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Creating your account for the first time

- Navigate to Gardencitypayments.com and select "sign up"



- Once you select sign up you will be asked to enter your email and password
- Once you have filled in the information select create an account

A screenshot of the account creation form. It features three input fields: 'Email Address *' with the value 'test@gmail.com', 'Password *', and 'Confirm Password *'. Both password fields have a lock icon and a toggle for visibility. Below the fields is a green checkmark and the text 'Your password looks good!'. At the bottom, there is a large blue 'Create Account' button highlighted with a red border, and a smaller grey 'Cancel' button below it. At the very bottom, it says 'Already a user? Sign In'.

- Once the create account button is selected you will be presented with the opportunity to link your utility account. You will need account number, billing zip code, and name on the account.
 - a. You can choose to skip this step and link your account at a later time by selecting the "Skip" button

Add Utility Account (Optional)

Add Utility Account Reset Utility Account

If you know your utility account number please use the widget below to search for it. You may also add your account after logging in.

Account Number

Billing Zip Code

Name on Account

Skip

b. either way you choose you will next be presented with the personal

information

- i. It is recommended that you fill this information in, however you may skip it if you choose by selecting “skip” at the bottom.

Add Personal Information (Optional)

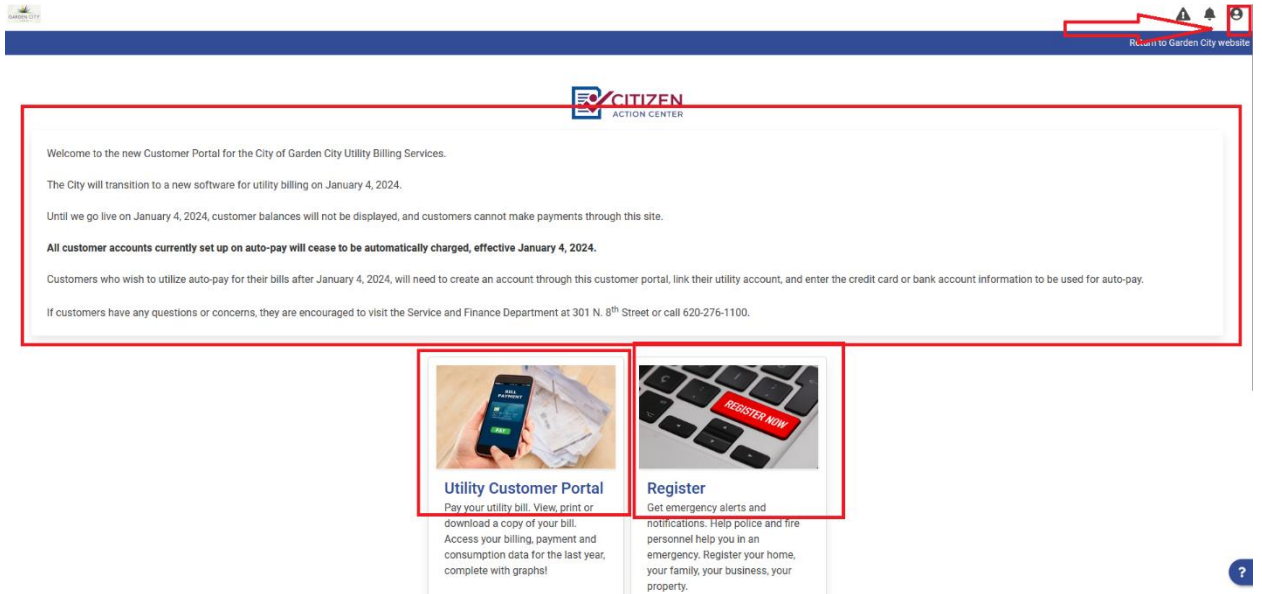
Personal Information
This information can be entered after login in profile section. If this information does not match the information found on your utility account, please update it.

Type	Name
<input type="text" value="Personal"/>	<input type="text" value="Name"/>
Address	Contact Information
<input type="text" value="Address"/>	<input type="text" value="Contact Number *"/>
<input type="text" value="City"/> <input type="text" value="Zipcode"/>	Primary Contact Method
<input type="text" value="State"/>	<input type="text" value="Email"/>

Skip

- Once you have completed these steps you will be directed to the landing page where you may select to view your profile information and store payment information, or you may select utility portal or register.

- Note in the example below all pertinent information relating to the city will show in the top banner.



The screenshot shows a website banner with a blue header bar. In the top right corner of the header, there are icons for a warning, a bell, and a user profile, with a red box highlighting the user profile icon. Below the header is a white banner with a red border. The banner contains the following text:

Welcome to the new Customer Portal for the City of Garden City Utility Billing Services.

The City will transition to a new software for utility billing on January 4, 2024.

Until we go live on January 4, 2024, customer balances will not be displayed, and customers cannot make payments through this site.

All customer accounts currently set up on auto-pay will cease to be automatically charged, effective January 4, 2024.

Customers who wish to utilize auto-pay for their bills after January 4, 2024, will need to create an account through this customer portal, link their utility account, and enter the credit card or bank account information to be used for auto-pay.

If customers have any questions or concerns, they are encouraged to visit the Service and Finance Department at 301 N. 8th Street or call 620-276-1100.

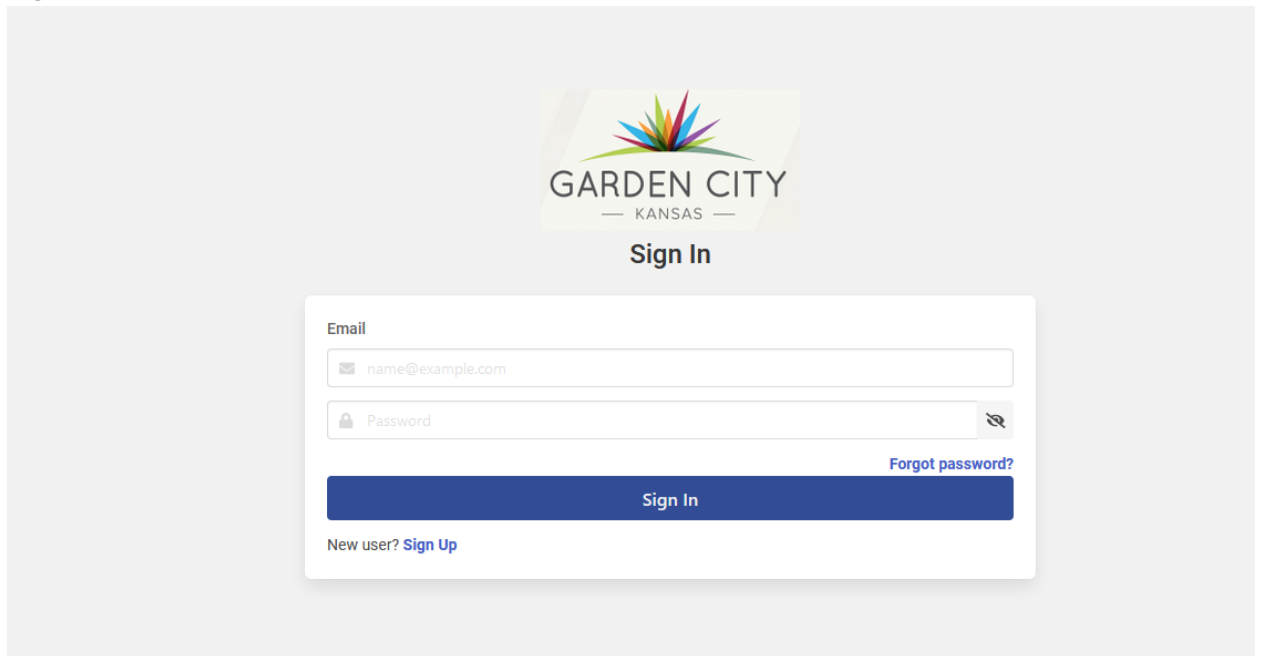
Below the banner are two promotional cards, each with a red border:

- Utility Customer Portal**: Pay your utility bill. View, print or download a copy of your bill. Access your billing, payment and consumption data for the last year, complete with graphs!
- Register**: Get emergency alerts and notifications. Help police and fire personnel help you in an emergency. Register your home, your family, your business, your property.

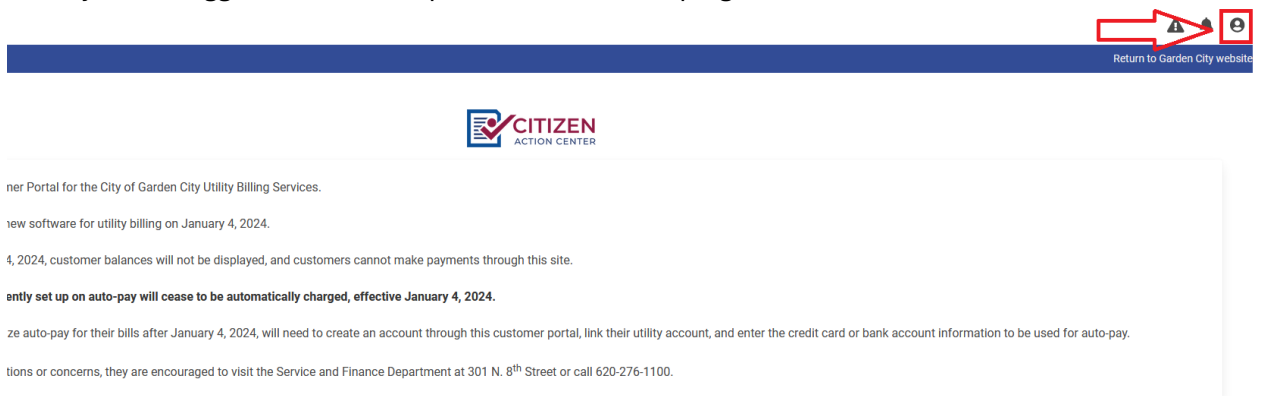
In the bottom right corner of the page, there is a small blue square icon with a white question mark.

Storing Your Card Information

- Sign in



- Once you are logged in select the profile icon at the top right of the screen



- From the profile menu you can add a stored payment method
 - a. This can be either a credit card or bank account
 - b. To add a credit card
 - i. Select add a card under Pay by Debit/Credit

Setup Your Profile For the Citizen Action Center

Contact Information

Type: Personal

Name:

Email*:

Service Address:

City: Zip:

State:

Pay by Debit / Credit

Card #	Expiry Date	Name on Card	Actions
****1111	04/25	TEst Card	
****1111	06/26	test 2	
****1111	04/25	test3	

[Manage Account / Setup AutoPay](#)

[Add a Card](#)

Alerts & Notifications

High Severity Alerts

Standard Alerts

- ii. Once you select the add a card option the box will appear to add your information on the card
- iii. Enter your information and select the save button

Save payment information

Card Information

* Name (as it appears on card) :

* Card Number :

* Expiration Date : /

* CVV2 / CID :





Description :

Billing Information

Country :



Address 1 :


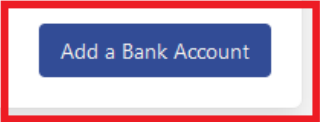
- iv. Once the save button is selected a loading screen will appear
- v. Once the loading screen has completed and the add card information box goes away you will see the card added to your list

Pay by Debit / Credit			
Card #	Expiry Date	Name on Card	Actions
****1111	04/25	TEst Card	
****1111	06/26	test 2	
****1111	04/25	test3	
****1111	07/28	Test Customer	

- c. To add a bank account
 - i. Under the pay by E Check information select Add A bank account

Pay by E-check Information

Account #	Bank Routing #	Name	Actions
****2345	031305936	Test	
****5412	031305936	test	

Manage Account / Setup AutoPay  

- ii. Once selected the save payment information box will appear
- iii. Fill out the appropriate information
- iv. Select the submit button

Save payment information

Bank Account Information

* Name (as it appears on account) :

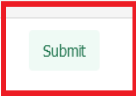
* Account Type : Checking Savings

* Bank Routing Number :

* Confirm Bank Routing Number :




* Account Number :

* Confirm Account Number :



- v. Once the save button is selected a loading screen will appear
- vi. Once the loading screen has completed and the add payment information box goes away you will see the account added to your list

Pay by E-check Information

Account #	Bank Routing #	Name	Actions
****2345	031305936	Test	
****5412	031305936	test	
****1111	031305936	Test	

[Manage Account / Setup AutoPay](#) [Add a Bank Account](#)

Linking Utility Accounts

- Select utility customer portal.

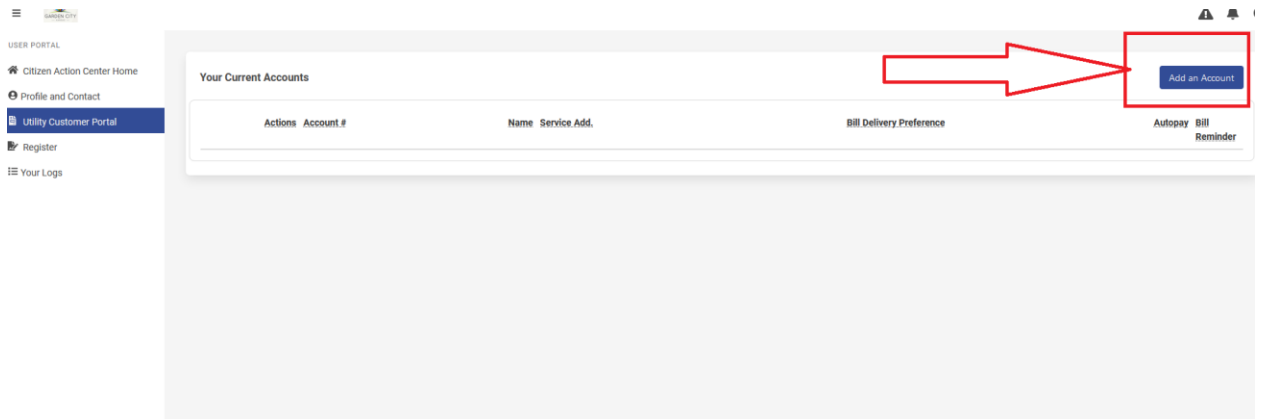


Utility Customer Portal

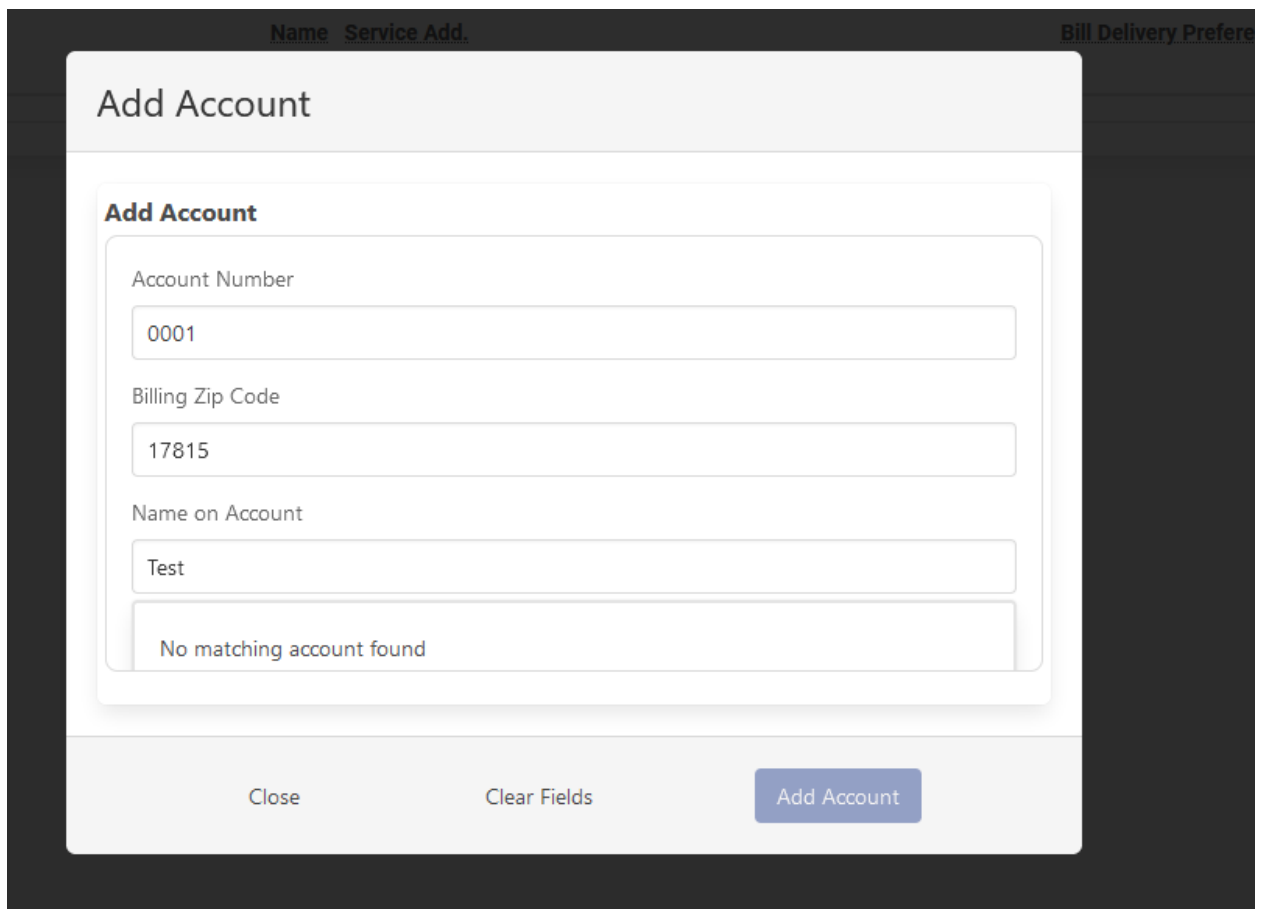
Pay your utility bill. View, print or download a copy of your bill.
Access your billing, payment and consumption data for the last year, complete with graphs!

Utility Customer Portal

- Select add an account in the right-hand corner.



- You will then be presented with a screen to fill in your account number, billing zip code and name *fictitious information was used in this screen shot



- You can then select the add account button this will add your utility account and it will then appear in the list.

Adding Auto Pay, reminders and billing preferences.

- Once you have added the account you can then select “Manage Account/Setup Autopay”
 - a. This will allow you to manage your billing preferences, set up billing reminders and set up autopay.

Account Summary Pay Selected Account(s)

[Manage Account / Setup AutoPay](#) [View History](#) SELECT ALL

Account Number 099999-002	Last payment Received Date N/A	Current Charges Due Date N/A
Name TEST CUSTOMER	Last Payment Amount \$ 0.00	Current Bill Amount \$ 0.00
Address 95 E 10th Street Bloomsburg, PA, 67846	Prior Bill Amount \$ 0.00	Total Amount Due \$ 0.00
Service at 95 E 10th Street		

[VIEW HISTORY](#) [MORE DETAILS](#)

Account Number 099999-004	Last payment Received Date N/A	Current Charges Due Date N/A
Name Test Customer 2	Last Payment Amount \$ 0.00	Current Bill Amount \$ 0.00
Address 95 E 10th Street Bloomsburg, PA, 79403	Prior Bill Amount \$ 0.00	Total Amount Due \$ 0.00
Service at 95 E 10th Street		

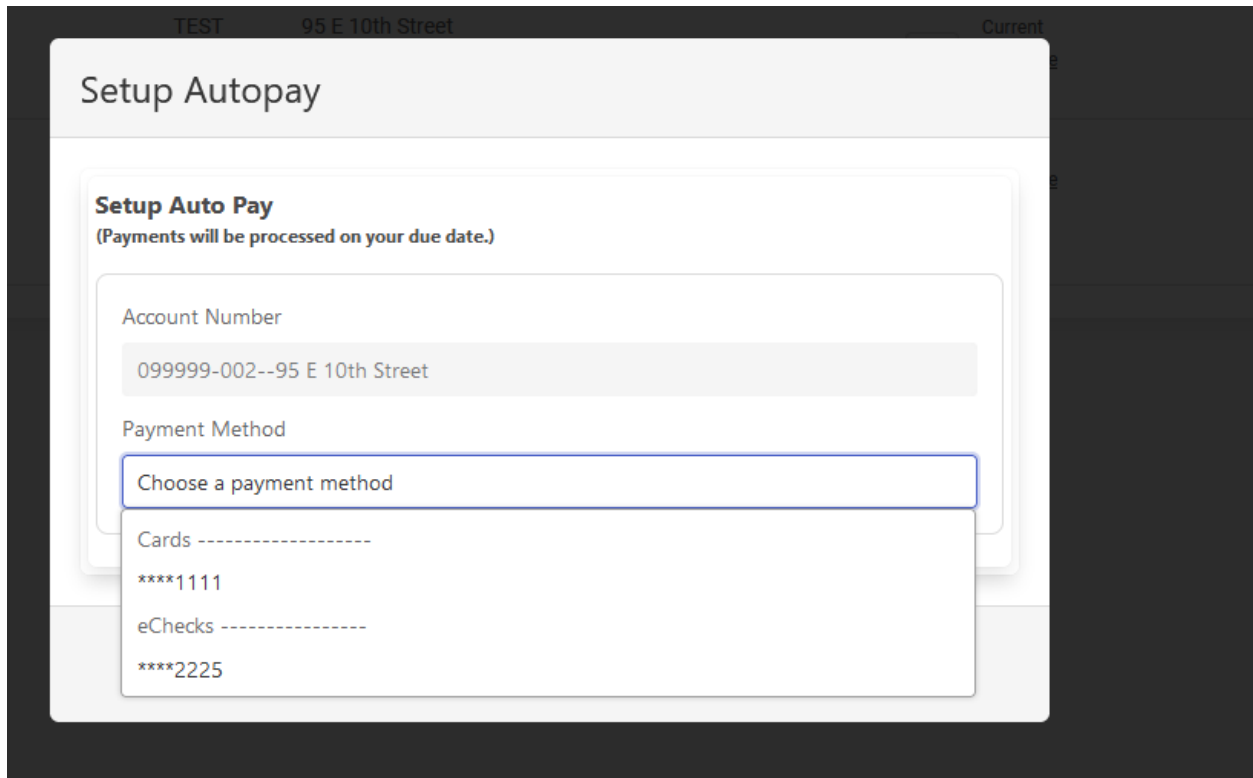
[VIEW HISTORY](#) [MORE DETAILS](#)

- When you enter the manage account screen:

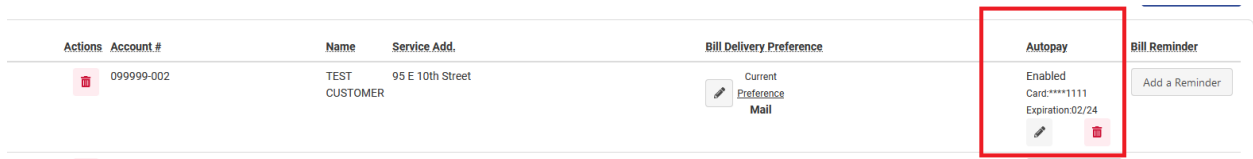
Your Current Accounts Add an Account

Actions	Account #	Name	Service Add.	Bill Delivery Preference	Autopay	Bill Reminder
<input type="checkbox"/>	099999-002	TEST CUSTOMER	95 E 10th Street	<input type="checkbox"/> Current Preference <input checked="" type="checkbox"/> Mail	<input type="checkbox"/> Setup AutoPay	<input type="checkbox"/> Add a Reminder
<input type="checkbox"/>	099999-004	Test Customer 2	95 E 10th Street	<input type="checkbox"/> Current Preference <input checked="" type="checkbox"/> Mail	<input type="checkbox"/> Setup AutoPay	Enabled Days Prior: 10 <input type="checkbox"/> <input type="checkbox"/>

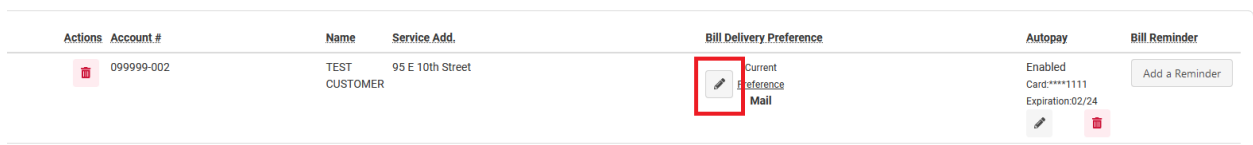
- a. to set up an automatic payment you select setup autopay
 - i. this will deduct you amount due from you payment method of choice on the due date
 - ii. once you select the set up autopay button you may choose the payment method you would like to use



- iii. Once you have selected a payment method select save
- iv. You will then see the details for the account where the set up autopay button used to be



- b. Change your billing delivery preference
 - i. This will allow you to change from email to a printed bill.
 - ii. Select the pencil next to current preference.



- iii. Once selected the update billing email box will appear
 1. You may change between mail and email.
 2. If email is chosen, you must provide an email address

Add/Update Billing Email

Bill Delivery Preference

Email

Email Address

test@gmail.com

Cancel Save

- iv. Select Save to complete
- c. Add a reminder
 - i. This will allow you to set up a reminder that your bill is due x number of days before
 - ii. Select the add a reminder box under bill reminder

Actions	Account #	Name	Service Add.	Bill Delivery Preference	Autopay	Bill Reminder
	099999-002	TEST CUSTOMER	95 E 10th Street	Current Preference Mail	Enabled Card:****1111 Expiration:02/24 	Add a Reminder

- iii. Once selected the add a reminder box will appear you can then choose how many days before the bill is due that you would like a reminder.
- iv. This is based on your primary contact method in the profile.
- v. Select add reminder.

TEST 95 E 10th Street Current

Add a Bill Due Reminder

Bill Due Reminder
(This will use your primary contact method.)

Account Number
099999-002-95 E 10th Street

Days Before Due Date
5

Close Add Reminder

vi. You will see the reminder for the account where the button was previously

Your Current Accounts Add an Account

Actions	Account #	Name	Service Add.	Bill Delivery Preference	Autopay	Bill Reminder
	099999-002	TEST CUSTOMER	95 E 10th Street	Current Preference Mail	Enabled Card:****1111 Expiration:02/24 	Enabled Days Prior: 5
	099999-004	Test	95 F 10th Street	Current		Enabled