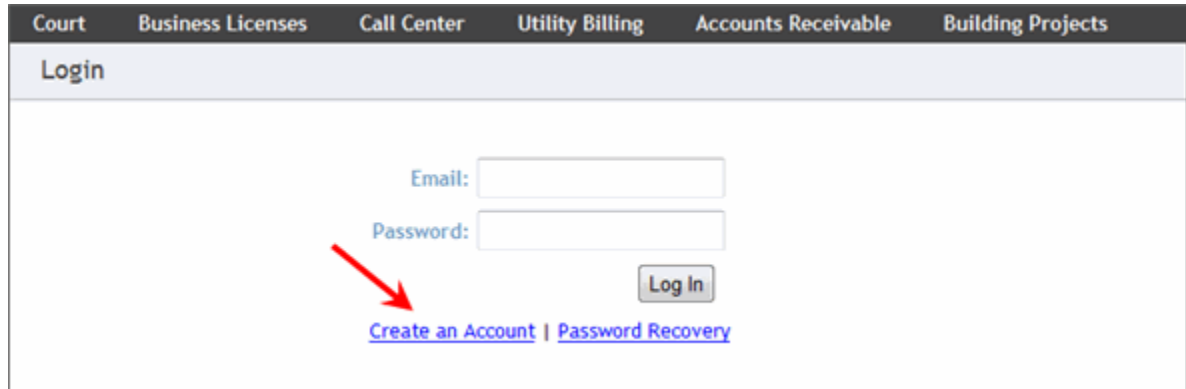


City of Escalon Online Utility Payment Instructions

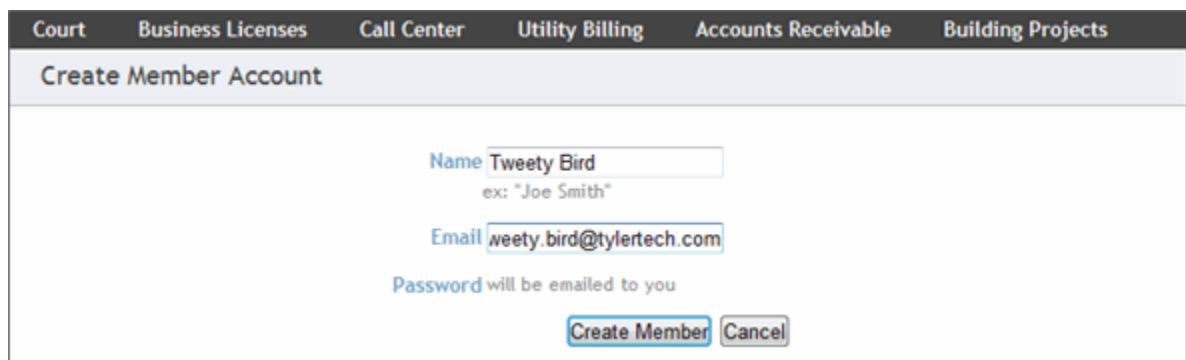
Create Member Account

1. Select the “Utility Billing” application link from the Online Payment homepage. For most applications, the Login page loads. If not, click the **Login** link.



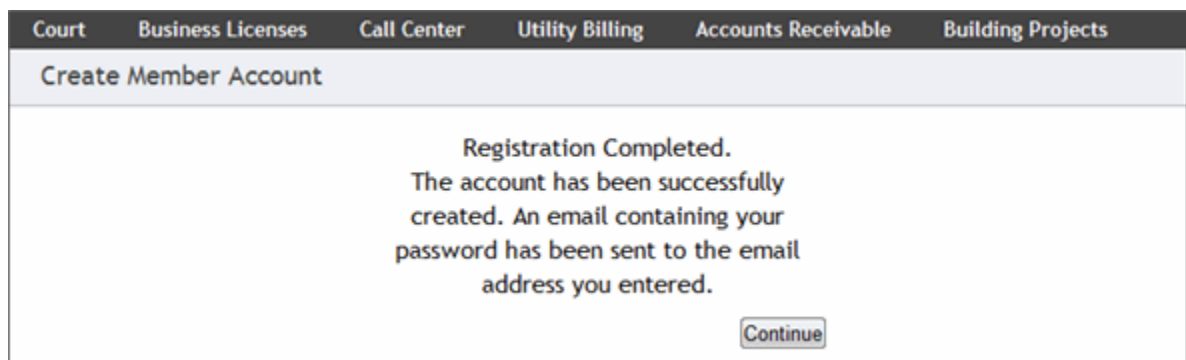
The screenshot shows the top navigation bar with links for Court, Business Licenses, Call Center, Utility Billing, Accounts Receivable, and Building Projects. Below the navigation bar is a header for the 'Login' page. The main content area contains an 'Email:' input field, a 'Password:' input field, and a 'Log In' button. A red arrow points to the text 'Create an Account | Password Recovery' located below the password field.

2. From the Login page, click the **Create an Account** link. The Create Member Account page loads.



The screenshot shows the top navigation bar with links for Court, Business Licenses, Call Center, Utility Billing, Accounts Receivable, and Building Projects. Below the navigation bar is a header for the 'Create Member Account' page. The main content area contains a 'Name' input field with the text 'Tweety Bird' and a subtext 'ex: "Joe Smith"'. Below the name field is an 'Email' input field with the text 'weety.bird@tylertech.com'. Below the email field is the text 'Password will be emailed to you'. At the bottom of the form are two buttons: 'Create Member' and 'Cancel'.

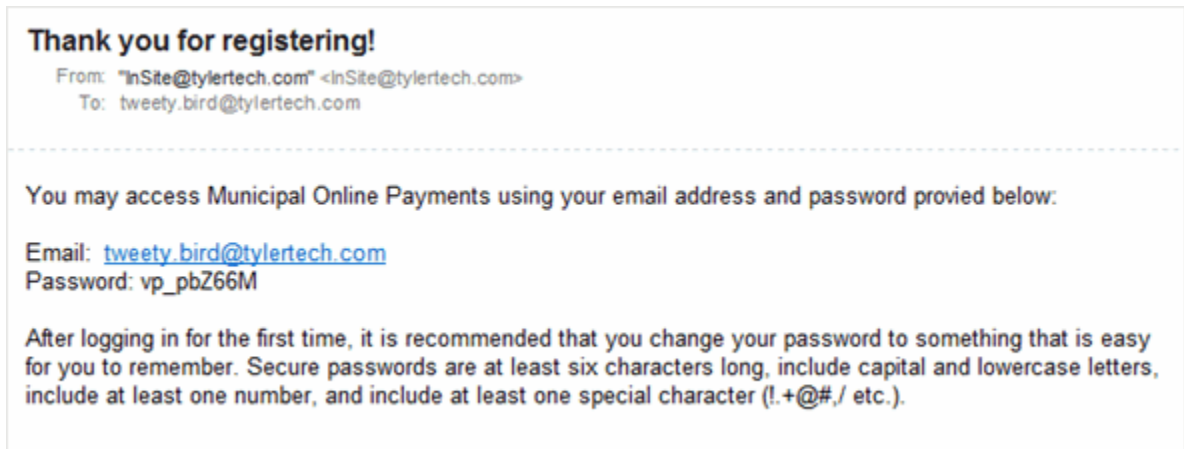
3. Type your information in the **Name** and **Email** fields. Your email address is your login ID and is used for password recovery or for confirmation of any activity on the site.
4. Click **Create Member**. The following message displays:



The screenshot shows the top navigation bar with links for Court, Business Licenses, Call Center, Utility Billing, Accounts Receivable, and Building Projects. Below the navigation bar is a header for the 'Create Member Account' page. The main content area contains the text 'Registration Completed. The account has been successfully created. An email containing your password has been sent to the email address you entered.' Below the text is a 'Continue' button.

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5. Click **Continue** to return to the Online Payment homepage.
6. Check your email to find the confirmation message that contains your password.



7. Once again, select the “Utility Billing” application and return to the Login page. Log in using your email address and the password found in the confirmation email. After logging in, you can change your password. (See [Edit your member information](#) for instructions.)

Add an account

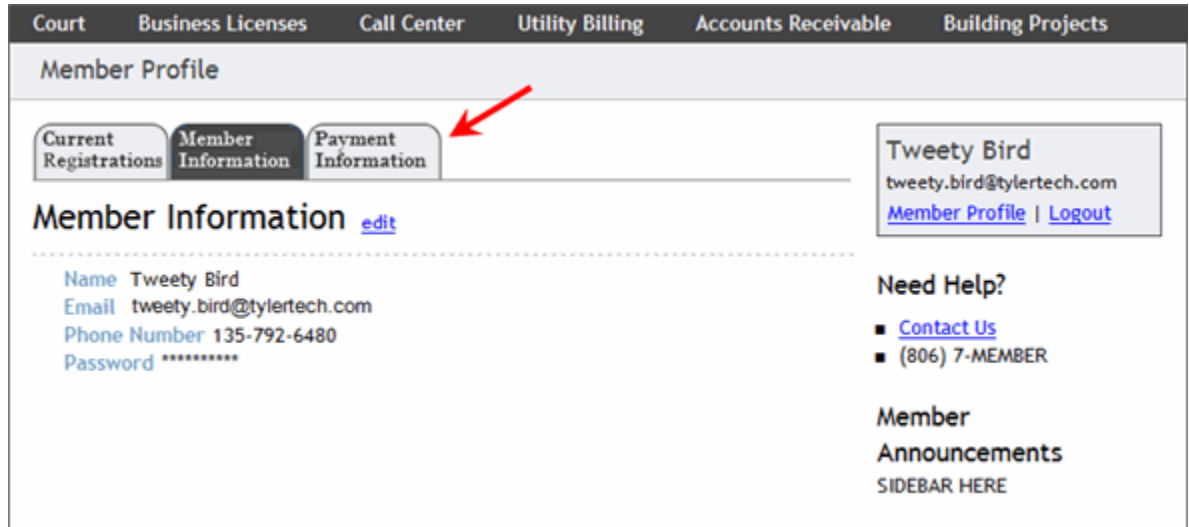
Before you can pay your utility bills online you must associate your account with your name. Follow these steps to associate one or more accounts with your name.

1. Log in to your account. The Utility Billing home page opens.
2. Click **Add**.
3. Enter your account number and last payment amount.
4. Click **Submit**. The Utility Billing home page loads with the account displaying in the Accounts table.

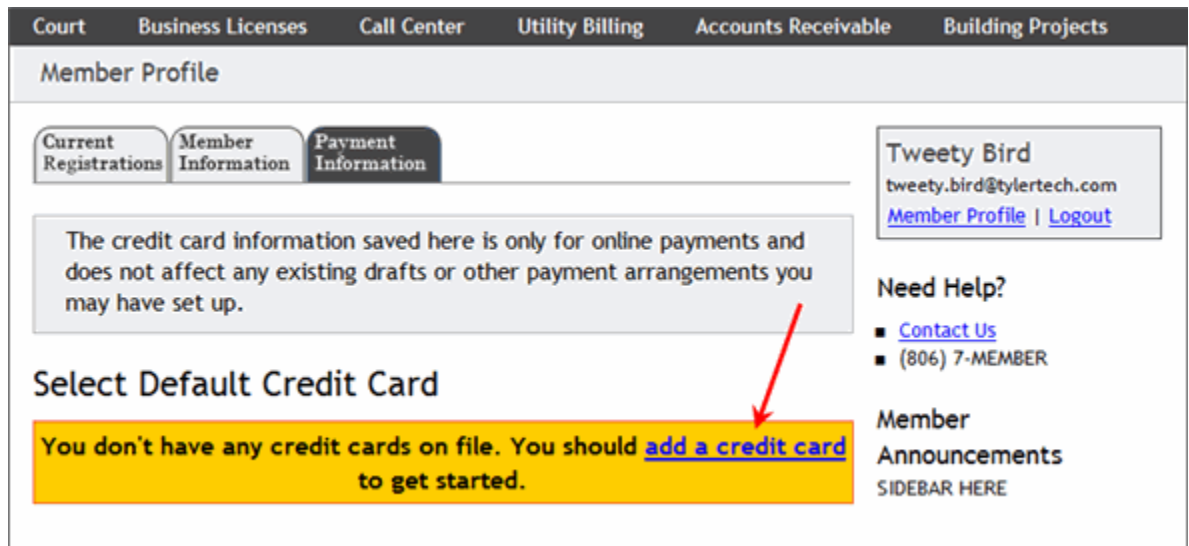
Add Credit Card

1. From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.

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2. Select the **Payment Information** tab. The Payment Information tab loads.



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3. Click the **add a credit card** link. The **Add New Credit Card** page loads.

Member Profile

Current Registrations Member Information **Payment Information**

Add New Credit Card

Card Type

Credit Card Number

Expiration Date

First Name On Card

Last Name On Card

Billing Address 1

Billing Address 2

Zip

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Need Help?

- [Contact Us](#)
- (806) 7-MEMBER

Member Announcements
SIDEBAR HERE

4. Fill in your credit card information. All fields except **Billing Address 2** are required.
5. Click **Save Card**. The credit card is saved and automatically becomes your default card.

Add Credit Card when making a payment

You can save a credit card to your profile when making a payment if you do not already have a credit card saved.

1. During the payment process, mark the **Save Card in Profile** checkbox.

The screenshot shows the 'Pay Ticket Online' interface. At the top, there are navigation tabs: Court, Business Licenses, Call Center, Utility Billing, Accounts Receivable, and Building Projects. The 'Court' tab is selected. Below the navigation, the page title is 'Pay Ticket Online' and the sub-header is 'Make Payment'. On the right side, there is a user profile for 'Tweety Bird' with email 'tweety.bird@tylertech.com' and links for 'Member Profile' and 'Logout'. The main content area is divided into two sections. The left section is a 'Payment Summary' table with the following data:

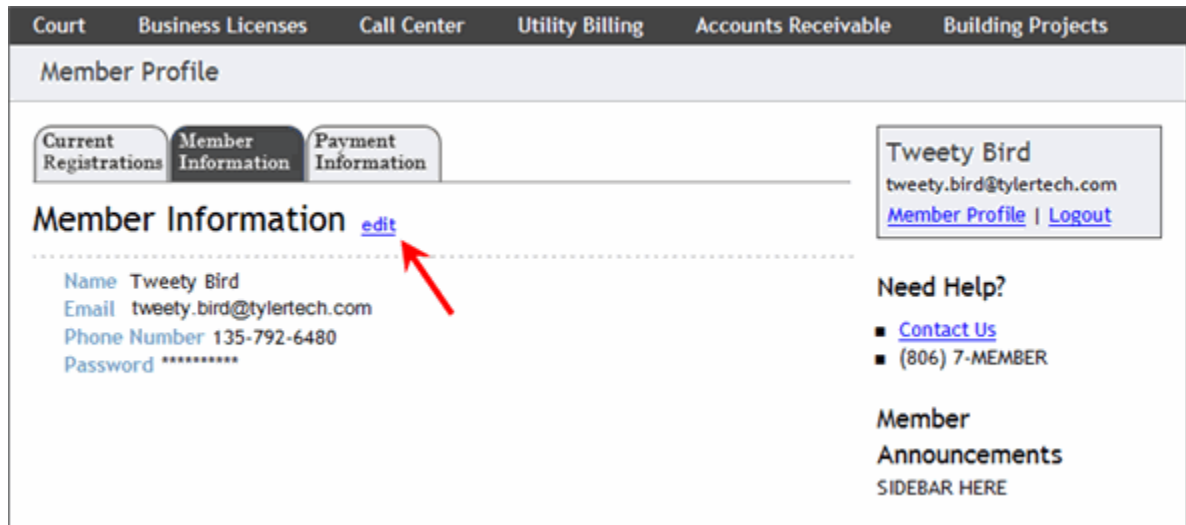
Violation	Ticket	Balance Owed	Payment Amount
FAILURE TO APPEAR/BAIL JUMPING	12458F	\$253.00	\$ 253.00
Issued: 6/7/2000			
To: TIFHANY STANLEY			
Due: 6/7/2000			
SubTotal:		\$253.00	
Total Payment:		\$253.00	

Below the table are two buttons: 'Process Payment' and 'Cancel'. The right section is titled 'Payment Method' with a 'change' link. It contains 'Credit Card Information' fields: 'Card Type' (a dropdown menu with 'Please select...' selected), 'Credit Card Number' (a text input field), 'Expiration Date' (two dropdown menus with '2009' selected), 'First Name On Card' (a text input field), 'Last Name On Card' (a text input field), 'Billing Address 1' (a text input field), 'Billing Address 2' (a text input field), and 'Zip' (a text input field). A red arrow points to the 'Save Card in Profile' checkbox, which is checked. At the bottom right, there is a 'Court House' section with 'Hours' (Monday - Friday: 8:30 a.m. - 5:00 p.m., Excluding Holidays) and 'Location' (123 Main Street, City, State 01234).

2. When you click **Process Payment**, the credit card information saves to your profile for future use.

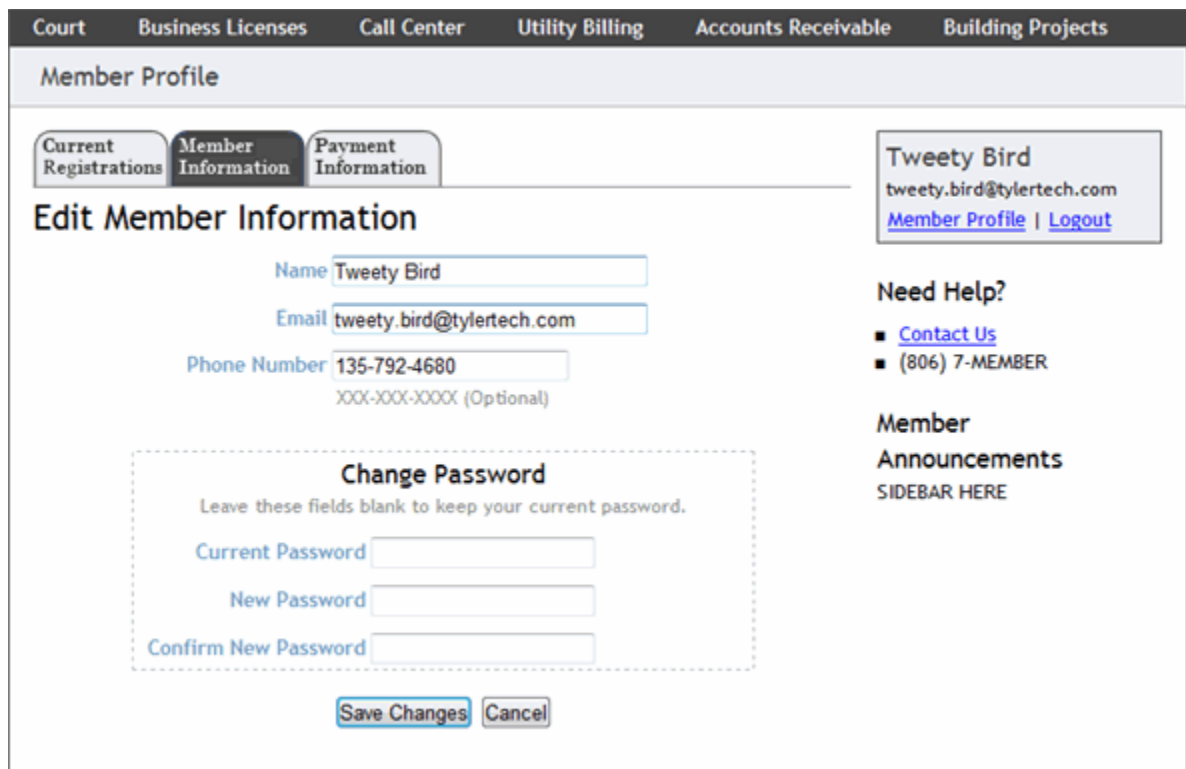
Edit your member information: Name, Email, and Password

1. From the application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.



The screenshot shows the 'Member Profile' page with a navigation bar at the top containing 'Court', 'Business Licenses', 'Call Center', 'Utility Billing', 'Accounts Receivable', and 'Building Projects'. Below the navigation bar, there are three tabs: 'Current Registrations', 'Member Information' (which is selected), and 'Payment Information'. On the right side, there is a user profile box for 'Tweety Bird' with the email 'tweety.bird@tylertech.com' and links for 'Member Profile' and 'Logout'. Below the tabs, the 'Member Information' section displays the following details: Name: Tweety Bird, Email: tweety.bird@tylertech.com, Phone Number: 135-792-6480, and Password: *****. A red arrow points to the 'edit' link next to the 'Member Information' heading. To the right of the member information, there is a 'Need Help?' section with links for 'Contact Us' and '(806) 7-MEMBER', and a 'Member Announcements' section with the text 'SIDEBAR HERE'.

2. On the **Member Information** tab, click the **edit** link. The Edit Member Information page loads.



The screenshot shows the 'Edit Member Information' page. The navigation bar and tabs are the same as in the previous screenshot. The 'Member Information' tab is selected, and the page title is 'Edit Member Information'. The form contains the following fields: Name (Tweety Bird), Email (tweety.bird@tylertech.com), and Phone Number (135-792-4680) with a note '(Optional) XXX-XXX-XXXX'. Below these fields is a 'Change Password' section with a note 'Leave these fields blank to keep your current password.' and three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom of the form are two buttons: 'Save Changes' and 'Cancel'. The right sidebar is identical to the previous screenshot, showing the user profile, 'Need Help?' links, and 'Member Announcements'.

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3. To change your display name or email address, edit the text in the **Name** and **Email** fields. You must use a valid email address. You can enter your phone number to be saved in your profile as well. This number is used in the Business Licenses and Building Projects applications.

To change your password, type your current password in the **Current Password** field, and then type your new password in the **New Password** and **Confirm New Password** fields.

Member passwords can be changed at any time. The first time you log in, change your password to something that is easy to remember. Secure passwords are at least six characters long, include capital and lowercase letters, include at least one number, and include at least one special character (! . + @ # , / etc.).

If you are not changing your password, leave all three fields in the **Change Password** section empty.

4. Click **Save Changes**.