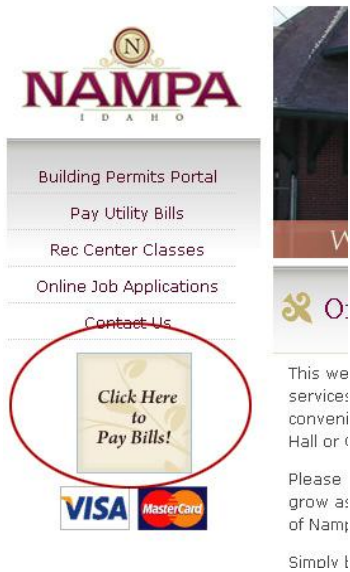


This guide is intended as a walkthrough for the City of Nampa Online Utility Billing Site.

Please use this guide to familiarize yourself with our online portal, and to create a new account to pay your bills online.

First, to access the site, please open a web browser and navigate to <http://www.cityofnampa.us/eservices/>. On the bottom left of the navigation menu you'll see a link to launch the online portal.



The new portal will resemble this page:



Login

Home

New Users

Password Reminder

Contact Us

## Welcome - Please Log in Below

**NOTE:** For assistance with your utility account or to report problems with this Web site, please contact the City of Nampa at [utility@cityofnampa.us](mailto:utility@cityofnampa.us) or call 208-468-5711 (during normal business hours)

### Login

Please enter your e-mail address and password below.

Enter your e-mail address:

Please enter your password:

Remember Me

Log In

### Registration Options

If you have not registered your e-mail address select an option below.

#### Register using your utility bill

If you would like to register using your utility bill [click here](#).

### Password Reminder

If you have already registered and lost your password, click [here](#).

### Need Help?

If you need help logging in please feel free to [contact us](#).



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If you are a new user, please click the link at the top labeled 'New Users'. This will take you to our registration page. You will need a copy of your latest bill handy so that you can associate your utility billing account with your name an email address and a password.

## New Users

To sign up for this service, fill out the information below and click the **Register** button.

You will need a recent bill from your utility to fill in some of the information below.

**First Name:**

Enter your first name as it appears on the bill.

**Last Name:**

Enter your last name as it appears on the bill.

**Utility Account Number:**

As it appears on your bill. Include dashes and leading/trailing zeroes if present. For example : 00123-123

**E-Mail Address:**

**Confirm E-Mail Address:**

Confirm the e-mail address entered above.

**Password:**

Password must be 5-12 characters in length.

**Confirm Password:**

Confirm the password entered above.

**Register**

Once your information has been completed, click the 'Register' button to submit the online activation. A link will be sent to your email address to confirm your identity, and then you can navigate back to the main portal page and log in with your email address and your new

## Login

Please enter your e-mail address and password below.

**Enter your e-mail address:**

**Please enter your password:**

Remember Me

**Log In**

Once you've logged in you will be presented with your Dashboard screen. From here you can perform a number of actions including paying your bill, examining historical usage, and changing your profile settings.

You will also note that the current Balance Due will be highlighted in green along the left side of the Dashboard screen.

A new option allows you to Auto Pay your bill, which is similar to the Make A Payment option detailed below. It allows you to pay your bill automatically every cycle that it is due!

If you click on the 'Add Credit' link at the top, or the 'Make A Payment' 'Go' button along the right side, you'll be taken to the Credit management screen which you can use to make payments and add credit cards to your account. For your protection, only the last 4 digits of your card will ever be shown once you've entered them.

You will also be able to see your Payment details, on the right side of the payment screen.

### Payment Options

Credit Card

### Payment Information

#### Important Note:

We have automatically filled in your name and address below. However, please verify:

- The name below matches the one on your credit card.
- The address below is the address where your credit card statement is delivered.

Name:

Address:

City:

State:

Zip Code:

#### Credit Card Information

Credit Card Type:

Credit Card Number:

CW2:

Where do I find this?

Expiration Date:

### Payment Details

GARBAGE:	\$0.00
SALES TAX:	\$0.00
MISC:	\$0.00
SERVICE REQUEST:	\$0.00

At the bottom of this screen is the 'Payment Amount' section, you can enter your bill amount here and then click the 'Process' button to apply the payment immediately to your account.

### Payment Amount

USD \$

Process


From the main Dashboard screen, you can also select to see your bill by selecting 'My Bill' at the top, or by clicking the 'Go' button in the 'View Your Bill' section along the right.

This screen will give you detailed information of your bill, and how it was calculated.

City of Nampa 224 11th Ave. So. Nampa, ID 83651 2084685711 8:30 AM to 5 PM						
<b>Account Information</b>						
<b>Account:</b>						
<b>Service Address:</b>						
<b>Service Period:</b> 10/30/2009 to 1/4/2010 (67 days)						
<b>Billing Date:</b> 12/26/2009						
<b>Due Date:</b> 1/29/2010						
<b>Meter Reading</b>						
		<b>Previous Reading</b>		<b>Current Reading</b>		
<b>Serial</b>	<b>Date</b>	<b>Reading</b>	<b>Date</b>	<b>Reading</b>	<b>Cons</b>	
<b>Current Charges</b>						
GARBAGE: BIN RENT 3YD NON TAX						\$
GARBAGE: 3 YD 1X WK ALLIED						\$
GARBAGE: 3 YD 2X WK ALLIED						\$
<b>Total Current Charges:</b>						\$
<b>Bill Summary</b>						
<b>Previous Balance:</b>						\$
<b>Payments Received:</b>						\$
<b>Adjustments:</b>						\$
<b>Current Charges:</b>						\$
<b>* Total Amount Due by: 1/29/2010:</b>						\$
* This was the amount due at the time of billing. To view your amount due at the this current time <a href="#">click here</a> .						

The next major section is accessed by clicking 'My Profile' from the top navigation menu, or by clicking the 'Go' button on the Dashboard screen under the 'Account Profile' section.

On this screen you can see related accounts, verify your email address if it has not been verified, and update your email address and password. Click 'Save' if you want to process any changes made on this screen.

 **Payment Management** [Logout](#)

Dashboard Add Credit My Bill Activity **My Profile** Contact Us

### My Profile

#### Account Information

If you would like to change your e-mail address or password, enter the new information below and click the Save button.

**Email Address:**

**Confirm Email Address:**

#### Password

If you do not enter any password information, your password will remain the same.

**Password:**

Your password must be between 6-12 characters

**Confirm Password:**

Confirm your password above.

#### Related Accounts

You may add accounts to this membership. When adding multiple accounts to a membership, they become selectable next to the tabs above.

The following are the accounts associated with this membership:

	Send		
Account Number	Paper Bill	E-Bill Delivery	

#### Verify E-Mail Address

Your e-mail is not verified. You will not be able to select e-billing until you [click here](#) to verify your e-mail address.

#### Add More Accounts

To add more customer accounts to this membership [click here](#).

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Next is the 'Activity' screen, which can also be accessed via the Dashboard screen via the 'Go' button of the 'Your Activity' section. This screen will show detailed activity by billing cycle, including usage and prior bills.



- Dashboard
- Add Credit
- My Bill
- Activity**
- My Profile
- Contact Us

## Customer Activity

### Customer Information ( )

Service Address	Owner Address	Customer Address
-----------------	---------------	------------------

NAMPA, ID 83687

<b>Activity Details</b>	Balance Due: The balance due shown may take up to 24 hours to post.	\$0.00
-------------------------	--	--------

Transaction Date Time	Transaction Type	Description	Amount	Balance
01/15/2010	Payment			
12/26/2009	<a href="#">Billing</a>			
11/06/2009	Payment			
10/26/2009	<a href="#">Billing</a>			
09/04/2009	Payment			
08/26/2009	<a href="#">Billing</a>			
07/13/2009	Payment			
06/26/2009	<a href="#">Billing</a>			
05/08/2009	Payment			
04/26/2009	<a href="#">Billing</a>			
03/13/2009	Payment			
02/26/2009	<a href="#">Billing</a>			

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Finally, the 'Contact Us' page of the navigation menu will provide information you can utilize to contact us both online and in person for account questions or problems.

Thank you for using our Online Billing Portal,

-The City of Nampa