How to navigate the Citizen Self Service portal

This guide will attempt to help you navigate through the online portal to view your Utility Bill account. Here you will have options to see your current and past bills, pay bills online, sign-up for paperless billing, choose EFT Bank Draft or automatic Credit Card payment monthly.

Let's begin!!

Go to www.CityofBartlett.org/onlinepayments

Click on the Utility Billing picture to be taken to the Citizen Self Service website.
If you do not already have a Username to access the site, you will need to Register. Either sign in with your existing account or click on Register.

*Note: You do not have to login to search Business License, Personal Property Tax or Real Estate Tax databases.
1. Type in a User ID of your choice (must not already have been taken)
2. Input a password of your choice (must be between 8 and 15 characters)
3. Type a short Password hint that will help you remember your password in the future
4. Enter your Email address that will be associated with this Account
5. Type in the random Validation code that is presented and press Save
Now it’s time to LINK your City Utility Billing account to your login account.

Choose “link to account” found to the right of Utility Billing Accounts

Note: If you need to return to this screen to Change Password or Change E-Mail Address or add another Linked account... just click on your Username at the top right of the page and choose My Account
You must know your Account # and Customer ID for this section. These can be found in the top section on your most recent bill. Enter that information here.

*Note: You may link multiple accounts to your profile.
Upon successful entry of your Account Number and Customer ID, you will now see your newly linked account on the Account Settings page. Simply click on your Account number or Go To Module Homepage to be taken into your account. You may also remove this linked account from here.
The next time you log onto the website you will see the Accounts associated and can go directly to the account you wish by expanding the ‘+’ sign next to the account number.
The Account Summary page is an overview of your account. Here you can Link additional accounts to your Online profile, Sign up for EFT Automatic Payments (or discontinue them), Choose your Bill Delivery Preferences, and Manage any outstanding Bills.

Let’s go through each of those selections... *(Link to Account has been touched on already)*
From Manage Bills, you will be shown Outstanding Bills that still have a balance due. Else this page will be blank and you would need to click on Show Past Bills to see those with a zero balance. Each bill displayed also has a link next to it allowing you to dive a little deeper to see the Bill Details. Choose the Pay button to start the payment process.

*Note: All outstanding bills with a balance are selected by default to pay. Partial payments are not allowed online.
Pay Bills

Clicking the **Pay** button brings you to this landing page displaying a notice that a Credit Card convenience fee will be applied to your payment. The only payment option is to **Pay by Credit Card**.
Automatic Credit Card Payments option to enroll

Clicking Pay by Credit Card takes you to this screen which offers the option for you to enroll in Automatic Credit Card payments.
Choosing enroll will add an alert showing your intent. A manual payment must still be made via Credit Card for the enrollment to be completed. The Status will be placed in pending until the manual payment has gone through successfully. You may delete your enrollment here too or from any Bill Details view page.

Choosing Continue progresses to the next step in the payment process.
Continuing through the payment process... you are presented with the Bills to be paid and their amounts. These are NOT editable as full payment is required when paying online. Choosing Continue progresses to the BridgePay payment gateway.
This is the BridgePay payment gateway. The City of Bartlett has contracted with BridgePay to process the Credit Card payments. Information on this page is editable, but not the amount.

*Note: The address listed here must match what is associated with your Credit Card. This does NOT have to be the Service Address of the Utility Bill(s). By default, the information populated here is from your Utility Bill account we have on file. Change this to match your Credit Card billing info. Phone and Email are not required fields and can be left blank.
Let us do the remembering for you. Sign up to have your payment drafted from your Bank Account when your payment is due every month. This page allows management of your EFT (Electronic Funds Transfer) information. You may also discontinue the service at any time from this page as well.
Bill Delivery Preferences

We encourage everyone to sign up for Paperless Billing. Choose Email as your option and get your Bill delivered straight to you Inbox. Couple it with the EFT Bank Draft payment option or Automatic Credit Card billing and you have truly gone Paperless and digital only.
This page is accessed from the Manage Bills page and choosing Bill Details next to a corresponding displayed Bill. Automatic Payments (Credit Card) status is displayed here as well. Enrollment can be managed here by clicking on details. The following screen shots show what to expect when you choose to enroll or delete enrollment.
As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. If you wish to use this service, this page allows you to enroll or delete enrollments based on different bill types you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

Automatic Credit Card Payment Settings

Customer/Owner: SAMPLE CITIZEN
Payment method: Credit Card
Bill type: UB Services - General
Enrollment status: Not enrolled in automatic credit card payments.

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### Utility Billing

#### Bill Detail

**Bill number:** 2196663

**As of:** 07/19/2019

**Bill Date:** 06/14/2019

**Due Date:** 07/12/2019

**Automatic Payments:** Enrollment pending completion of a manual payment

<table>
<thead>
<tr>
<th>Description of Charge</th>
<th>UOM</th>
<th>Current Reading</th>
<th>Previous Reading</th>
<th>Usage</th>
<th>Billed Usage</th>
<th>Billed</th>
<th>Payments and Adjustments</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORTH BASIN RES INSIDE</td>
<td>GAL(100'S)</td>
<td>15240</td>
<td>15150</td>
<td>90</td>
<td>90</td>
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<tr>
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<td>RESIDENTIAL GARBAGE</td>
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<tr>
<td><strong>SUBTOTAL</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>$65.36</strong></td>
<td><strong>($65.36)</strong></td>
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<td><strong>$0.00</strong></td>
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<tr>
<td><strong>TOTAL DUE</strong></td>
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<td></td>
<td><strong>$65.36</strong></td>
<td><strong>($65.36)</strong></td>
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Utility Billing
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As of 07/19/2019

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