

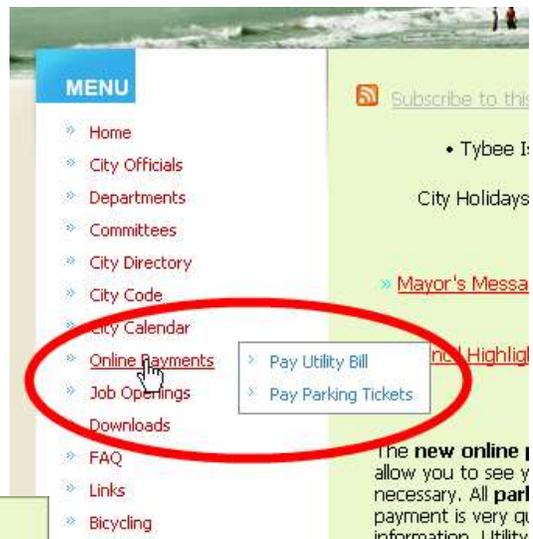
How to Sign up to Make Your Utility Payments Online

It's pretty easy to get signed up. You'll need a copy of your last paid utility bill from the City in order to proceed. Once you have that in hand, take a seat at the computer and fire up your favorite web browser. For purposes of this demonstration, we'll show you screen shots from Google Chrome, but you'll see similar displays under Internet Explorer, Mozilla's FireFox, or Apple's Safari. (Okay, we haven't tried Opera... or Flock, or Midori, or any others, but if you know what these are, let alone use them on a daily basis, odds are good you don't need this tutorial either!)

First, type in the City's web site address, cityoftybee.org, in the browser address bar:



In the navigation bar on the left-hand side of the page, find the Online Payments item. You'll see a fly-out menu appear as you mouse over it with "Pay Utility Bill" and "Pay Parking Tickets" as pop ups. You can click Online Payments, where you'll be taken to a page where you have to choose one of these items from another menu, or you can simply move your cursor to "Pay Utility Bill" and click there to go directly to the utility payments page.



Once you have your account set up you'll be able to enter your email address and password, but your first time in, you'll need to click on "Create an Account".

To create your member account, you'll enter your name (which can be anything, as long as you remember what it is!), and a valid email address that you can access. Your initial password will be emailed to that address. You'll need to keep that email address active, or remember to change it, as any new passwords created due to a password reset request (if you've forgotten your password) will be sent there as well. When you've filled in these two fields, click Create Member.

The screenshot shows a web interface with a navigation bar containing 'Parking Citations' and 'Utility Billing'. Below this is a section titled 'Create Member Account'. It features two input fields: 'Name' with an example 'ex: "Joe Smith"' and 'Email'. A red line underlines the text 'Password will be emailed to you' below the email field. At the bottom right are two buttons: 'Create Member' and 'Cancel'. Red arrows point from the 'Create Member Account' title to the 'Name' field, from the 'Name' field to the 'Email' field, and from the 'Email' field to the 'Create Member' button.

Usually, the new email with your initial password will arrive within a few moments, but depending on how busy the internet and servers are between the payment processor and your email account, it could take up to a few hours.

Once you have your password, go back to the City web site, select the bill payment option from the navigation menu, and this time, login with your email address and the password you received. Once logged in, you can see that you will still have the option to pay parking fines and utility bills. Click the "Utility Billing" option to go to the utility accounting page. There you will see pretty much a blank page, with an "Add" button you need to click in order to set up your account. If you own multiple properties or have multiple utility accounts, you can click the add button several times until all of your accounts are visible on this one login.

The screenshot shows a dark grey header with the word 'Accounts' in white. To the right of the header is a light grey button with the word 'Add' in black. A red arrow points from the 'Accounts' text to the 'Add' button.

Type in your account number, including dashes as shown in the example, and enter the **last payment** you made on this account – do **not** enter the amount of your current bill! When ready, click Submit.

Note the help links on the right. You can send an email by clicking "Contact Us" or you can call City Hall for help. Our toll free number is listed, but simply call the same local number – 786-4573 – if you live full-time on Tybee!

If you've typed the correct account number and payment amount, you will see the utility payment screen again, but this time, with the account information included.

The screenshot shows a web interface with a navigation bar containing 'Parking Citations' and 'Utility Billing'. Below this is a section titled 'Add Account'. It features two input fields: 'Account Number' and 'Last Payment Amount'. A red circle highlights the 'Account Number' field, and another red circle highlights the 'Last Payment Amount' field. Below these fields are 'Submit' and 'Cancel' buttons. On the right side of the page, there is a user profile for 'Michael Bodine' with a 'Contact Us' link circled in red. Below the profile is a 'Need Help?' section with a 'Contact Us' link circled in red. At the bottom right is an 'Announcement' section. A red arrow points from the 'Accounts' section above to the 'Add' button in this screenshot.

Accounts				
Account #	Address	Last Payment	Balance	Pay
02-0510-01 Active	3 NAYLOR AVE	(\$47.58) 04/13/2010	\$0.00	<input type="checkbox"/>

MichaelBodine
 serendip80@rammb.com
[Member Profile](#) | [Logout](#)

Online Services

- [Payment Cart](#)
- [Manage Accounts](#)

Need Help?

Payment amount must be greater than 0.

Payment Cart				
Account #	Address	Current Balance	Payment	
02-0510-01	3 NAYLOR AVE	\$0.00	\$ <input type="text" value="0.00"/> * x	
Subtotal:			\$0.00	
Total:			\$0.00	

MichaelBodine
 serendip80@rammb.com
[Member Profile](#) | [Logout](#)

Online Services

- [Utility Billing Home](#)

Payment Method [change](#)

Credit Card Information.

Card Type
 Please select...

Credit Card Number

Expiration Date

First Name On Card

Last Name On Card

Billing Address 1

Billing Address 2

Zip

Save Card in Profile

To make a bill payment, click the "Pay" check box, then click Pay Selected Accounts.

Note that you can pay more than one account at a time, if you so wish, and you can make over- or partial-payments for your convenience. Only credit cards are usable for payment, and only Discover, Mastercard or Visa can currently be used.

Also note that you can save this credit card for the future, so you won't need to type it in again until it expires, OR you can ensure that the info is not saved if you have security concerns. Your account information should be save behind multiple firewalls and protections, but some folks don't like their credit info stored online as a matter of policy. It's your choice!

Parking Citations	Utility Billing
Member Profile	
Current Registrations	Member Information
Payment Information	
Member Information edit	
Name MichaelBodine	

Be sure to take a moment before you log out to click the Member Profile button and change your password! Click the edit button on the member profile page. You'll be prompted to re-enter your older password and then to enter your new password and to re-type it for confirmation. Don't forget to "Save Changes" when you are done, or your new password will not be stored!

Note that on this page, you can also change your name, email address, or telephone number. These changes will only affect your online bill payment information, and will not be reflected in your utility account information. You'll need to contact the Utility Bill Department at City Hall extension 110 if you need your actually billing information to be modified.

We recommend that you click the "Logout" button when you are finished, just to make sure the session is fully closed, for security.

Member Profile

Current Registrations | **Member Information** | Payment Information

Edit Member Information

Name

Email

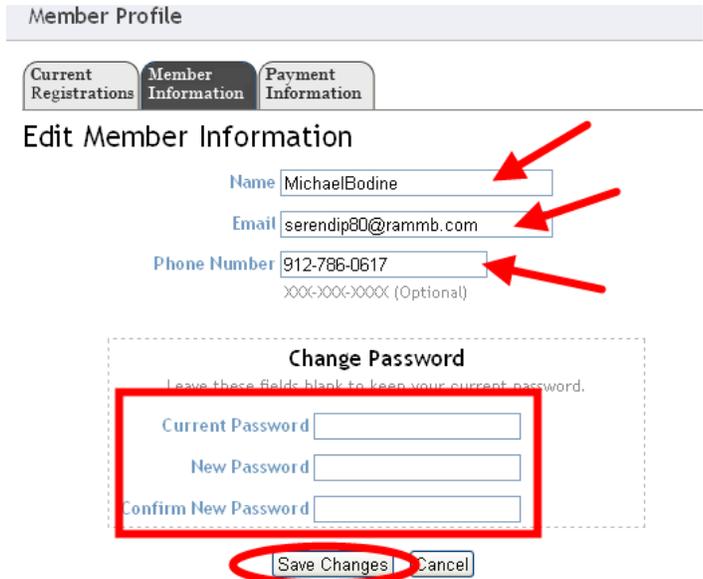
Phone Number
XXX-XXX-XXXX (Optional)

Change Password
Leave these fields blank to keep your current password.

Current Password

New Password

Confirm New Password



If you have any problems, please call City Hall and we will work with you to make sure your account is set up and working properly. You will also need to contact us if you inadvertently lock the account using an incorrect password, or if you have any other problems with the system.

THANK YOU!