

## Online Accounts Access Tour

*Effective May 15, 2009*

To access your Xenia Utility account(s) online, you must create a **User ID** for your utility account(s). From **City Services**, select **Utility Billing Online Access/Payments** or from **City Government, City Departments, Utility Billing Division**, select **Utility Billing Online Access/Payments** and a screen similar to the following will be displayed:



**XENIA**  
VIVID HISTORY. VIBRANT FUTURE.

### Login

User ID:

Password:  [\(case sensitive\)](#)

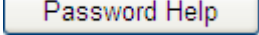
In order to access your account you must first sign up.	<input type="button" value="Sign Up"/>
<a href="#">Forgot Your Password?</a>	<input type="button" value="Password Help"/>

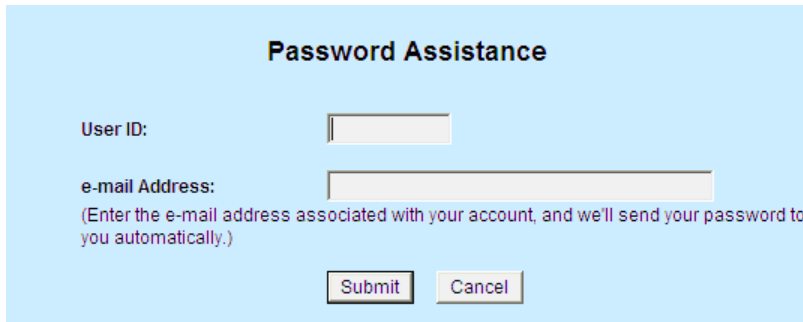
If you already have a **User ID** and **Password**, enter this information to access your account(s).



User IDs and passwords are case sensitive, so they must be entered exactly as created (e.g. xenia is not the same as XENIA).

**Forgot your password???**

If you have already created a password, but you have forgotten it, click the  link and a screen similar to the following will be displayed:



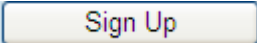
**Password Assistance**

User ID:

e-mail Address:   
(Enter the e-mail address associated with your account, and we'll send your password to you automatically.)

Enter your **User ID** and your **e-mail Address**. If the e-mail address entered matches the e-mail address on file for this account, your password will be emailed to you. The subject of the e-mail will be **Utility Account Password Assistance from CITY OF XENIA**.

**Need to Sign Up and establish a User ID and Password???**

You will need your most recent Xenia Utility Bill to sign up for online access. Once you have your most recent bill available, click the  link and a screen similar to the following will be displayed:



**Create Online User**

**Step 1**

Create an online user account. Here you will enter your name, a user id and password, and your email address. In the next step you will associate your utility account(s) to your online user.

First Name:

Last Name:

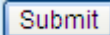
User ID:

Password:

Confirm Password:

eMail Address:

Confirm eMail Address:

Enter your **First Name** and **Last Name** and a **User ID**. Your selected password is entered twice for confirmation purposes then enter your e-mail address twice and click  to continue the sign up process.



User IDs and passwords are case sensitive, so they must be entered exactly as created (e.g. xenia is not the same as XENIA). User IDs may be up to 15 characters and passwords must be between 5 and 10 characters.

Summary	Detail	History	Usage	Make Payment
<b>Manage User Account</b>				
User Name: Diana Steck				
<b>Add Account</b>				
<b>Step 2</b>				
Associate your utility account to your online user id. If you have multiple utility accounts you can associate all of them to one online user id.				
Account Number:	<input type="text"/>	(Enter Account Number without dashes. Example: A999999999 Account Numbers are <a href="#">case sensitive</a> .)		
Current Bill Total Due:	<input type="text"/>	This information is used to identify you as the owner of this account. You will need a copy of your current bill to find this information. This figure is the Amount Due (or Net Amount) as reported on your current bill.		
Account Description:	<input type="text"/>	Use this field to identify this account. For instance: "Home Account" or "My Apartment".		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>				

Enter your account number (without dashes) and the **Current Bill Total Due** from your most recent Xenia Utility bill. These entries are used to verify identification of the account holder. You may also use the **Account Description** field to identify this account (such as "Office", "Rental", "Apartments")

Click [Submit](#) to complete the sign up process for this account and the following screen will be displayed:

**Summary** **Detail** **History** **Usage** **Make Payment**

### Manage User Account

**User Name:** Mark Bazalak

Account has been added.

<a href="#">Add Account</a>	Add utility accounts to your user id.
<a href="#">Remove an Account</a>	Remove an account from your list of accounts.
<a href="#">Change User ID</a>	Change your User Id.
<a href="#">Change Password</a>	Change your password.
<a href="#">Change User Name</a>	Change your user name.
<a href="#">Change Account Description</a>	Change an account description.
<a href="#">Change eMail Address</a>	Change your email address.
<a href="#">Change eMail Billing Options</a>	Email billing is a feature that allows you to do away with a paper bill. Each billing cycle you will receive an email notification when your bill is ready. You can then log in to your online account and view your bill over the web.

**If you wish to sign up for email bill notification, select Change eMail Billing Options.** If you sign up for email bill notification, a paper bill will not be mailed to you each month. Instead, an email will be sent notifying you that a new bill is available for viewing and payment at our website.

If there is only one Xenia utility account associated with your user ID, you have completed the account signup process. If you have multiple Xenia utility accounts that you wish to link with this user id, click [Add Account](#) and the screen will be displayed to add additional utility accounts to your user id:

**Manage User Account**

User Name:

**Add Account**

Account Number:  (Enter Account Number without dashes. Example: A999999999 Account Numbers are [case sensitive](#).)

Current Bill Total Due:  This information is used to identify you as the owner of this account. You will need a copy of your current bill to find this information. This figure is the Amount Due (or Net Amount) as reported on your current bill.

Account Description:  Use this field to identify this account. For instance: "Home Account" or "My Apartment".

**Summary tab**

Once you have successfully logged onto the utility online access system, the **Summary** tab for your account(s) will be displayed on a screen similar to the following:

**Account Summary**

User Name:

Account Number	Account Description	Current Balance	Due Date
<a href="#">B065236014</a>	RENTAL 1	\$172.11	9/04/2008
<a href="#">B065237004</a>	RENTAL 2	\$6.98	9/04/2008

This screen is a summary of your account(s) including current balance and due date.



If you click on the account number, you will be taken to the **Detail tab** for that account.

**Detail tab**

Click on the **Detail** tab to access account detail:

Service	Current Balance	Current Usage	Reading Type
Water			A
Sewer			
Garbage			
Storm wt			
<b>Total Balance:</b>			

This screen displays your current balance by service and current usage for the selected account.



To view a different account that you have “linked” to your User ID, use the account number drop down list to select a different account.

**History tab**

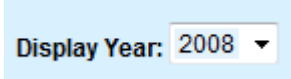
Click on the **History** tab to access the billing, payment and adjustment history for the selected account:

Date	Type	Amount
8/22/2008	Payment	\$36.30
8/13/2008	Bill	\$43.28
8/01/2008	Payment	\$54.20
7/10/2008	Bill	\$54.20
6/24/2008	Payment	\$48.74
6/12/2008	Bill	\$48.74
5/27/2008	Payment	\$39.50
5/12/2008	Bill	\$43.28
4/28/2008	Payment	\$41.60
4/10/2008	Bill	\$37.82
3/25/2008	Payment	\$42.04
3/11/2008	Bill	\$42.04
2/26/2008	Payment	\$35.32
2/11/2008	Bill	\$35.32
1/23/2008	Payment	\$47.75
1/11/2008	Bill	\$47.75



To view a different account that you have “linked” to your User ID, use the account number drop down list to select a different account.



To access a different year, use the drop down box by  to access another year. Information is available since our conversion to new software in July 2006.

**Usage tab**

Click on the **Usage** tab to access the usage history for your account:

**Usage History**

User Name:  Account Number: B065237004 - RENTAL 2

Name on Account:   
 Service Address:

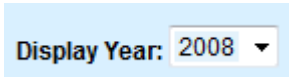
Display Year: 2008

Date	Service	Meter #	Reading	Usage	Read Type
7/15/2008	Water	1	6100	500	A
6/16/2008	Water	1	5600	700	A
5/15/2008	Water	1	4900	600	A
4/16/2008	Water	1	4300	500	A
3/17/2008	Water	1	3800	400	A
2/18/2008	Water	1	3400	500	A
1/16/2008	Water	1	2900	1600	A
1/01/1901	Water	1	1300	0	



To view a different account that you have “linked” to your User ID, use the account number drop down list to select a different account.



To access a different year, use the drop down box by  to access another year. Information is available since our conversion to new software in July 2006. Just a reminder that prior to February 2008 meters for residential and small business accounts were only read on a quarterly basis.

## Make Payment

Click on the **Make Payment** tab to pay your Utility bill via VISA/MASTERCARD or electronic check.

**IMPORTANT NOTE: Allow 3 working days for processing of online payments. There is a \$2.00 online processing fee for electronic checks that will be automatically be added to your account balance and payment amount when paying your bill via the website.**

**Make a Payment**

User Name: Diana Steck

Account Number	Account Description	Current Balance	Due Date	Payment Amount	Pay Full
B065236014	RENTAL 1	\$172.11	9/04/2008	<input type="text"/>	<input type="checkbox"/>
B065237004	RENTAL 2	\$6.98	9/04/2008	<input type="text"/>	<input type="checkbox"/>

Convenience Fee: **\$2.00 for Electronic Checks**

Apply to Account:

**Payment Method**

Credit Card

Electronic Check

If you wish to pay the full amount for your account(s), select the **Pay Full** checkbox next to each account. As you select the check box, the current balance due for the account will appear in the **Payment Amount** field. To pay a different amount, enter the amount to be paid towards each account in the **Payment Amount** field.

There is a \$2.00 online processing fee for Electronic Check payments (no processing fee for credit card payments) and you may select which account you wish to have this fee applied to via the drop down list for the **Apply to Account** field.



Payments in excess of \$300.00 cannot be processed via the website.

Next select the radio button for the payment method, credit card or electronic check.

### Paying via Credit Card

The screenshot shows a web interface with a navigation bar at the top containing tabs for 'Summary', 'Detail', 'History', 'Usage', and 'Make Payment'. The main content area is titled 'Credit Card Info' and contains the following fields:

- Account Number: [Redacted]
- Name: [Redacted]
- Service Address: [Redacted]
- Payment Amount: \$26.90
- First Name on card: NAME EXACTLY AS ON CARD (with a [help](#) link)
- Last Name on card: NAME EXACTLY AS ON CARD
- Card Type: [Dropdown menu]
- Card Number: [Redacted]
- Expiration Date: [Month/Year dropdowns]
- e-mail Address: Your email address

At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

All credit card information is securely transmitted to **Authorize.Net** for approval of payments. No credit card number information is retained by the City of Xenia. The name entered must match the name on file at the credit card company exactly for the transaction to be approved.



Only VISA or MasterCard are accepted.

After verifying that you have entered the correct information, click [Continue](#) and a verification screen similar to the following will be displayed:

The screenshot shows a web interface with a navigation bar at the top containing tabs for 'Summary', 'Detail', 'History', 'Usage', and 'Make Payment'. The main content area is titled 'Payment Review' and contains the following fields:

- Account Number: [Redacted]
- Name: [Redacted]
- Service Address: [Redacted]
- Payment Amount: [Redacted]
- Convenience Fee: \$0.00
- Total Amount: [Redacted]
- Name on card: [Redacted]
- Card Type: [Redacted]
- Card Number: [Redacted]
- Expiration Date: [Redacted]
- eMail Address: [Redacted]

At the bottom of the form are two buttons: 'Pay Now' and 'Cancel'.

If everything is correct, click  and the transaction will be sent to **Authorize.Net** for validation. If the transaction is approved, a confirmation screen similar to the following will be displayed:

You will also receive a confirmation e-mail (sent to the address provided on the credit card information screen).

***Paying via Electronic Check – a \$2.00 online payment processing fee will be added to your payment.***

All banking information is securely transmitted to **Authorize.Net** for approval of payments. No banking information is retained by the City of Xenia. The name and account information entered must match the information on file at the bank exactly for the transaction to be approved.



Click the [help](#) link to view a sample check and information about the location of the routing and account numbers.

After verifying that you have entered the correct information, click  and a verification screen similar to the following will be displayed:

Summary Detail History Usage Make Payment

### Payment Review

Account Number:   
Name:   
Service Address:   
Payment Amount:   
Convenience Fee: \$2.00  
Total Amount:   
Name on Account:   
Account Type:   
Routing Number:   
Account Number:

If everything is correct, click  and the transaction will be sent to **Authorize.Net** for validation.

If the transaction is approved, a confirmation screen similar to the following will be displayed:

Summary Detail History Usage Make Payment

### Thank you for your payment

Account Number:  Date: 8/7/2008  
Your Payment for  has been received.  
Reference Number:

You will also receive a confirmation e-mail (sent to the e-mail address previously established for your account).

**Want to view or print a current or past bill**

Select **View Bill** and select the desired bill date to view a PDF of your bill.

**Need to change your User ID, password, update your e-mail address or sign up for email billing???**

Select **Manage Account** from the navigation pane and a screen similar to the following will be displayed:

Summary	Detail	History	Usage	Make Payment
<b>Manage User Account</b>				
User Name: Firstname Lastname				
<a href="#">Add Account</a>		Add utility accounts to your user id.		
<a href="#">Remove an Account</a>		Remove an account from your list of accounts.		
<a href="#">Change User ID</a>		Change your User Id.		
<a href="#">Change Password</a>		Change your password.		
<a href="#">Change User Name</a>		Change your user name.		
<a href="#">Change Account Description</a>		Change an account description.		
<a href="#">Change eMail Address</a>		Change your email address.		
<a href="#">Change eMail Billing Options</a>		Email billing is a feature that allows you to do away with a paper bill. Each billing cycle you will receive an email notification when your bill is ready. You can then log in to your online account and view your bill over the web.		

From this screen you can make changes to all aspects of your account.

***Logout***

It is always recommended that you use the **Logout** command when you have completed your account review and/or payment. This will return you to the **Login** screen.