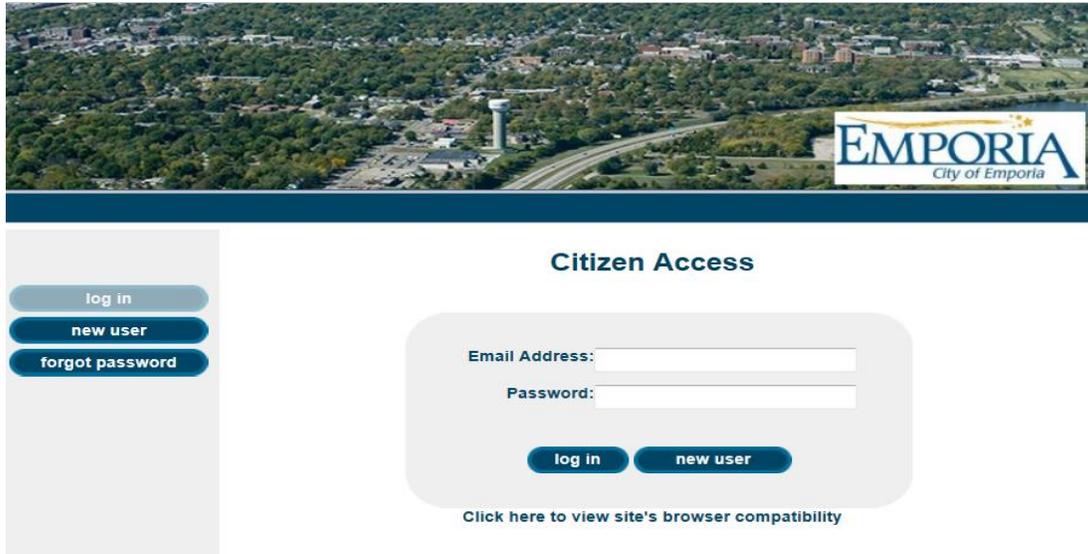


## Online Bill Pay

Go to website: <http://www.emporia-kansas.gov>. Click the link for Citizen Access and you will be taken to the front page.



If you are a new user, select new user to begin the enrollment process.  
If you are an existing user, simply log in using your email address and password.

The image shows a 'New User Registration' form. On the left, there is a vertical sidebar with three buttons: 'log in' (dark blue), 'new user' (light blue), and 'forgot password' (dark blue). The main form area is titled 'New User Registration' and contains several input fields: 'E-mail Address:', 'Re-enter New Email:', 'New Password:', and 'Re-enter New Password:'. Below these are fields for 'First Name:' and 'Last Name:'. A 'submit' button is located at the bottom of the form.

Fill out the form. Passwords must contain 8-50 characters (**letters & numbers**). Once all information is included, click Submit.

The image shows a notification dialog box titled 'Registration E-mail Sent' with a close button (X) in the top right corner. The message inside reads: 'Your registration is almost complete! An e-mail has been sent to the address you provided. Follow the link contained inside the email to confirm your account.' There is an 'ok' button at the bottom of the dialog. In the background, the 'New Password:' and 'Re-enter New Password:' fields from the registration form are visible, along with a 'submit' button.

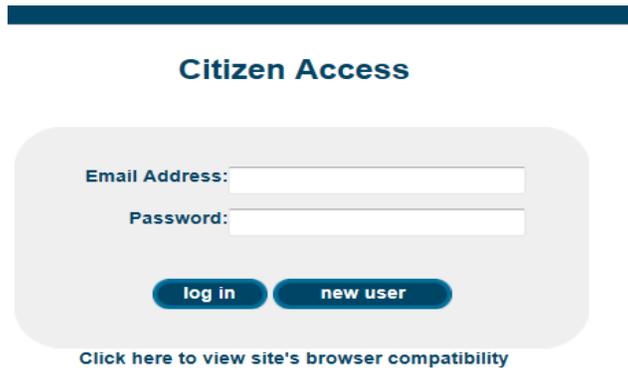
You will receive the preceding notification. You must check your email and follow the link provided. When you click the link it will return you to a log in screen. Enter the email address and password you selected.

The image shows a confirmation and login screen. At the top, a dark blue header bar contains the text: 'Your email address has been confirmed and your account will be enabled following a valid log in. Once your account is enabled you will need to log in a second time to begin using the system.' Below this, there is a login form with 'Email Address:' and 'Password:' fields, and a 'log in' button. On the left, there is a sidebar with 'log in' (dark blue) and 'confirm email' (light blue) buttons.

Once you select 'log in', you will received the following screen. Click to return to the login page.

The image shows a confirmation screen after account activation. On the left, there is a sidebar with 'log in' (dark blue) and 'confirm email' (light blue) buttons. The main content area displays the message: 'Your account has been activated.' Below this message is a link: 'Click here to return to login page.'

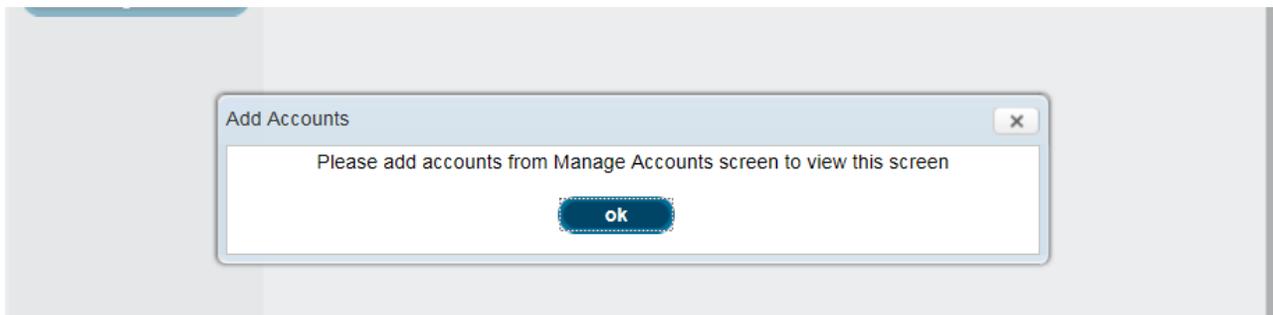
Enter your email address and password one last time. Select Log In.



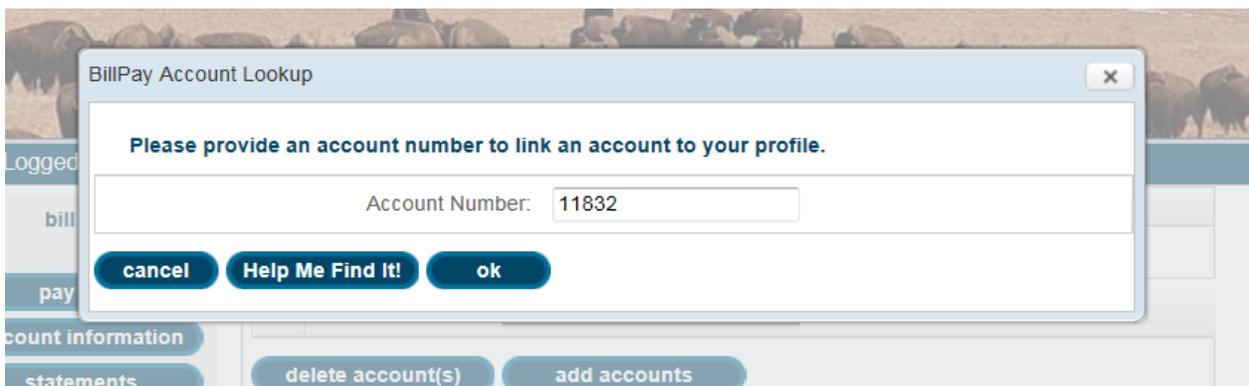
The image shows a login form titled "Citizen Access". It features two input fields: "Email Address:" and "Password:". Below the fields are two buttons: "log in" and "new user". At the bottom of the form, there is a link that says "Click here to view site's browser compatibility".

Congratulations! You are registered with online bill pay!  
The system will now ask you to add accounts. You must have the account number of the service you want to access. **Any City of Emporia account that is billed through either the Utility Department or Accounts Receivable is eligible to be paid using Citizen Access.**

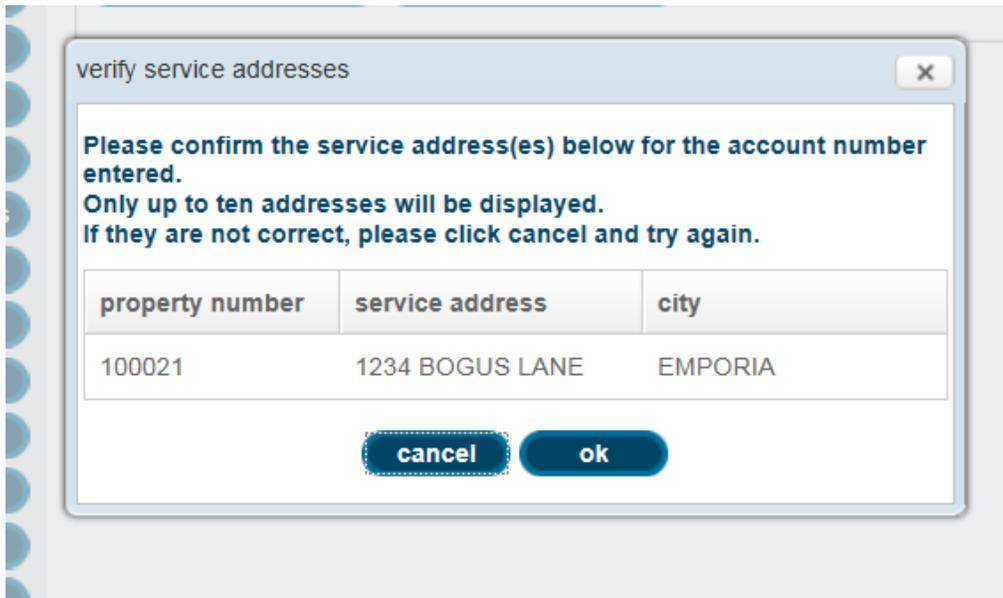
Click Ok on the 'Manage Accounts' tab on the side menu. Multiple accounts can be added to your profile.



Select Add Accounts. Enter the desired Account Number or choose the Help Me Find It! Option to locate your account number on your bill.



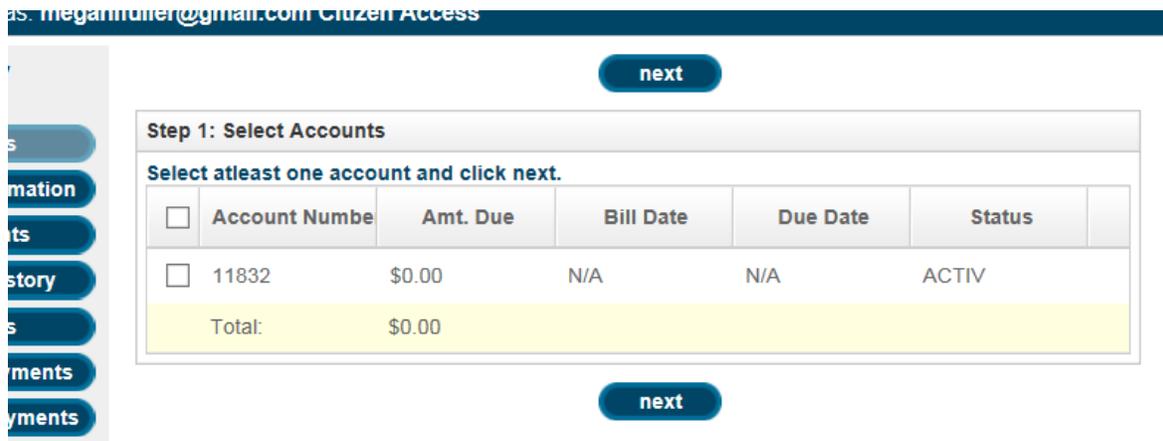
Click OK and verify that the account you selected is the correct account.



Select OK twice to return to the Manage Accounts screen.

### Pay Bills:

Choose the 'pay bills' tab from the side menu. Select the box next to the account to be paid. Click Next.



Verify the amount to be paid. The system will default to the amount due but can be changed to pay more or less than owed. Click Next. If you have not saved payment information yet (instructions below), select 'None' in the Saved Payment Information box. Then select whether you would like to make a One Time payment or a Scheduled payment (instructions below).

**Step 3: Confirm Accounts and Amounts to Pay**

Select payment information and click next to proceed.

Charge	Due Date	Current Balance	Amount To Pay
26460140230	06/10/2015	\$51.81	\$51.81
<b>Total Payment:</b>			<b>\$51.81</b>

**Additional Charges Notes**

Saved Payment Information:

Payment Type:  One Time  
 Scheduled

[back](#) [cancel](#) [next](#)

With your selections made, click 'next'.

Fill out the payment form.

**HARRIS** City of Emporia Citizen Access

**\*\* Demo \*\***

**Account Information**

Name Megan O'Mara  
Account Number 11832  
Additional Information

**Payment Amount**

Payment Amount \$10.00

**Payment Method**

Pay by Credit/Debit Card

Email Address

Card Type

Card Number

Expiration Date (MMYY)

CVV  [Where is this?](#)

Name on Card

Cardholder Address

Zip Code

City

State

Phone #

[Continue](#) [Cancel Payment](#)

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Click Continue. You will receive a payment verification screen.



## HARRIS City of Emporia Citizen Access

### Account Information

Name Megan O'Mara  
Account Number 11832  
Additional Information

### Payment Amount

Payment Amount \$10.00  
Total Amount \$10.00

### Your Information

Email Address accountreceivable@emporia-kansas.gov  
Card Number \*\*\*\*\*5454  
Expiration Date (MMYY) 0315  
Name on Card Bogus Customer

**Total Due: \$10.00**

[Make Payment](#)

[Edit Information](#)

[Cancel Payment](#)

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Click Make Payment. The system will generate a receipt. You can print that receipt or one will be emailed to the email you provided.



## HARRIS City of Emporia Citizen Access

### Payment Successful! Receipt

Name Megan O'Mara  
Account Number 11832  
Additional Information

Payment Amount \$10.00  
Total Amount \$10.00

Confirmation Number 8X3IRIHQDEE6D0  
Authorization Code 000000  
Time 2/20/2015 3:22 PM ET

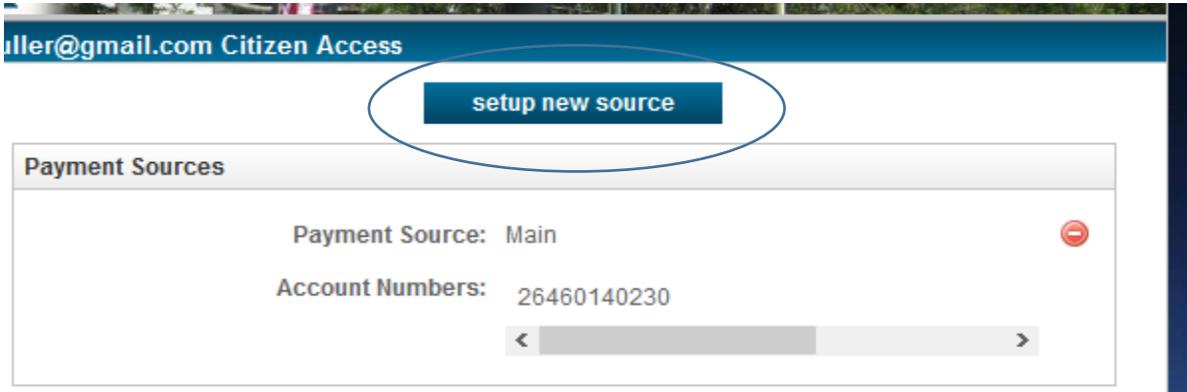
[Print Receipt](#)

[Return to Site](#)

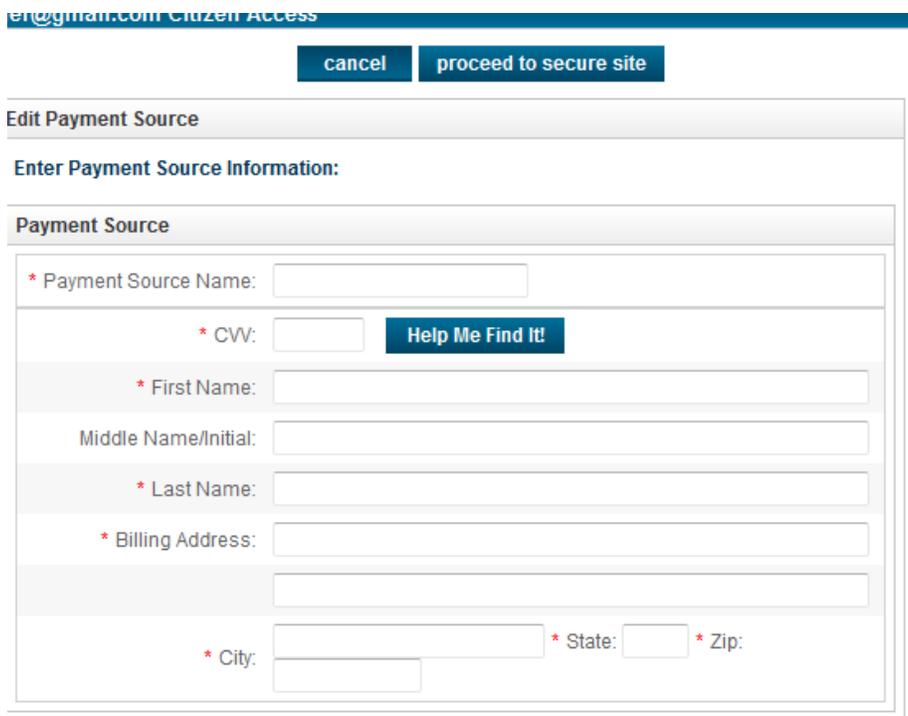
Copyright 2015 - [Harris Computer](#)

**Saving payment info:**

To save your payment info simply select the 'saved payment info' button from the side menu. Click Setup new source.



Fill in all the information and click proceed to secure site.\*The CVV box is where you will enter the 3 digit numbers on the back of your credit/debit card.



Enter the card number and the expiration date into the Secure Transaction Form. When complete, select process transaction. Your credit card information will now be securely saved for future payments.

**Recurring payments:**

This option will allow you to set up a payment that will automatically process & pay your bill every month on the due date.

Select 'Recurring payments' on the side menu. Then 'select setup new payment'. Select the account that you would like to pay and click 'next'. Select which saved payment method you would like to use and whether you would like to pay a percentage or the total balance. Select 'next' and then 'finish setup'.

**Scheduled payments:**

This option will allow you to schedule a payment for a future date. Select 'pay bills' on the side menu. Place a check mark next to the account you would like to pay and select 'next'. Verify the amount and select 'next'. In the Saved Payment Information drop down menu, select the account you would like to use (you must have a saved payment account set up to use the scheduled payments feature). Select the radial button next to Scheduled and enter the date when you would like to the account to be paid. The due date is shown above in the Accounts to pay screen if that is the desired date, or any other date in the future can be used. Select 'next'. The system will generate a payment receipt.

print receipt
email receipt

**Payment Receipt**

Thank you for your payment!

Please print this page for your records.

One Time Payment - Date: 05/22/2015 Time: 09:08

Confirmation Number:

Account: 26460140230

Amount Due: \$51.81

Amount Paid: \$51.81

Remaining Balance: \$0.00

You can see a list of all scheduled payments under the 'scheduled payments' tab on the side menu. Here you can delete a payment if desired.

Scheduled Payments				
Scheduled Payments				
Your Scheduled payments				
Source	Account Number	Date	Amount	Delete?
Main	26460140230	06/10/2015	\$ 51.81	

**Thank you for using this new feature and, if you have any questions, please don't hesitate to call us at 620-343-4244.**