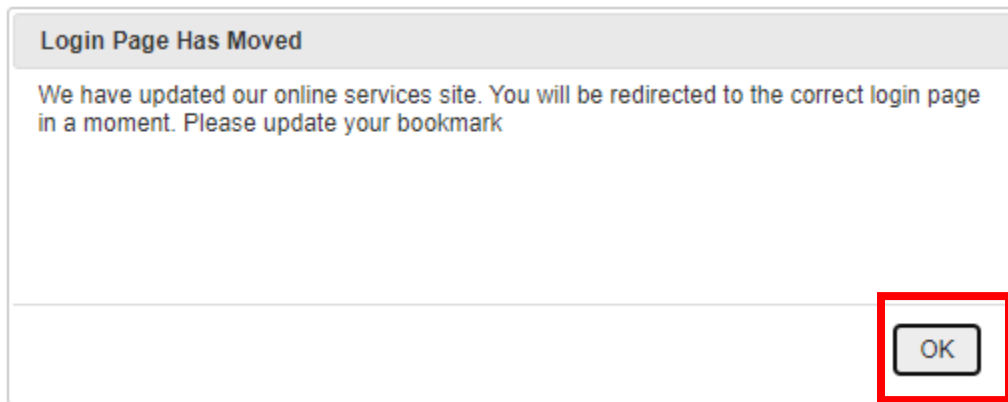


Utility Bill Website Enhancements

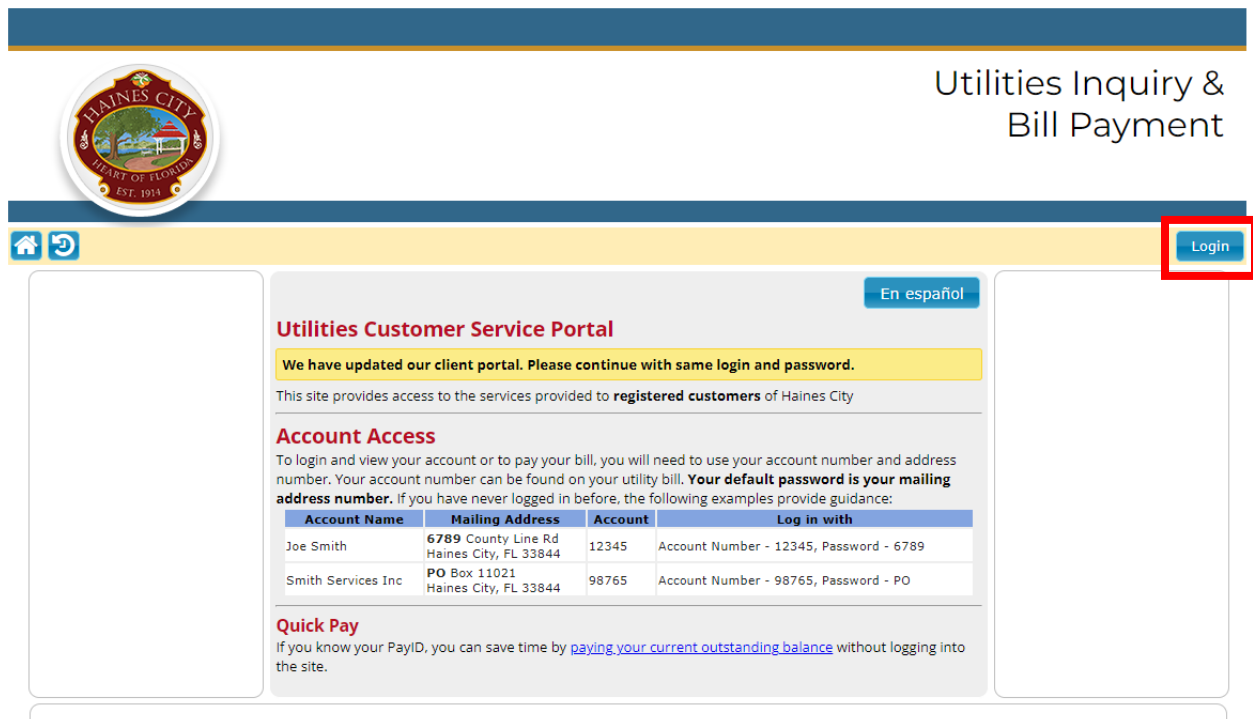
1. Go to <https://www.hainescity.com>
2. Click on “Pay Utility Bill”



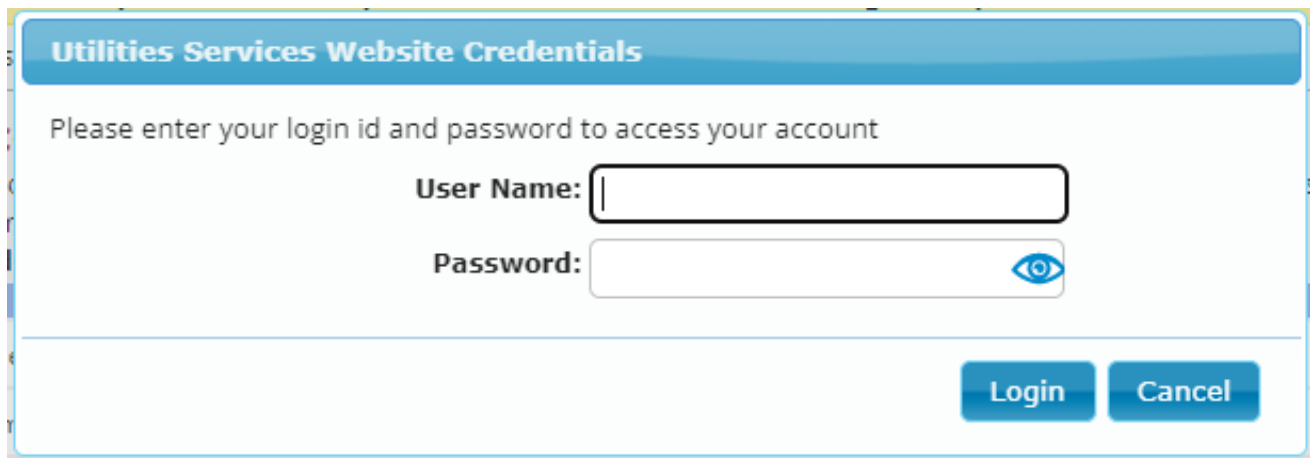
3. There will be a message that says “Login Page Has Moved”. Click “OK”. It will redirect you to the new webpage.



4. Once the new webpage opens, click on “Login” in top right hand corner



5. **User Name** will be the account number.
Password will be the house number of the address serviced.




The image shows a login form titled "Utilities Services Website Credentials". It has a blue header bar with the title. Below the header, it says "Please enter your login id and password to access your account". There are two input fields: "User Name:" and "Password:". The "User Name" field is empty. The "Password" field is empty and has a blue eye icon to its right. At the bottom right, there are two blue buttons: "Login" and "Cancel".

Utilities Services Website Credentials

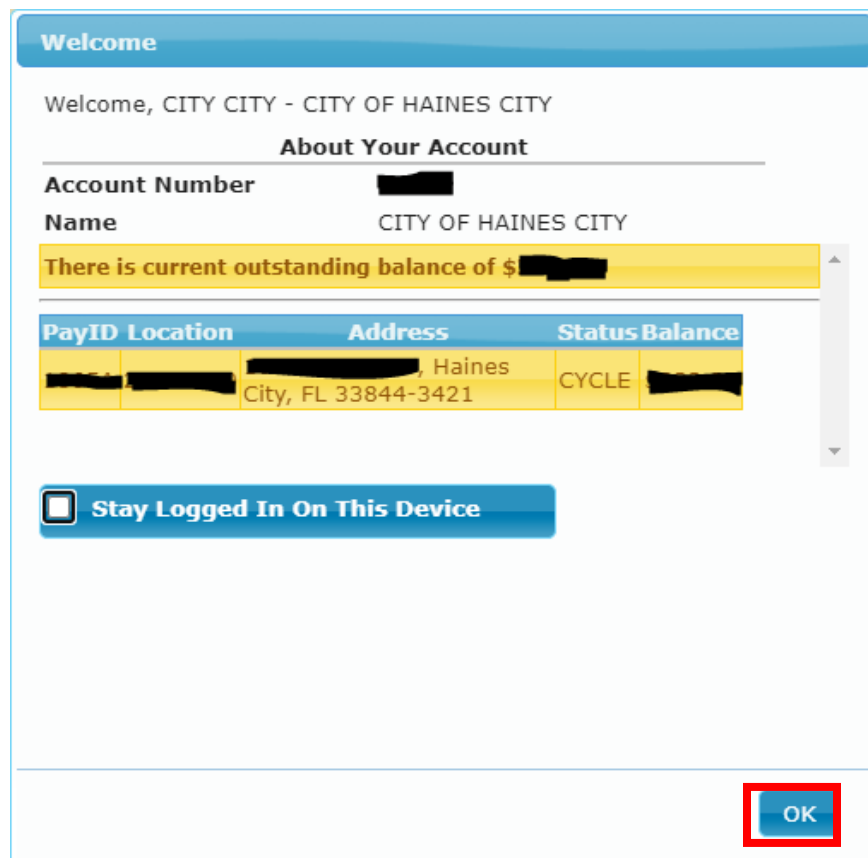
Please enter your login id and password to access your account

User Name:

Password: 

Login Cancel

6. A pop up will show a quick "Welcome" and show current "Balance"
Click "Ok"



The image shows a "Welcome" pop-up window. It has a blue header bar with the title "Welcome". Below the header, it says "Welcome, CITY CITY - CITY OF HAINES CITY". There is a section titled "About Your Account" with a horizontal line below it. It contains the following information: "Account Number" followed by a blacked-out box, "Name" followed by "CITY OF HAINES CITY", and a yellow box with the text "There is current outstanding balance of \$" followed by a blacked-out box. Below this is a table with the following data:

| PayID | Location | Address | Status | Balance |
|---------------|---------------|---|--------|---------------|
| [blacked out] | [blacked out] | [blacked out], Haines City, FL 33844-3421 | CYCLE | [blacked out] |

Below the table is a checkbox labeled "Stay Logged In On This Device". At the bottom right, there is a blue button labeled "OK" which is highlighted with a red rectangle.

Welcome

Welcome, CITY CITY - CITY OF HAINES CITY

About Your Account

Account Number [blacked out]

Name CITY OF HAINES CITY

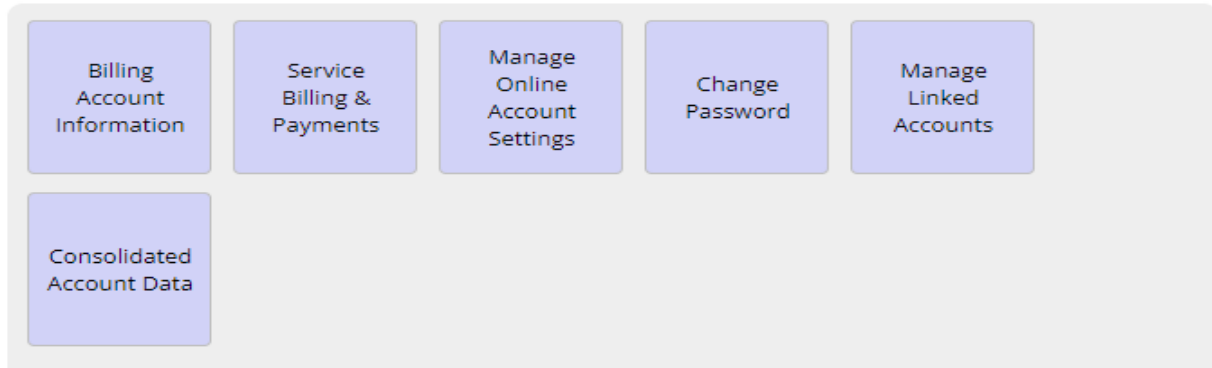
There is current outstanding balance of \$ [blacked out]

| PayID | Location | Address | Status | Balance |
|---------------|---------------|---|--------|---------------|
| [blacked out] | [blacked out] | [blacked out], Haines City, FL 33844-3421 | CYCLE | [blacked out] |

☐ Stay Logged In On This Device

OK

7. There will be six categories to customize and manage the account



Billing Account Information

1. Under “Account Information”, the billing address can be updated by clicking “Update Billing Information”

A screenshot of a web application interface. At the top, there are three tabs: 'Account Information' (highlighted in green), 'Recurring Payments', and 'Third Party Contacts'. Below the tabs is a green bar with a minus sign and the word 'Main'. Underneath is a blue header for 'Billing Information & Main Contact Information'. The form contains the following fields: 'Account Number: [REDACTED]', 'Name: CITY OF HAINES CITY', a yellow notification bar stating 'The Mobile Phone numbers and email accounts are registered to receive notifications through this citizenlink application', 'Billing Address: [REDACTED]', 'Contact Name 1:', 'Contact Name 2:', 'Main Contact No: N/A', 'Mobile No: N/A', 'Email Address: N/A', and 'Additional Billing & Notification Emails: N/A'. Below this is another blue header for 'Billing & Other Notification Emails', followed by 'Send A Paper Bill: YES', 'Send An Email Bill: NO', and 'Send Other Notifications As An Email: NO'. A yellow bar at the bottom of the form states 'You can change your billing information here. Any changes take effect immediately'. At the very bottom, there is a blue button with a white envelope icon and the text 'Update Billing Information', which is highlighted with a red rectangular box.

2. Under “Third Party Contacts”, account holder can add third parties to receive notifications and information on the account

Account Information | Recurring Payments | **Third Party Contacts**

Account Third Party Contacts

Add New Third Party Contact Record

Show **10** entries Search:

| Name | Email | Description |
|----------------------------|-------|-------------|
| No data available in table | | |

Showing 0 to 0 of 0 entries Previous Next

Service Billing & Payments

1. This page will show current balance due. In order to pay the account, click on the shopping cart on left side of screen

Service Billing & Payments

Information about Service Locations for your customer account

Show **10** entries Search:

| PayID | Account | Location | Address | Billing Status | Account Balance | Auto Pay | EFT Pay |
|-------|---------|----------|----------------------------|----------------|-----------------|----------|---------|
| | | | Haines City, FL 33844-3421 | Cycle | \$ | | |

Showing 1 to 1 of 1 entries Previous 1 Next

2. A pop up will show, click on “Pay Now”

Pay For Your Selected Items

Would you like to go straight to your cart to pay?

You can skip this confirmation in the future by selecting the option below. You can change the payment amount before you pay.

☐ Don't ask me again

Pay Now Carry On Shopping

3. The pending account(s) to be paid will be displayed. The amount can be changed on this page. If the amount is correct, click “Pay Total Selected”

Service Billing & Payments

Once you leave this site for our payments provider, your Shopping Cart will be emptied, even if you later abandon your payment

Total Cart Value: \$ [REDACTED] [Empty Shopping Cart](#)

| Remove | Item Number | Transaction Date | Item Account | Item Code | Description | Amount |
|-------------------|-------------|------------------|--------------|------------|--|---------------|
| × | 1 | 05/08/2023 | [REDACTED] | [REDACTED] | [REDACTED], Haines City, FL 33844-3421UBSC | \$ [REDACTED] |

Total Of Selected Cart Items: \$ [REDACTED] [Pay Total Selected](#)

4. Verify the amount on this page. If correct, click “Proceed to Payment Provider”

Service Billing & Payments

Pay This Amount: \$ [REDACTED]

You will now be directed to our payments page at Point & Pay. Payments made may be subject to a convenience fee.

[Go Back](#) [Proceed To Payment Provider](#)

5. Put in payment information.
 - a. Payment Methods:
 - Credit or Debit Card – subject to payment processor fees
 - Electronic Check – no fees

b. Click “Continue”



HAINES CITY
THE HEART OF FLORIDA

Step 1: Select Payments

Step 2: Review and Submit

Step 3: Confirmation and Receipt

Step 1: Select Payments

Please complete the form below. When finished, click the Continue button and you will be asked to review the information for accuracy before your payment is processed.
Note: * indicates a required field.

My Bills





| Description |
|---|
| + Utilities payment of \$ [REDACTED] on Account Number [REDACTED] |

Cardholder Information

| | |
|----------------------|---|
| First Name: * | Last Name: * |
| <input type="text"/> | <input type="text"/> |
| Address Line 1: * | Address Line 2: |
| <input type="text"/> | <input type="text"/> |
| City: * | State: * <input type="text"/> <input type="text"/> |
| <input type="text"/> | Zip Code: * |
| <input type="text"/> | <input type="text"/> |
| Phone Number: * | Email Address: |
| <input type="text"/> | <input type="text"/> |

Payment Information

Payment Method: *
 Credit or Debit Card

Card Number: *    


Expiration Date: * (in mm/yy format)

CVV: *
 Where is this number?

Cancel

Continue

6. Verify payment information. Click “I Agree to Terms and Conditions”. Click “Submit Payment”



HAINES CITY
THE HEART OF FLORIDA

Step 1: Select Payments Step 2: Review and Submit Step 3: Confirmation and Receipt

Step 2: Review and Submit

Please review the details of the items you have selected to pay, along with the fees associated with using this service. When you are ready to submit your payment, please review and accept the Terms and Conditions, and click Submit to send your payment for authorization.

My Bills

| Description | Amount Due |
|---|------------|
| Utilities payment of \$0.01 on Account Number 1865A | \$0.01 |
| Subtotal: | \$0.01 |
| Convenience Fee: | \$2.00 |
| Total Payment: | \$2.01 |

Customer Information

First Name: [REDACTED]
Last Name: [REDACTED]
Address Line 1: 620 E Main St
Address Line 2:
City: Haines City
State: Florida
Zip Code: 33844
Phone Number: [REDACTED]
Email Address:

Payment Information

Payment Date: 06/01/2023
Card Type: [REDACTED]
Card Number: [REDACTED]

Terms and Conditions

CONVENIENCE FEE
Your agency has partnered with a third party service provider to provide you with convenient online payment services via credit card debit card or electronic check payments. IN ORDER TO USE THIS SERVICE YOU MAY HAVE TO PAY A NON-REFUNDABLE CONVENIENCE FEE IN ADDITION TO THE AMOUNT(S) OWED TO YOUR PAYEE. Please note that the service provider (not your Payee) will appear as the merchant of record next to your payment on your bank or credit card statement.

ACCESSIBILITY
This service is accessible through the Internet. In order to use this service you will need a personal computer with access to the Internet through an Internet service provider and a web browser which supports this service.

ACCURACY OF YOUR INFORMATION AND BILLING, COMPLETION OF PAYMENT
You are solely responsible for providing accurate and complete information to use this service and for confirming any amount(s) owed to your Payee. Completion of payment is final.

☐ I Agree to Terms and Conditions

Back Cancel Submit Payment

7. Confirmation page will appear.

Step 1: Select Payments Step 2: Review and Submit Step 3: Confirmation and Receipt

Step 3: Confirmation and Receipt

Result: Payment Authorized

Confirmation Number: 136544703

Your payment has been authorized successfully and payment will be processed.

Haines City Thanks You For Your Payment. Thank you for using our bill payment services.

Please save or print a copy of this receipt for record keeping purposes.

Manage Online Account Settings

1. Under “Your Contact Information”, a phone number & email address may be entered for notifications, password resets, etc. Once completed, click on “Update Account Information”.

The screenshot shows the 'Manage Online Account Settings' page with the 'Contact Information' tab selected. The page title is 'Manage Online Account Settings' and the subtitle is 'Update your online account profile and notification settings'. Below the tabs, the 'Contact Information' section is highlighted. It contains a text box for 'First Name' (CITY), a text box for 'Last Name' (CITY), a text box for 'Account Description/Job Title' (CITY OF HAINES CITY), and a text box for 'Your Mobile Phone Number'. Below these is a section titled 'Why do we need an email address?' with a bulleted list: 'We send password reset requests to the email address you specify', 'We send notifications that you have configured, if you select email notifications', 'We send notifications that have documents attached, even if you select SMS notifications', and 'We never send requests asking users to reveal personal information, such as account numbers, passwords, bank or credit card information'. Below this is an 'Email Address' text box. At the bottom, there is a 'Security Token' section. A red box highlights the 'Update Account Information' button at the bottom right.

Manage Online Account Settings

Update your online account profile and notification settings

Information For Utility Account

Your Contact Information Your Communication Options

- Contact Information

Please enter a name and a description/job title. This description is just an easy way for us to distinguish a user. The description you enter may appear in notifications, such as email or text messages

First Name: CITY

Last Name: CITY

Account Description/Job Title: CITY OF HAINES CITY

Your Mobile Phone Number:

Why do we need an email address?

- We send password reset requests to the email address you specify
- We send notifications that you have configured, if you select email notifications
- We send notifications that have documents attached, even if you select SMS notifications
- We never send requests asking users to reveal personal information, such as account numbers, passwords, bank or credit card information

Email Address:

Security Token

Select the button below to confirm changes to the account. The account information will be updated immediately

Update Account Information

2. Under “Your Communication Options”, customers can select notification they would like to receive. Once completed, click on “Update Account Information”.

The screenshot shows the 'Manage Online Account Settings' page with the 'Communication Options' tab selected. The page title is 'Manage Online Account Settings' and the subtitle is 'Update your online account profile and notification settings'. Below the tabs, the 'Communication Options' section is highlighted. It contains a text box for 'How Am I Notified Of Changes To Account Balance' (Do Not Notify, Notify By Email), a text box for 'How Am I Notified If A Payment Is About To Become Due' (Do Not Notify, Notify By Email), a text box for 'How Am I Notified If My Account Becomes Delinquent' (Do Not Notify, Notify By Email), and a text box for 'How Am I Notified Of An Upcoming Auto-Payment' (Do Not Notify, Notify By Email). Below these is a 'Security Token' section. A red box highlights the 'Update Account Information' button at the bottom right.

Information For Utility Account

Your Contact Information Your Communication Options

- Communication Options

This screen allows you to define what kind of notifications you receive

If set, you will receive a notification if there is a change to your account balance, for example when a new bill is created or an adjustment is made to your account

How Am I Notified Of Changes To Account Balance

Do Not Notify Notify By Email

If set, you will receive a notification prior to your account payment becoming due, and you are not registered for Auto-Payment

How Am I Notified If A Payment Is About To Become Due

Do Not Notify Notify By Email

If set, you will receive a notification if your account becomes delinquent, either because a scheduled EFT or other auto-payment failed, or you missed the deadline for manual payments. Your account may be penalized or you may be subject to service disconnection if this occurs.

How Am I Notified If My Account Becomes Delinquent

Do Not Notify Notify By Email

If set, you will receive a notification about upcoming auto-debits either via EFT or a 3rd Party processor

How Am I Notified Of An Upcoming Auto-Payment

Do Not Notify Notify By Email

Security Token

Select the button below to confirm changes to the account. The account information will be updated immediately

Update Account Information

Change Password

Account password can be changed; must be 8 digits.

Change Password

Change your account password

Old Password:

New Password:

Confirm Password:

 **Change Account Password**


Manage Linked Accounts

1. If customer has multiple accounts, they can now be linked. This will allow payments to be processed as one transaction instead of multiple. Click on “Add New Linked Account” to begin process.

Show Linked Accounts

Link accounts associated with the current login

You can add other accounts to be managed directly from this login. The balances and other information are integrated into the consolidated totals. In addition, you can pay any outstanding balances from this account

 **Add New Linked Account**

Show **10** entries

Search:

| | | | Code | Description | Via Login | Login Description |
|----------------------------|--|--|------|-------------|-----------|-------------------|
| No data available in table | | | | | | |

Showing 0 to 0 of 0 entries

Previous

Next


2. Click “Link Account”


To directly manage a different Utilities account from here, login to the account using the **Link Account** button at the bottom of the page. Once entered, that accounts information will be shown to your login.

To disconnect the link from the linked account:

1. Log on to that account
2. Select “Update Account Settings”
3. Scroll to the bottom of the page to the “Security Token” section
4. Select the “Regenerate A New Token” button
5. The account will no longer be accessible from here

If the Security Token is removed or regenerated in the managed account, The account will no longer be manageable from here

 **Go Back**


 **Link Account**

3. To link accounts, it will ask you to enter the login information for the additional accounts.
4. **User Name** will be the account number of additional account.
Password will be the house number of the address serviced of the additional account.

Utilities Services Website Credentials

Please enter your login id and password to access your account

User Name:

Password: 

Login Cancel

5. Accounts are now linked. In order to unlink accounts, click on the broken chain.

Show Linked Accounts




Link accounts associated with the current login

You can add other accounts to be managed directly from this login. The balances and other information are integrated into the consolidated totals. In addition, you can pay any outstanding balances from this account

Add New Linked Account

Show 10 entries

Search:

| | Code | Description | Via Login | Login Description |
|---|------|---------------------|-----------|---------------------|
|    | | CITY OF HAINES CITY | | CITY OF HAINES CITY |

Showing 1 to 1 of 1 entries

Previous 1 Next

Consolidated Account Data

1. Under “Location Billing Summary”, this will show current consolidated balance, last payment date and last payment amount

Consolidated Account Data

Consolidated billing information for all locations, including those you have linked

Location Billing Summary

Transactions

Billing Analysis

▾ Billing Summary

There is a total outstanding balance of \$ [REDACTED] across all accounts. You cannot offset credits in one account against balances in another

Current Consolidated Balance:

\$ [REDACTED]

Last Payment Date:

04/20/2023

Last Payment Amount:

\$ [REDACTED]

2. Under “Transactions”, customer can view payments, bills, and adjustments.

Location Billing Summary

Transactions

Billing Analysis

▾ Consolidated Billing Transactions

Show 10 entries

Search:

| | Account | Location | Transaction Date | Transaction Type | Transaction Amount | Due Date |
|---|------------|------------|------------------|------------------|--------------------|------------|
| ➡ | [REDACTED] | [REDACTED] | 04/20/2023 | PAYMENT | [REDACTED] | 04/20/2023 |
| ➡ | [REDACTED] | [REDACTED] | 03/21/2023 | CYCLE BILL | [REDACTED] | 04/20/2023 |
| ➡ | [REDACTED] | [REDACTED] | 03/20/2023 | PAYMENT | [REDACTED] | 03/20/2023 |
| ➡ | [REDACTED] | [REDACTED] | 02/22/2023 | CYCLE BILL | [REDACTED] | 03/20/2023 |
| ➡ | [REDACTED] | [REDACTED] | 02/20/2023 | PAYMENT | [REDACTED] | 02/20/2023 |
| ➡ | [REDACTED] | [REDACTED] | 01/23/2023 | CYCLE BILL | [REDACTED] | 02/20/2023 |

- a. If customer would like to see details on Cycle Bill, click blue arrow on left hand side of screen

| | | | | | | |
|---|------------|------------|------------|------------|------------|------------|
| ➡ | [REDACTED] | [REDACTED] | 03/21/2023 | CYCLE BILL | [REDACTED] | 04/20/2023 |
|---|------------|------------|------------|------------|------------|------------|

b. Transaction details will show readings, usage, charges, etc.

Cycle Bill 03/21/2023

Full information regarding the selected transaction

Transaction Detail Invoice Reprint

Bill Header

Transaction Type: Cycle Bill
Bill Date: 03/21/2023
Due Date: 04/20/2023
Period From Date: 02/15/2023
Period To Date: 03/14/2023

Current Bill Amount

Amount: ██████████
Tax Amount: ██████████
Penalty Amount: ██████████
Service Arrears: ██████████

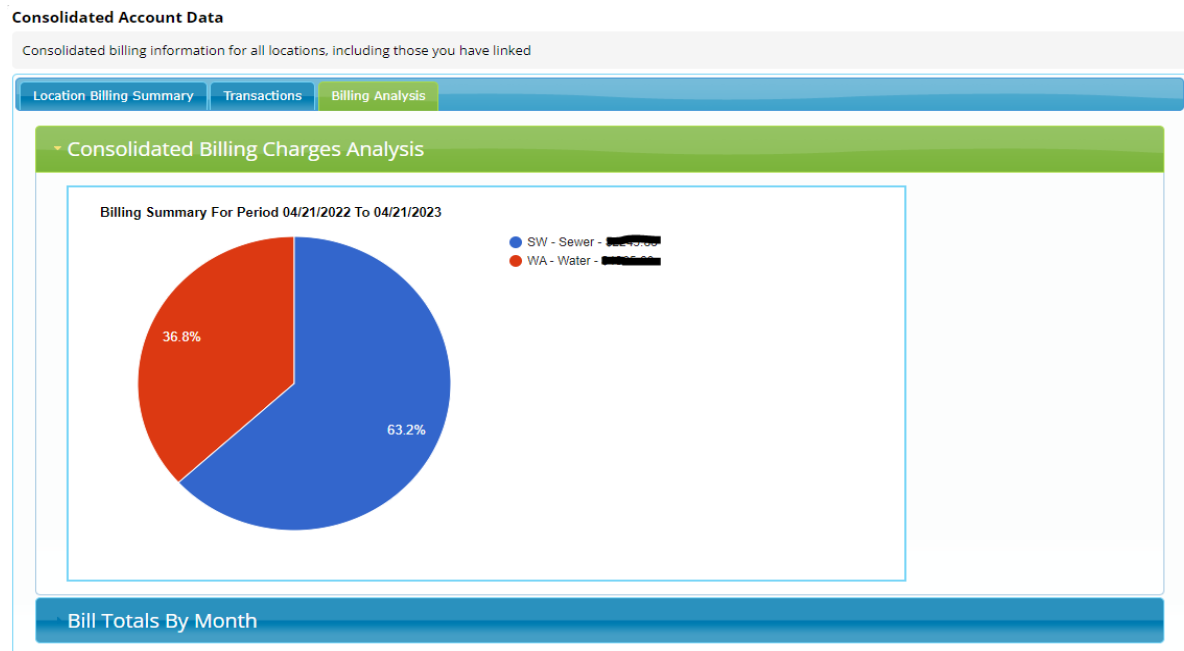
Show 10 entries Search:

| | | SV | Prev Read Date | Prev Read | Curr Read Date | Curr Read | Meter Multi | Usage | UOM | Description | Charge |
|---|----|----|----------------|-----------|----------------|-----------|-------------|-------|-----|-----------------|------------|
| 1 | SW | | 02/15/2023 | 4877 | 03/13/2023 | 4888 | 1000.000 | 11000 | GAL | SEWER | ██████████ |
| 2 | WA | | 02/15/2023 | 4877 | 03/13/2023 | 4888 | 1000.000 | 11000 | GAL | WATER | ██████████ |
| | | | | | | | | | | Prior Balance | ██████████ |
| | | | | | | | | | | Tax Amount | ██████████ |
| | | | | | | | | | | Balance Forward | ██████████ |
| | | | | | | | | | | Total Penalties | ██████████ |
| | | | | | | | | | | Balance Due | ██████████ |

Showing 1 to 7 of 7 entries Previous 1 Next

3. Under “Billing Analysis”, customer can view charts on what % of bills are certain services

a. pie chart of billing summary for one year



b. Line graph of monthly billed amount for each year by month

Consolidated Account Data

Consolidated billing information for all locations, including those you have linked

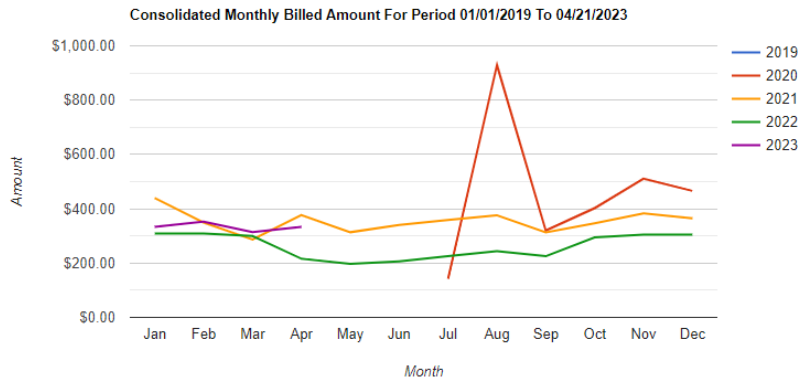
Location Billing Summary

Transactions

Billing Analysis

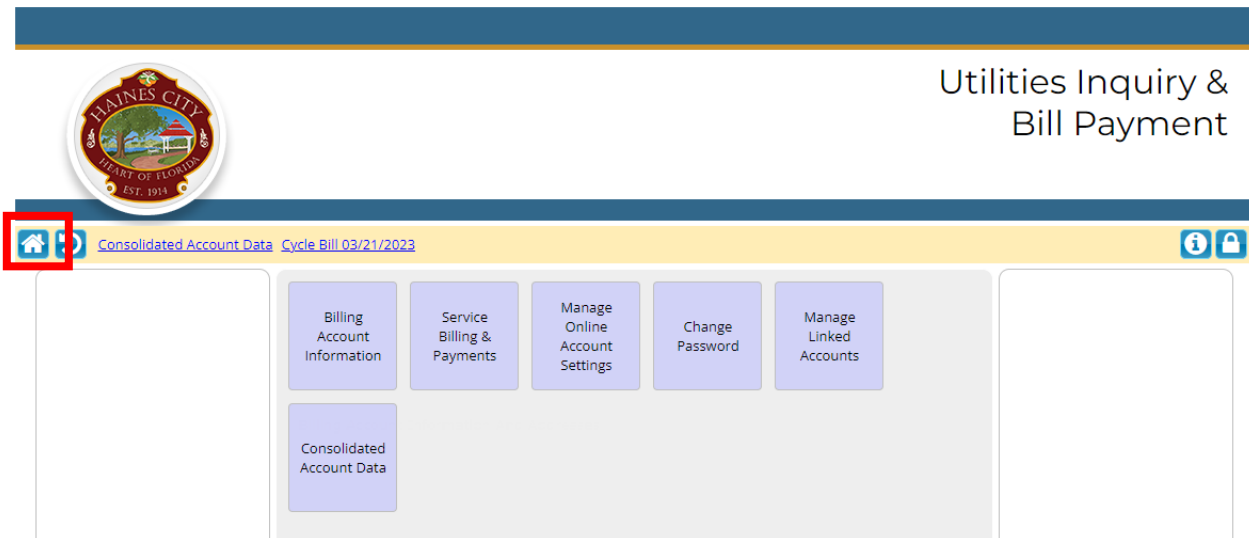
Consolidated Billing Charges Analysis

Bill Totals By Month



Home Screen of Account

In order to go back to the home screen of the current account, click on “Home” button at the top left-hand corner of page.



Logging Out of Account

In order to log out of current account, click on the “Lock” button at the top right-hand corner of page.

