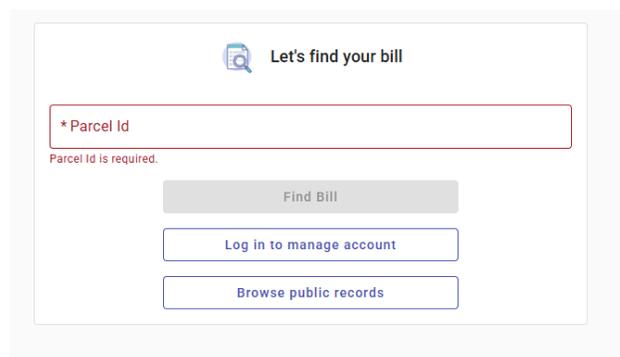
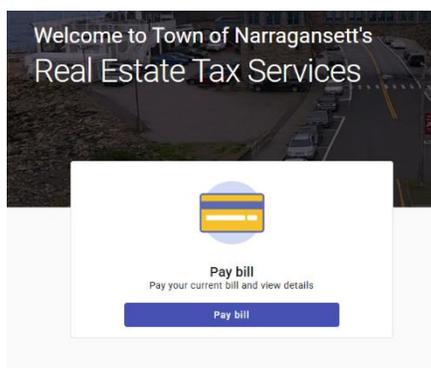
If accounts require payments, the Pay Bill option is available on the Billing tab. See the Shopping Cart for more information on completing bill payments.



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.

General Billing | City of Tyler

TRIPP, JOHNATHAN | 2046274

Account information | **Billing** | Bill history

Balance summary	
Total balance View details	\$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.

Welcome back

Search public records

My accounts [Link to account](#)

You do not have any Real Estate Tax accounts associated with your login.

Link an account to access your account details, pay your bills, and manage accounts.

[Link to account](#)

Other services

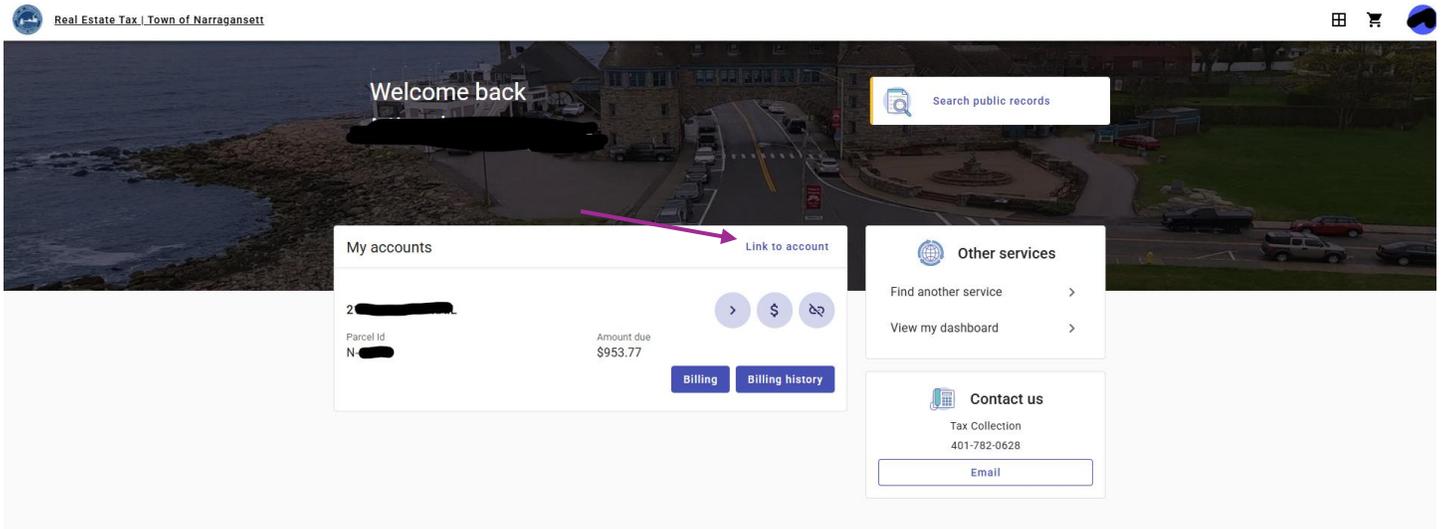
- [Find another service](#)
- [View my dashboard](#)

Contact us

Tax Collection
401-782-0628

[Email](#)

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.



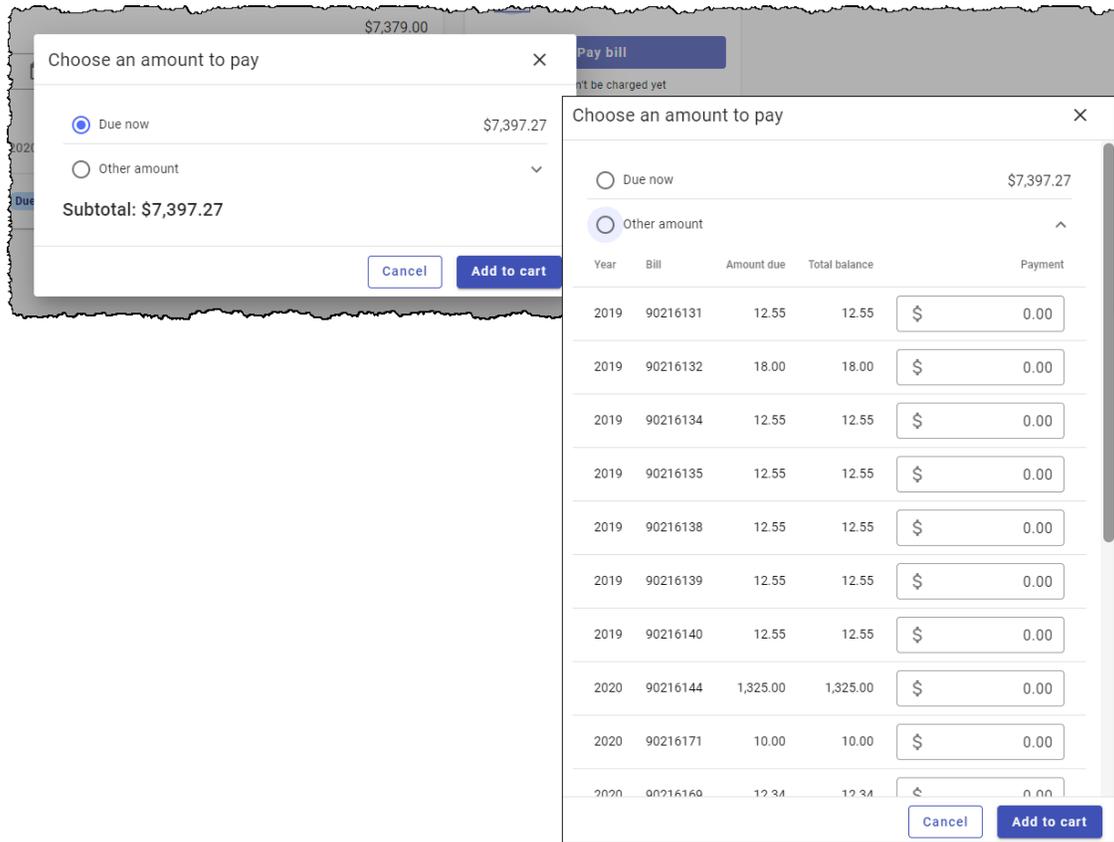
Shopping Cart

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.

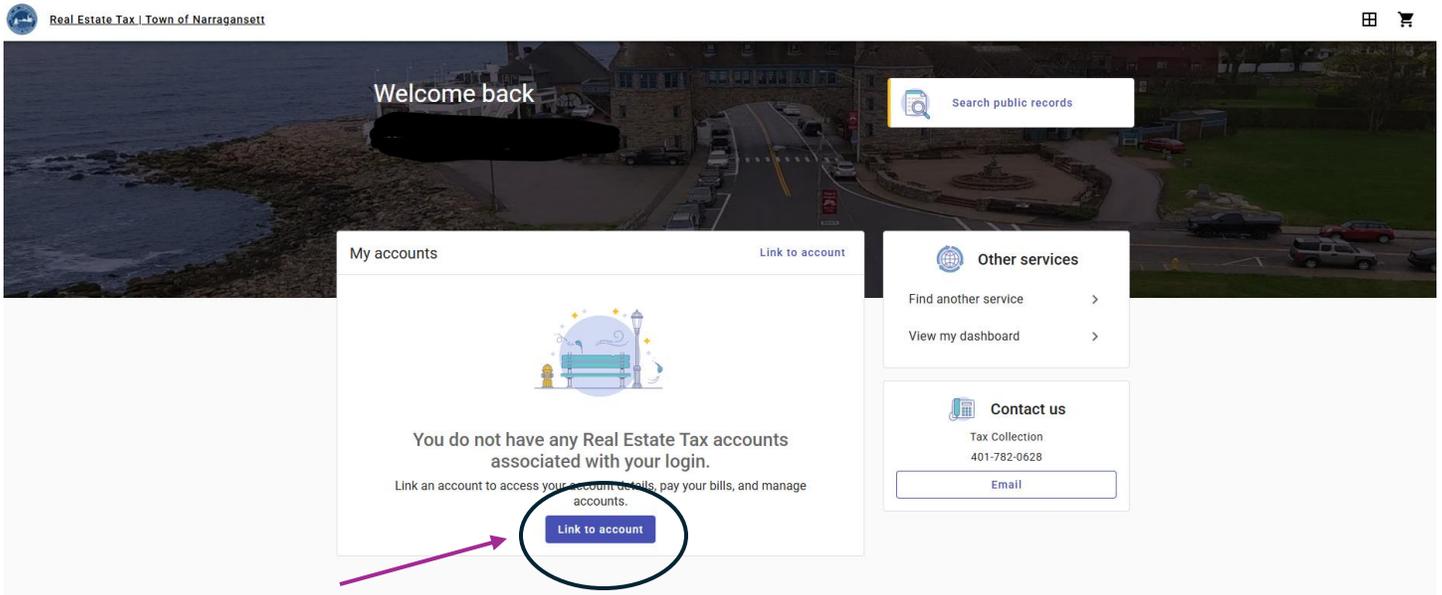
When the user clicks Pay Bill, the Choose Amount to Pay dialog box allows them to submit the entire amount due for payment of all selected bills or to enter partial amounts for one or more bills. Selecting Due Now includes all outstanding amounts and selecting Other Amounts presents a list of individual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

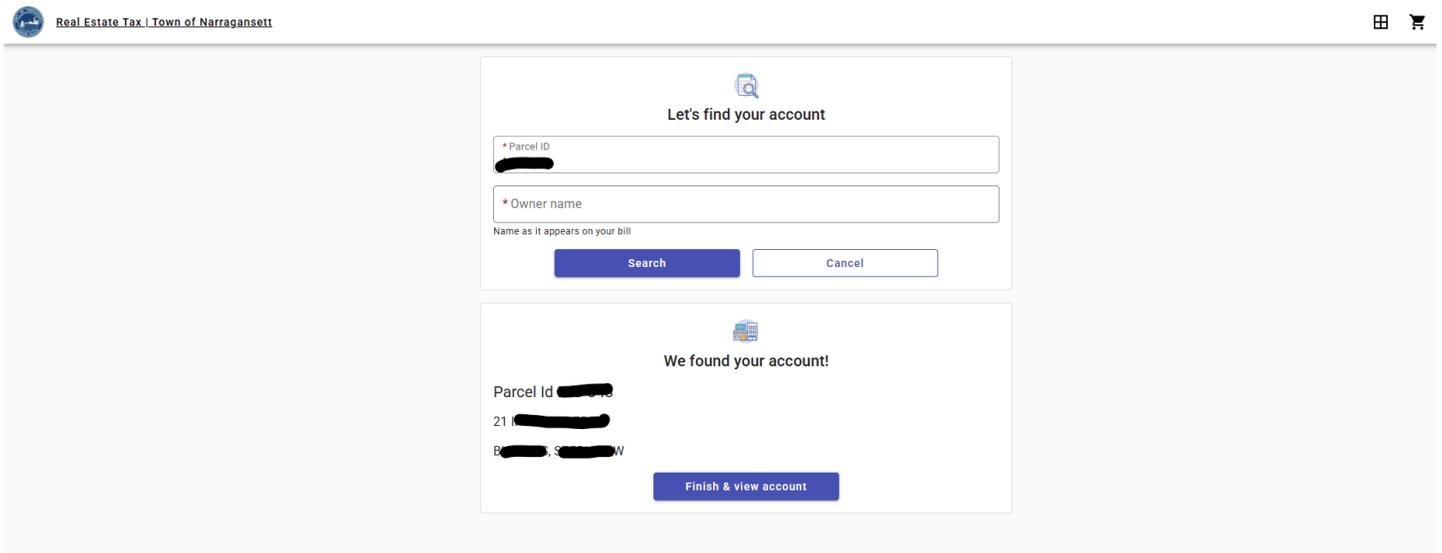
To enroll in Auto Pay, the user must have their account linked to their property.



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

Real Estate Tax | Town of Narragansett

Welcome back

Search public records

My accounts Link to account

2 [REDACTED]

Parcel Id [REDACTED]

Amount due \$953.77

Billing Billing history

Other services

Find another service >

View my dashboard >

Contact us

Tax Collection
401-782-0628

Email

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

Real Estate Tax | Town of Narragansett

2 [REDACTED] | N [REDACTED]

Billing Bill history Account information

Account ID 4 [REDACTED]

Owner/primary contact [REDACTED] W Location 21 [REDACTED]

Account status **Due**

Amount due \$0.00

Pay bill

You won't be charged yet.

Enroll in AutoPay

Balance summary

Total balance	View details	\$1,007.54
Interest as of	12/22/2025	\$0.00
Past due		\$0.00