

## **The Online Bill Pay System allows your users to make utility payments online using credit cards, access their usage history and track all payments.**

### **General**

When the user directs their browser to the Online Bill Payment system they will be prompted to login or register a new account.

If the user has forgotten their password, he/she can click on the “Forgot Password” link. This will generate a random password that the system will send to the user’s registered email address. When the user logs into the Online Bill Payment system using the temporary password they will be required to set a new password.



The screenshot shows a login form titled "Log in Online Bill Payment". It features two input fields: "Username:" and "Password:". Below the password field is a blue "Login" button. At the bottom, there is a link for "First Time User? Register Here" and a link for "Forgot Password".

### **Registering a New Account**

When the user clicks on the “Register Here” link they will be taken to the User Registration page:



The screenshot shows a registration form titled "User Registration". It includes the instruction: "Please enter the following information to register and we will send you a temporary password to log in." The form has four input fields: "\*First Name:", "\*Last Name:", "\*Email Address:", and "\*Confirm Email Address:". At the bottom right, there are two buttons: "Save" and "Return Login Page".

Once he/she has completed the form, the user will need to check the email account that they set up in the Online Bill Payment system. The system will generate the account and send the user a temporary password. The user can now log into the system using the temporary password that was emailed to them. The user will be prompted to set a new password before they can proceed.

### **Log into the system**

Once the user has logged into the system they will see the account page. At this time the account page will be blank as the user will need to link their Online Bill Payment account to their Eagle Utilities account. The user will need to click on the left button “Link Another Account”.

Utility Billing Account Inquiry

[Link Another Account](#)

Alias:

Account Number:

Name:

Service Address:

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Current Bill:

Past Due:

Adjustments:

Penalty:

Payment:

Balance Due:

Due Date:

Billing History

Usage History

Payment Tracking

Update Info

Pay Bill

### Linking Accounts

The user will need to have certain information available in order to link their Online Bill Payment account to their Eagle Utilities account. The user will need their account #, tenant # and a pin number. All of this information can be found on the user's utility bill. If your eagle system is not set up to use pin numbers, then the user will just need to enter in a four digit number that will be stored for security reasons. The alias filed in the name the user will call this particular account and is used to manage multiple accounts online. Next to each field are little "help" icons which the user can move their mouse over to get additional information about what is required in each of the fields. (Help icons not show in the image below.)

Link Account to Profile


\*Account Number:

\*Tenant Number:

\*PIN:

\*Alias:

Submit

Cancel

**ALIAS SERVICE ADDRESS**

ACCOUNT NO.	03123400 00 98	BL. DATE	01/10/11
CUSTOMER	10	TENANT	20
UNIT	10	SECTOR	10
ADDRESS	1085 E HWY 11-E		
WATER	50.00	FACILITY CHG	5.50
SALE TAX	5.41		

**ACCOUNT NUMBER**

ACCOUNT NO.	03123400 00 98	BL. DATE	02/25/2011
PAY BY DATE	60.91	PAYMENT DATE	67.00

**TENANT NUMBER**

ALPHA-TALBOTT UTILITY  
1085 E HWY 11-E  
JEFFERSON CITY TN 37760

PIN LAST 4 DIGITS OF YOUR SOCIAL SECURITY NUMBER ON ACCT

### Account Page

Now that the user has linked his/her account, they will be taken back to the account page which now has all of their information populated.

Logout

TestAccount
Utility Billing Account Inquiry

[Link Another Account](#)

Alias: TestAccount

Account Number: 04000000

Name: SANTA MARY

Service Address: 422 WILLOW CREEK

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Current Bill: \$23.03

Past Due: \$0.00

Adjustments: \$0.00

Penalty: \$0.00

Payment: \$0.00

Balance Due: \$23.03

Due Date: 12/18/2010

Billing History

Usage History

Payment Tracking

Update Info

Pay Bill

