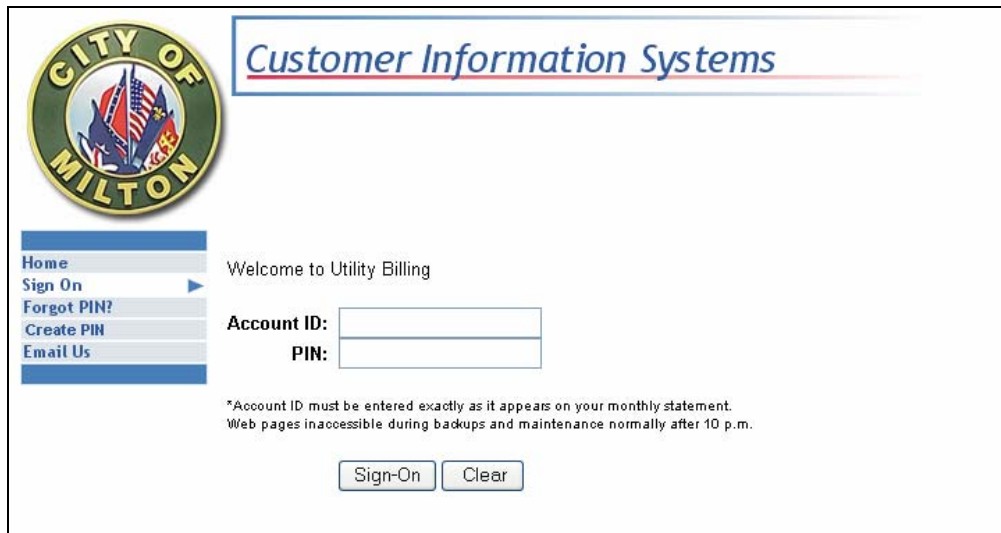


Detailed Instructions for Creating New On-line Utility Billing Account

Using your web browser, click on the following link:

<https://billpay.mymiltonflorida.com/Click2GovCX>

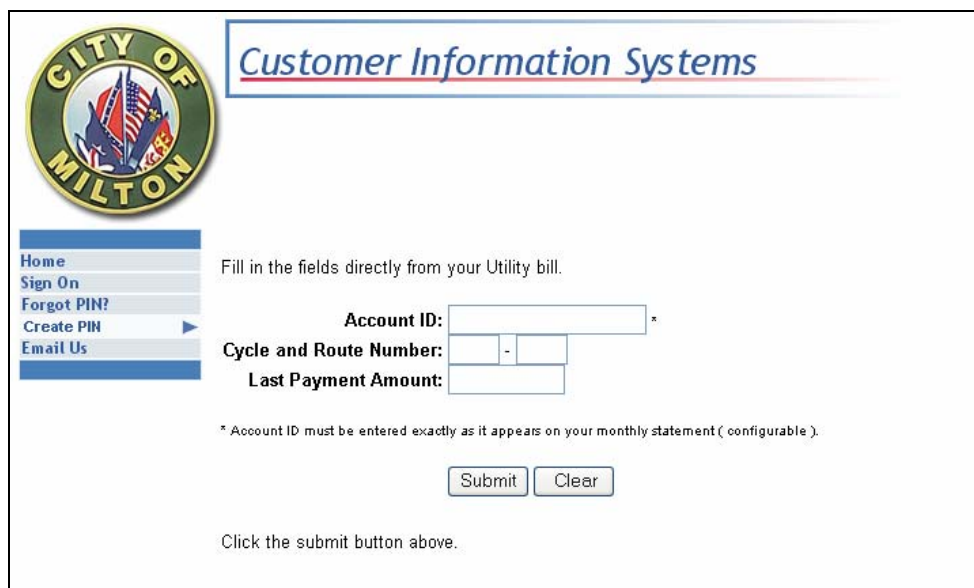
Ensure you type in the above link EXACTLY like it appears. After you are at the site, save this link to your favorites so you can quickly enter this site the next time. The following website should appear after clicking on the above link. This is the home page for the Utility Billing.



The screenshot shows the home page for the City of Milton's utility billing system. On the left is the City of Milton logo. To its right is the title "Customer Information Systems" in blue. Below the logo is a vertical menu with options: Home, Sign On, Forgot PIN?, Create PIN, and Email Us. The "Sign On" option is currently selected. The main content area features the text "Welcome to Utility Billing" and two input fields labeled "Account ID:" and "PIN:". Below these fields is a small disclaimer: "*Account ID must be entered exactly as it appears on your monthly statement. Web pages inaccessible during backups and maintenance normally after 10 p.m." At the bottom of the form are two buttons: "Sign-On" and "Clear".

Figure 1. Home Page for the Utility Billing.

Once you have successfully navigated to the correct site and see the above Home Page, then you must create a new Personal Identification Number (PIN). Click on the "Create PIN" button on the left side of the screen. Now you should be at a screen to create your new PIN.



The screenshot shows the "Create PIN" screen. The City of Milton logo and the title "Customer Information Systems" are at the top. The left menu is the same as in Figure 1, but "Create PIN" is now selected. The main content area says "Fill in the fields directly from your Utility bill." and contains three input fields: "Account ID:" (with an asterisk), "Cycle and Route Number:" (with a hyphen separator), and "Last Payment Amount:". A disclaimer below reads: "* Account ID must be entered exactly as it appears on your monthly statement (configurable)." At the bottom are "Submit" and "Clear" buttons, followed by the instruction "Click the submit button above."

Figure 2. Create PIN Screen.

Now enter your Account ID, Cycle and Route Number, and Last Payment Amount exactly as it appears on your last bill. Once those items are entered, click on the Submit button.

CITY OF MILTON *Customer Information Systems*

Welcome to our online customer support.
Before proceeding, we need to collect some registration information. Please fill in the following and click the "Submit" button when completed. Thank you for your time.

Account Number: 22341-34538
Customer: CITY OF MILTON
Address: 6738 DIXON ST ,
MILTON FL

New PIN:
Please enter a new PIN you can easily remember.
You may use any combination of letters and numbers.
NOTE: PINs are case sensitive.

Verify PIN:
Please re-type your PIN for verification.

Password Hint
PIN Hint:
Please provide a message that will remind you of your PIN.

Email Address:
Verify Email Address:
Please verify your email address.

Figure 3. Create a new PIN Screen.

Once you have entered in the correct Account ID, Cycle and Route Number, and Last Payment Amount correctly, the system will verify this information and then go to the Create a new PIN screen (see Figure 3 above). On this screen, the user needs to enter a PIN number with at least 4 characters, either numbers or characters. Verify your PIN by entering it a second time. Enter a hint in the next section that will help you remember what the PIN was, and then finally, enter in your Email Address twice. The email address also needs to be entered twice for verification.

Once you click on the Submit button, you will receive a confirmation screen as seen in Figure 4.

CITY OF MILTON *Customer Information Systems*

Thank you!

We will be sending an email out to you momentarily containing instructions on how to complete the registration process.

[Exit](#)

Figure 4. Confirmation on the Account Setup.

Now you will need to check your email. Your email account will have an email letter from billpay@ci.milton.fl.us similar to the letter below. Click on the link in the email and the system will take you to a confirmation screen similar to the one below.

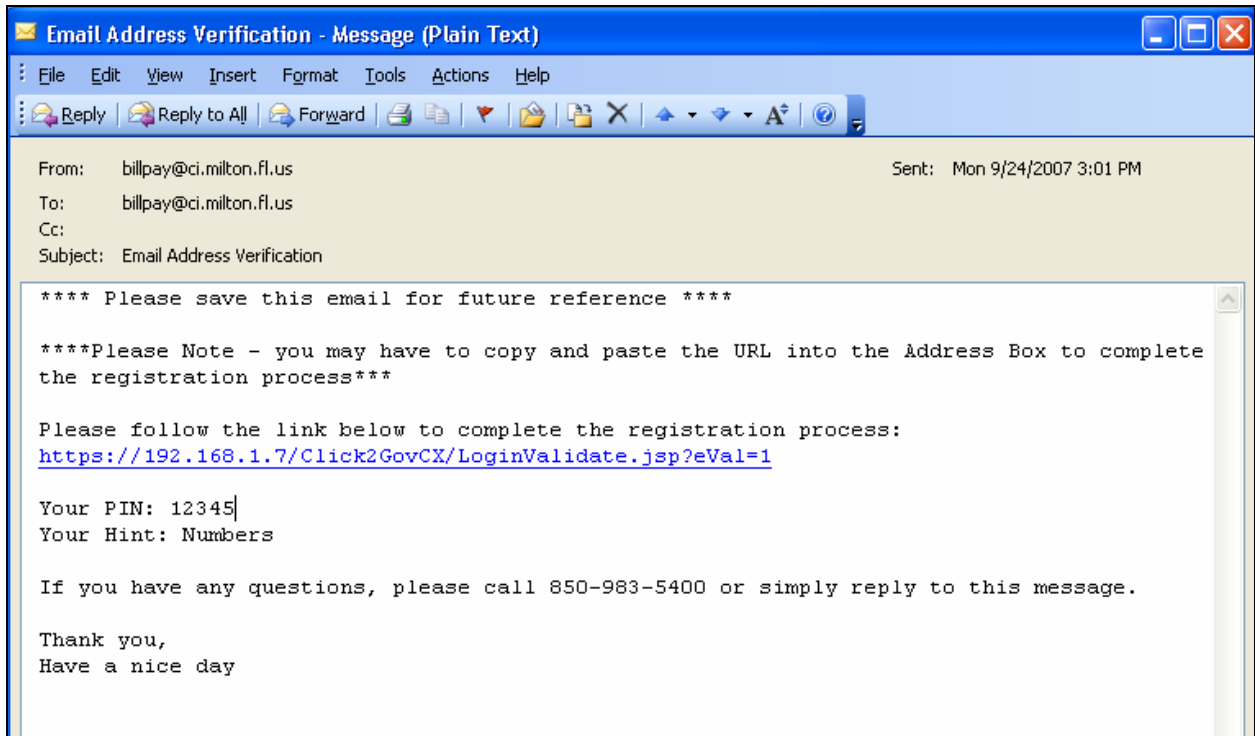


Figure 5. Email Confirmation in User's email account

Once you click on the link in blue, it will take you back to the on-line program and have you sign back into the system to complete the process.

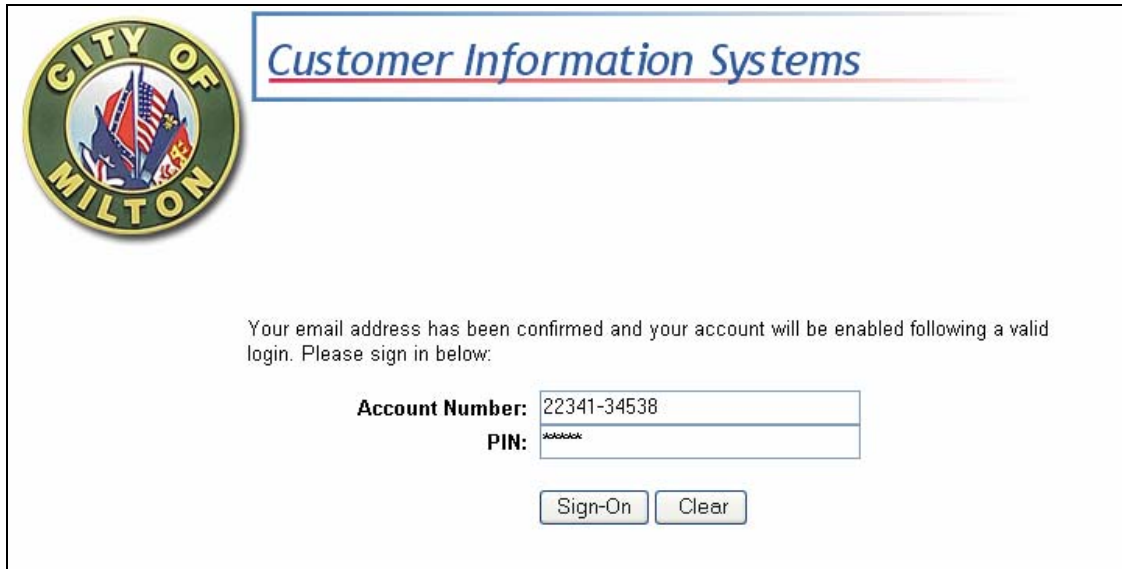


Figure 6. Return Screen after Clicking on Email Link

Once you have successfully logged into the system, you will receive a confirmation that your account has been enabled. Now once again, please sign into you account.

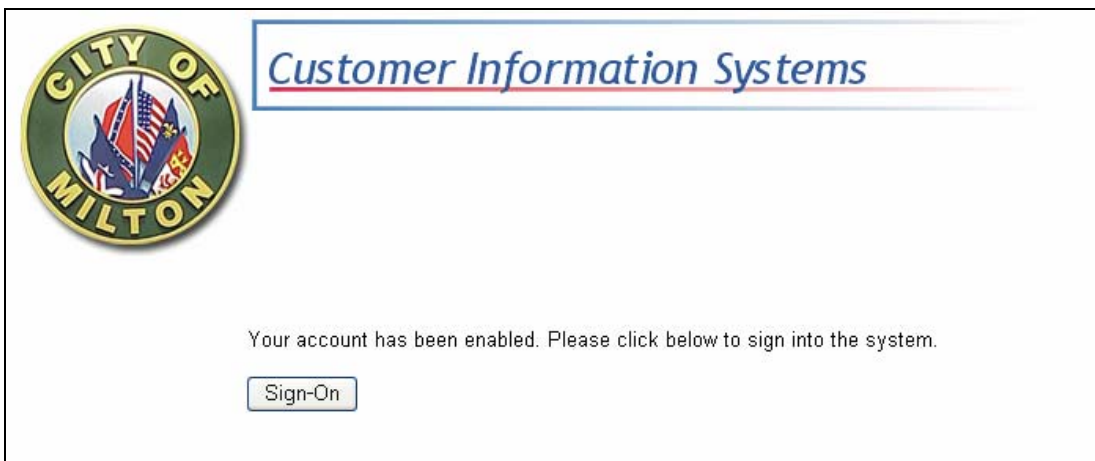


Figure 7. Return Screen after Clicking on Email Link

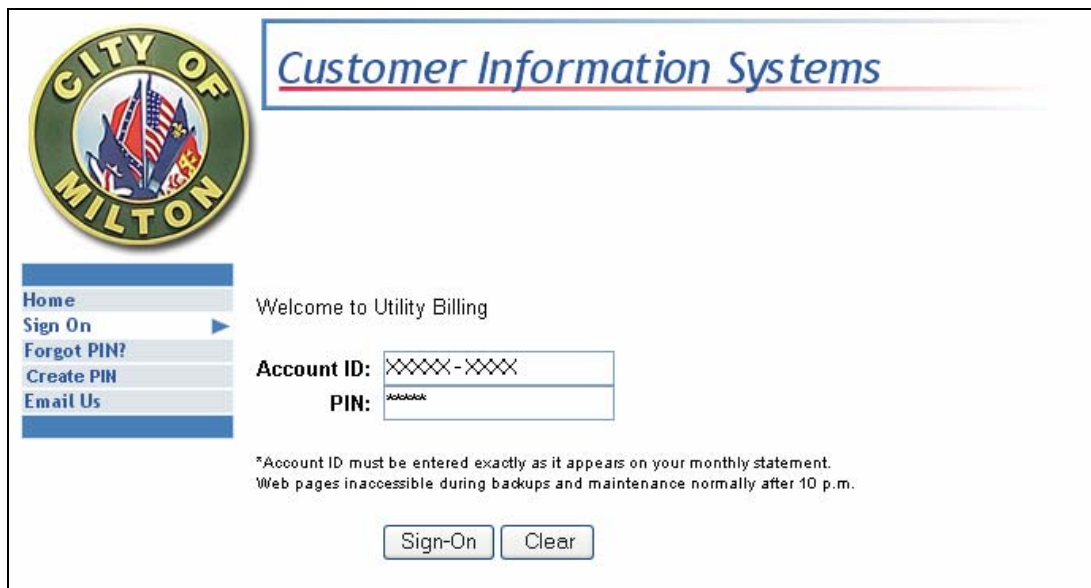


Figure 8. Signing into the system with New Account Number and PIN

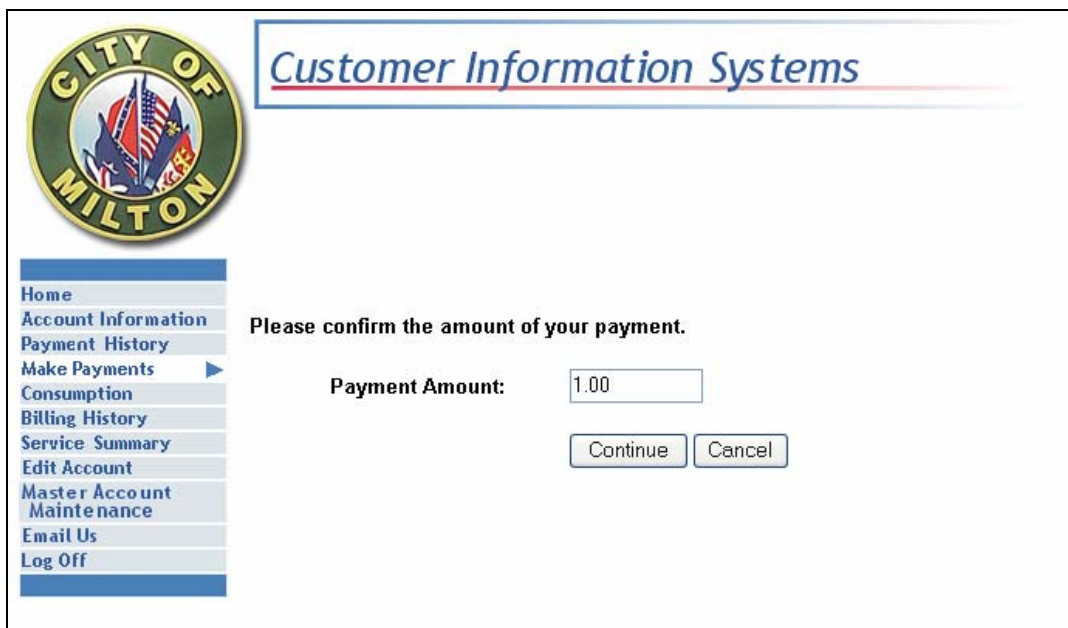
Detailed Instructions for Paying your Bill On-Line



The screenshot shows the 'Customer Information Systems' interface for the City of Milton. On the left is a navigation menu with options: Home, Account Information (selected), Payment History, Make Payments, Consumption, Billing History, Service Summary, Edit Account, Master Account Maintenance, Email Us, and Log Off. The main content area displays account details: Account Number: 22341-34538, Customer: CITY OF MILTON, Location Address: 6738 DIXON ST, MILTON FL, and Phone Number: (850) 983-5400. Below this, it shows Account Status: ACTIVE, Payments are allowed, Account Balance: \$0.00 *, and Amount Past Due: \$1,168.90. A 'Last Bill' button is followed by text: 'Your last bill was sent on 08/24/2007 in the amount of \$1,169.56 due on 09/10/2007.' Another line of text states: 'Your last payment was received on 09/24/2007 in the amount of \$1,169.56.' A footnote reads: '* Transactions that have been authorized but not yet posted may be included.' At the bottom center is a 'Pay Now' button.

Figure 9. Signing into the system with New Account Number and PIN

Once you are on the screen where you are viewing your Account Information as in Figure 8 above, you will see a two buttons, one on the left entitled “Make Payments” and another one at the bottom of the screen labeled “Pay Now”. For now, click on the latter of the buttons, the one labeled, “Pay Now”.



The screenshot shows the 'Customer Information Systems' interface for the City of Milton, specifically the payment confirmation screen. The navigation menu on the left is the same as in Figure 9, but 'Make Payments' is now selected. The main content area displays the text: 'Please confirm the amount of your payment.' Below this, there is a 'Payment Amount:' label followed by a text input field containing the value '1.00'. At the bottom right of the input area are two buttons: 'Continue' and 'Cancel'.

Figure 10. Confirming your Payment Amount

After entering in the amount you wish to pay, click on the “Continue” button and then you will see a notice similar to Figure 11 below that reminds you there is a Convenience Fee required.

Customer Information Systems

Additional Charges

Amount	Description	
\$2.75	Convenience Fee	required

Continue

Figure 11. Reminder of the Convenience Fee required to pay on-line

Click on the Continue button to move to the next screen


Customer Information Systems

Review Charges

Utilities Charges	Amount
Utilities Fees	\$1.00
Additional Charges	
Convenience Fee	\$2.75
Total Payment Amount:	\$3.75

Pay Now

Figure 12. Total amount Charged to Credit Card



Customer Information Systems

Home
Account Information
 Payment History
 Make Payments
 Consumption
 Billing History
 Service Summary
 Edit Account
 Master Account Maintenance
 Email Us
 Log Off

Please fill in the fields below with your card information. Please remember that the cardholder name must appear exactly as it does on your credit card. Also, be sure to use the billing address of the credit card which may be different from your home address.

Account Information

Card Type
 Select a card type *
Card Number (No dashes or spaces)
 *
CVV2
 *

Payment Amount
 \$3.75
Expiration
 Select Month * 2007 *

Cardholder Name
First Name * **MI** **Last Name** *

Credit Card Billing Street Address
 *
City * **State**
 * Select a state *

Zip Code: (no dashes) *
 *
 Save this card information in my billfold.


* indicates required information

Figure 13. Information Required for Payment

The above screen (Figure 13) shows the information that is needed for payment. Choose a credit card type, and then enter in your credit card number. The CW2 field is the 3 digit number that is located on the back of your card. Then select the expiration month and year and then finish filling in your name and address as it appears on the credit card.

There is a checkbox called "Save this card information in my billfold" located near the bottom of the screen. By checking this button, your credit card information will be encrypted and saved for future reference. Leaving this unchecked will not save your credit card information.

Click on Continue to move to the confirmation screen.



Customer Information Systems

- Home
- Account Information
- Payment History
- Make Payments
- Consumption
- Billing History
- Service Summary
- Edit Account
- Master Account Maintenance
- Email Us
- Log Off

If everything is correct, click the 'Complete Transaction' button below. This will finalize the transaction and bring you to a printable receipt page.

Transaction Overview

Account Number	22341-34538
Customer	CITY OF MILTON
Address	6738 DIXON ST
Payment Amount	3.75

Payment Method

Charge To	VISA Account number *****3456
Account Holder	Test, Test
Billing Address	Test, Test, FL 12345

After clicking the 'Complete Transaction' button, please wait for the receipt page to appear. This may take a few minutes.

Figure 14. Confirmation before completing payment

The above screen (Figure 14) is the confirmation of your account information and the payment that is ready to be completed. Once you click on the “Complete Transaction” button, you will be sending payment for your Utility Bill.

The “Edit” button will take you back a previous screen so that you correct or edit any information that may need correcting. The “Cancel” button will cancel the transaction.

Now click on the “Complete Transaction” button and your payment will be complete. A confirmation screen will be the next screen you see. Print this out for your own records.

Once you have a confirmation screen with a STATUS of “Approved”, your payment is complete. The transaction will be pending in the billing system until the end of the day when the credit card transaction clears the bank. You can now log back into the system and see the status of your transaction. If you wait 24-48 hours and log back into the system, that your bill has been updated.

Note: All active accounts are eligible to use the On-Line Utility Billing. Accounts where the service has been disconnected, the customer MUST contact or make payment at City Hall.