

Requesting to Connect Service

1. Visit: <https://rogerswaterutilitiesar.municipalonlinepayments.com/rogerswaterutilitiesar>
2. In the top right-hand corner of the page, please select the "Sign In / Register" button to log in.

Sign In / Register

To access Connect Service Requests, citizens must login to the Online Payments Website and go to their Utility Billing Account Home page. The Connect service option will display in the sidebar menu or on the Home page itself if no previous service exists.

Tyler Town Utility Billing

Home

Manage accounts

Service requests

Communications

Connect service

Disconnect service

Welcome back
DAVID & SUSAN FACILE
Your current balance is \$59.99

Pay now

Pay bills

Manage auto pay

Schedule payment

Announcement
Office Hours are Monday through Friday from 8am to 5pm.

Contact us
555-565-5555
Contact us

Accounts + Add account

12-1000-00	Amount due \$0.00
Address 5116 NASH DR.	
View bill	Account detail
Transactions	More

35-0406-14	Amount due \$59.99
Address 4529 N HORSESHOE TR.	
View bill	Account detail
Transactions	More

Tyler Town Utility Billing

You do not have any Utility Billing accounts associated with your login.

Add an Account

Connect service

Add an account to access the following features:

- View account detail
 - Transaction history
 - Address info
 - Account info
 - Consumption history
- Pay your bill
 - Pay multiple bills in one payment
 - Save credit card for future payments

- Clicking the Connect service button or menu item will direct the citizen to the Account information step on the Connect Service Wizard.

The screenshot shows the 'Connect service' wizard in the 'Tyler Town Utility Billing' system. The wizard has six steps: 1. Account information (current), 2. Service address, 3. Recurring payments, 4. Upload documents, 5. Terms of service, and 6. Submission. The 'Account information' step includes a 'Sign up for new service' section with radio buttons for 'Are you a business?' (No selected) and 'Are you an owner or tenant?' (Owner selected). Below this are input fields for 'First name*', 'Last name*', 'Driver's license number*', 'Driver's license state*', and 'Social security number*'. The 'Contact information' section has a 'Phone number*' field. The 'Communication preference' section has radio buttons for 'None' (selected), 'Text', and 'Email'. A 'Continue' button is at the bottom right.

The citizen must provide the requested contact information and select a communication preference to be alerted when the request is approved/rejected.

Clicking Continue will direct the citizen to the Service address step on the Connect Service Wizard.

- The citizen must provide the requested start date, service address, and mailing address information. The citizen is also able to add a note to the site.

The screenshot shows the 'Connect service' wizard in the 'Tyler Town Utility Billing' system, now at Step 2: Service address. The 'Service address' step is highlighted in the progress bar. The 'Start date' section has a 'Requested start date*' field with a calendar icon, showing '05/10/2022'. The 'Service address' section has input fields for 'Street number*', 'Street name*', 'Street unit', 'City*', 'State*', and 'Zip code*'. The 'Mailing address' section has a checkbox for 'Same as service address' (unchecked), followed by 'Attention', 'Address line 1*', 'Address line 2', 'City*', 'State*', and 'Zip code*' fields. A 'Notes' text area is at the bottom. 'Back' and 'Continue' buttons are at the bottom.

Clicking Continue will direct the citizen to the Recurring payments step of the Connect Service Wizard

5. Here the citizen can sign up for Auto Pay for their new account. The Payment day options available are pulled from the Auto Pay settings on the site's Utility Billing Configuration page. Clicking either Skip this step or Enroll now will direct the citizen to the Upload documents step of the Connect Service Wizard (if enabled by the site.)

The screenshot shows a web interface for connecting a service. On the left is a navigation menu with options: Home, Manage accounts, Service requests, Communications, Connect service, and Disconnect service. The main content area is titled 'Connect service' and features a progress bar with six steps: 1. Account information, 2. Service address, 3. Recurring payments (current step), 4. Upload documents, 5. Terms of service, and 6. Submission. Below the progress bar, an information icon is followed by text: 'By enrolling in Auto Pay, you understand that your account will automatically be drafted on the same day every month. We recommend you pay 5 days before your expected due date. If you schedule your payment after it is due, you may incur a late penalty that, if left unpaid, will result in disconnection of service.' The 'Payment day' section has two radio button options: 'I want my payment to draft on my due date.' (selected) and 'I want my payment to draft on this day every month'. The 'Payment Method' section lists several options: a selected Mastercard ending in 5454, two Visa cards ending in 1111, and a Checking account ending in 1313. Each method has a star icon, an edit icon, and a delete icon. At the bottom, there are 'Back', 'Skip this step', and 'Enroll now' buttons.

6. Here the citizen is able to upload the specified documents requested by the site. Clicking Continue will direct the citizen to the Terms of service step of the Connect Service Wizard (if enabled by the site.)

The screenshot shows the 'Connect service' wizard at the 'Upload documents' step. The navigation menu on the left is the same as in the previous screenshot. The progress bar shows steps 1 through 6, with 'Upload documents' (step 4) highlighted as the current step. Below the progress bar, an information icon is followed by the text: 'Please upload the appropriate docs.....'. Further down, it says: 'Please upload required documents. File formats allowed: pdf, jpeg, jpg, gif, png. Max file size: 10MB.' A file upload area shows a paperclip icon, the text 'Driver License: No file chosen.', and a 'Select file' button. At the bottom, there are 'Back' and 'Continue' buttons.

- The citizen must agree to the Terms of service outlined by the site in order to submit their request.

The screenshot displays the 'Connect service' page within the Tyler Town Utility Billing system. The page features a navigation menu on the left with options: Home, Manage accounts, Service requests, Communications, Connect service, and Disconnect service. The main content area is titled 'Connect service' and contains a progress bar with six steps: Account information, Service address, Recurring payments, Upload documents, Terms of service, and Submission. The 'Terms of service' step is currently active and highlighted. Below the progress bar is a 'Configurable Message' field, a checkbox for agreeing to the terms of service, and 'Back' and 'Submit' buttons.

Clicking Submit will display the Submission page that includes the citizen's reference number.