



Utility Billing Customer Self Service Instructions for Creating Your New Account

The City has transitioned to a new online utility billing system. All online customers need to set up a new account. Here are detailed instructions to help you get set up. Go to www.Altamonte.org, click the ePayments button and then Utility Billing to begin.

STEP 1: Register

At the Login screen, click the Register link.

The screenshot shows the 'Munis Self Service' login page. On the left is a navigation menu with 'Home', 'E-Payments', 'Employment Opportunities', and 'Vendor Self Service'. The main content area is titled 'Login' and contains two input fields: 'Username' and 'Password'. Below the 'Password' field is a 'Log in' button. A red circle highlights the 'Register' link located below the 'Log in' button. There are also links for 'Forgot your username?' and 'Forgot your password?'.

STEP 2: Enter Your Information

Create a User ID and password for your account. Then enter your email and validation code. Next, click the "Save" button.

The screenshot shows the 'Self-Registration' page. It features a list of required fields: 'User ID (between 1 and 20 characters)', 'Re-type user ID', 'Password (between 8 and 15 characters)', 'Re-type password', 'Password hint', and 'Email address'. Below these fields is a validation code '9947' displayed in a box, with a prompt to 'Enter these validation numbers into the box below them'. A 'Save' button is located at the bottom of the form. The navigation menu on the left includes 'Home' and 'E-Payments'. The top right corner shows 'My Cart (0 items)' and 'Log In'.

When your information is saved, the Account Settings screen appears. Here you can change your password, email and link your utility billing account(s).

CITY OF ALTAMONTE Springs Munis Self Service SHAY16

Account Settings

Account Information

Now logged in as	SHAY16
Last successful login	1/17/2018
Last failed login	1/17/2018
Password last changed	1/17/2018
Password expires in	2737 days Change Password
E-Mail address	STorres@altamonte.org Change E-Mail Address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts [link to account](#)

There are currently no linked accounts

Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

STEP 3: Linking Your Utility Billing Account

To connect your account, click "Link to Account."

CITY OF ALTAMONTE Springs Munis Self Service SHAY16

Account Settings

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Now logged in as	SHAY16
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E-Mail address	STorres@altamonte.org Change E-Mail Address

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Utility Billing Accounts [link to account](#)

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[Go To Module Homepage](#)

Enter your Account ID and Customer ID. These numbers are located at the top of your billing statement (see an example statement). The Account ID is after the dash, the Customer ID is before the dash. Both have six digits.

Customer Name		Service Address						
DOE, JOHN		630 CRANES WAY						
Bill Number	Bill Date	Customer ID - Account ID	Current Billing Due Date					
50573	01/25/2018	600064 - 000110	02/15/2018					
Service Description	Meter	Previous Read Date	Current Read Date	Previous Meter Reading	Current Meter Reading	Read Code	Usage TGAL	Charge
WATER FACILITY CHARGE CI								3.87

Once your Account ID and Customer ID are submitted, you'll see your account listed in the accounts section. Repeat this process if you have multiple accounts.

Account	Customer
000110	600064

To view an individual account summary, click on the account number link.

Account Settings

Account Information

Now logged in as	JOHNDOE
Last successful login	1/17/2018
Last failed login	1/17/2018
Password last changed	1/17/2018
Password expires in	2737 days Change Password
E-Mail address	John123@web.com Change E-Mail Address

Linked Accounts

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Customer Accounts [link to account](#)

There are currently no linked accounts.

Utility Billing Accounts [link to account](#)

Account Number	Customer	
000110	600064	remove

To log out, click the customer name icon in the upper-right hand corner and select "Log Out."

Utility Billing Account Summary

[Link to Account](#) | [Sign up for Automatic Payments](#) | [Request Change of Address](#) | [Manage Bills](#)

Billing Account

Service Address	630 CRANES WAY
Account Number	000110

Your Current Balance

Amount Due Now	\$7.10	Pay Now
Payment Due Date	2/15/2018	

About Your Payments

No payment activity found.

Customer Information

Name	DOE, JOHN
Address	123 NEWBURYPORT AVENUE ALTAMONTE SPRINGS, FL 32701
Customer ID	600064

[Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER FACILITY CHARGE CI	1040	12/20/2017		ACTIVE	None
WATER CONSUMPTION CI	1040C	12/20/2017		ACTIVE	View Consumption
UTILITY TAX	7000	12/20/2017		ACTIVE	None