

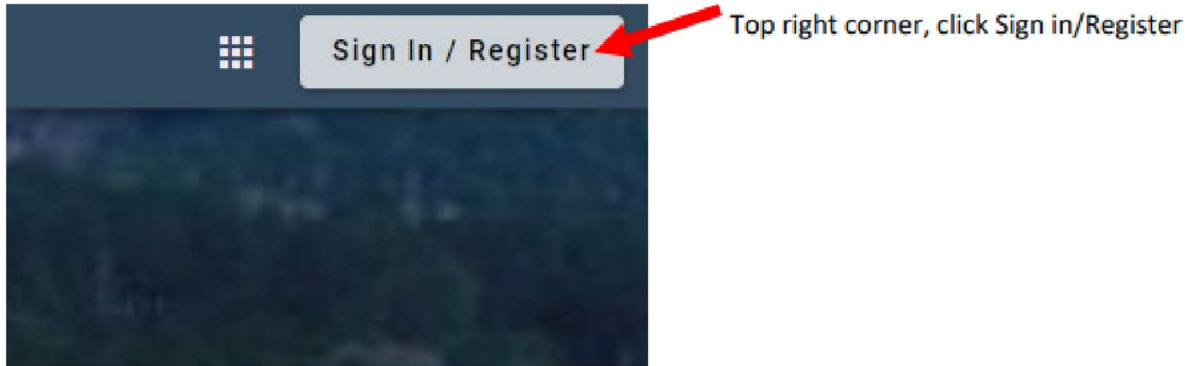
## Rogers Water Utilities – First Time User Guide

**Step 1:** Go to [municipalonlinepayment.com/rogerswaterutilitiesar](http://municipalonlinepayment.com/rogerswaterutilitiesar).

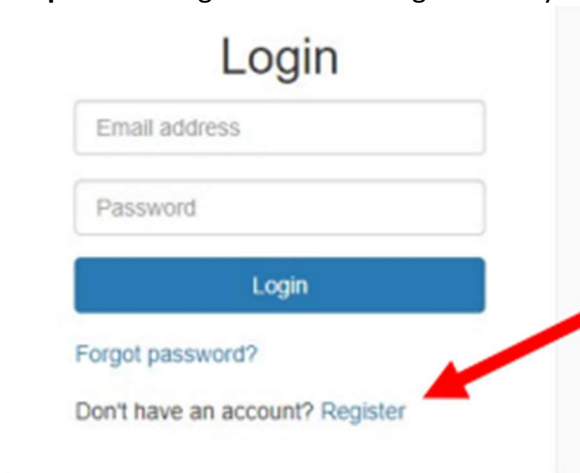
**Step 2:** Click Payments at the top of the screen

**Step 3:** Click Sign In / Register

Top right corner, click Sign in/Register

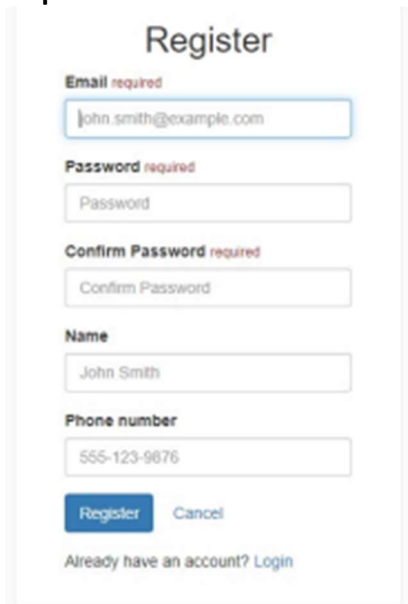


**Step 4:** Click Register – Do not login unless you have already registered



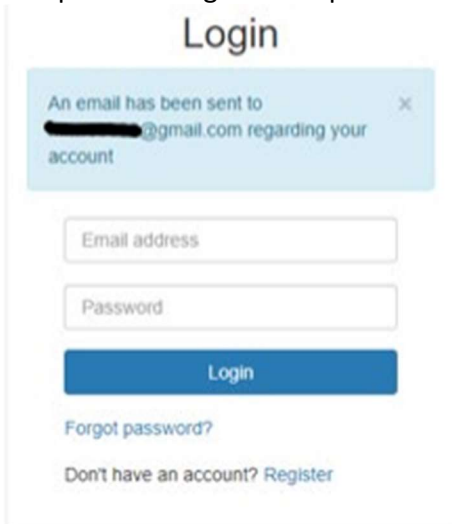
A screenshot of the "Login" page. It features a title "Login" at the top. Below it are two input fields: "Email address" and "Password". A blue "Login" button is positioned below the fields. Underneath the button are two links: "Forgot password?" and "Don't have an account? Register". A red arrow points from the right side of the page to the "Register" link.

**Step 5:** You must have an email address to Register. Complete the Registration.



A screenshot of the "Register" page. The title "Register" is at the top. Below it are several form fields with labels and "required" indicators: "Email required" (with the value "john.smith@example.com"), "Password required", "Confirm Password required", "Name" (with the value "John Smith"), and "Phone number" (with the value "555-123-9876"). At the bottom left are two buttons: "Register" (blue) and "Cancel". At the bottom right is a link: "Already have an account? Login".

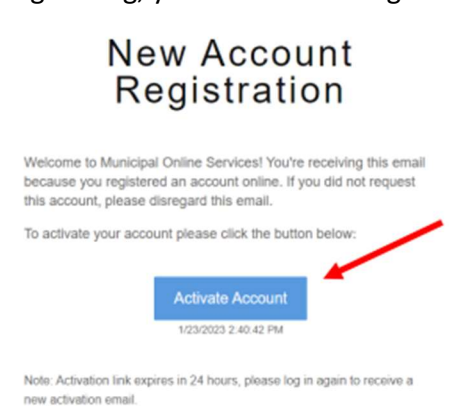
**Step 6:** If registration is completed correctly, you should see this screen. Go to your email account to complete the registration process.



The screenshot shows a 'Login' page. At the top, there is a blue notification banner that reads: 'An email has been sent to [redacted]@gmail.com regarding your account'. Below the banner are two input fields: 'Email address' and 'Password'. A blue 'Login' button is positioned below the password field. At the bottom of the page, there are two links: 'Forgot password?' and 'Don't have an account? Register'.

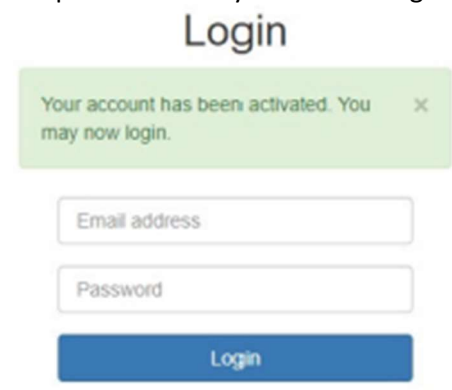
**Step 7:** The below email should have come through to your personal email address that you used to register. Click Activate Account.

Note: this email will expire within 24 hours. If you do not click Activate Account within 24 hours of registering, you will have to begin the registration process over again.



The screenshot shows an email titled 'New Account Registration'. The body of the email reads: 'Welcome to Municipal Online Services! You're receiving this email because you registered an account online. If you did not request this account, please disregard this email. To activate your account please click the button below:'. Below this text is a blue button labeled 'Activate Account' with a red arrow pointing to it. The timestamp '1/23/2023 2:40:42 PM' is visible below the button. At the bottom, a note states: 'Note: Activation link expires in 24 hours, please log in again to receive a new activation email.'

**Step 8:** You should see the below screen if you activated your account correctly. Login with your email and password that you used during the registration process.



The screenshot shows a 'Login' page. At the top, there is a green notification banner that reads: 'Your account has been activated. You may now login.'. Below the banner are two input fields: 'Email address' and 'Password'. A blue 'Login' button is positioned below the password field.

**Step 9:** Once you login, click on Utility Billing

The screenshot shows the top section of the website. On the left, a white box contains the text "Welcome to our online payments website!" followed by "The following services are available:" and a bulleted list: "Accounts Receivable", "EasyPay", "Court", and "Utility Billing". The "Utility Billing" item is highlighted with a red rectangular box. To the right, another white box titled "Available services" lists: "Accounts Receivable", "Building Projects", "Business Licenses", "Easy Pay", "Sales Tax", "Tyler Court", and "Utility Billing". Below these is a "Welcome" box with the text "Welcome to our online payments website."

**Step 10:** Click Add Account

### Accounts

You do not have any Pay My Bill accounts associated with your login.  
Add an account to access account details, pay your bills, and manage accounts.

[Add account](#)

**Step 11:** Enter the account number and last payment amount, then click Add Account. You will find your account number and last payment amount on your previous billing statement. If your account is new, then your last payment amount is zero.

The screenshot shows a form titled "Let's find your account" with a magnifying glass icon. It has two input fields: "Account Number\*" and "Last Payment Amount\*", with a note below the first field: "Please include all dashes. For example: 0001-00101-01". At the bottom are "Cancel" and "Add account" buttons. To the right, there is an "Announcement" box with a bell icon and text: "Our lobby is closed due to remodeling. If you need to meet with a customer care representative, call 770-254-3710 to make an appointment. The drive-thru is available Monday - Friday 8AM - 5PM". Below that is a "Contact us" box with a phone icon, the number "770-254-3710", and a "Contact us" button.

**Step 12:** Your account has been created! From here you can pay your bill, enroll in auto pay, or schedule a payment.