

# INSTRUCTIONS FOR ONLINE UTILITY SYSTEM

## Access accounts online

Go to website: <http://eaglepointor.municipalonlinepayments.com>

OR you can access it from our website [www.cityofeaglepoint.org](http://www.cityofeaglepoint.org)

**Click on** - Utility Billing, then Create an Account

**Type** your full name & the email which you want designated for response

**Click** continue... your password will be emailed to you shortly, this will take a few minutes

It will take you back to the main website page

**Go back** to website main page – Utility Billing & Login using your designated email and the random password that was sent to you.

**Click on** – Add an account

**Type** your account number and your last payment amount

**Click** submit

**Now that you have set up a member profile you have these features:**

Member Profile: change designated email and passwords

Transaction History: billings and payments

Consumption & Comparisons: gallons used over the last 2 years

Online Payments: payment convenience with credit/debit cards for a small fee\*

Average Monthly Payments: viewed after set up (see additional info)\*\*

## Payments online

**Account** – select account paying by clicking in pay box

**Click** “pay selected accounts”

**Payment Amount** – enter amount paying & tab or enter button

**Fill out entirely** – Card type, card number, expiration month & year, first name, last name, address, zip code & “✓” whether you would like to save credit card in profile

**Click** “process payment”

Payment Processing page will follow

**Print Confirmation page** or wait for the **automatically generated e-mail** confirmation

**Click** “utility billing home” to go back to your account

Your payment will show as “pending activity”

**Logout**

## Password change

**Access account**

**Click** “member profile”

**Click** “change”

**Type** updated information

**Click** “save changes”

\* Utility Billing \$2.00 Card Processing Fee & \$1.25 Online Payment Processing Fee; Court \$5.00 Card Processing Fee & 1.50 Online Payment Processing Fee; These fees are incurred by the City of Eagle Point and passed onto the user.

\*\* To qualify for average monthly payment you must have lived at current address for 1 year with good payment history.