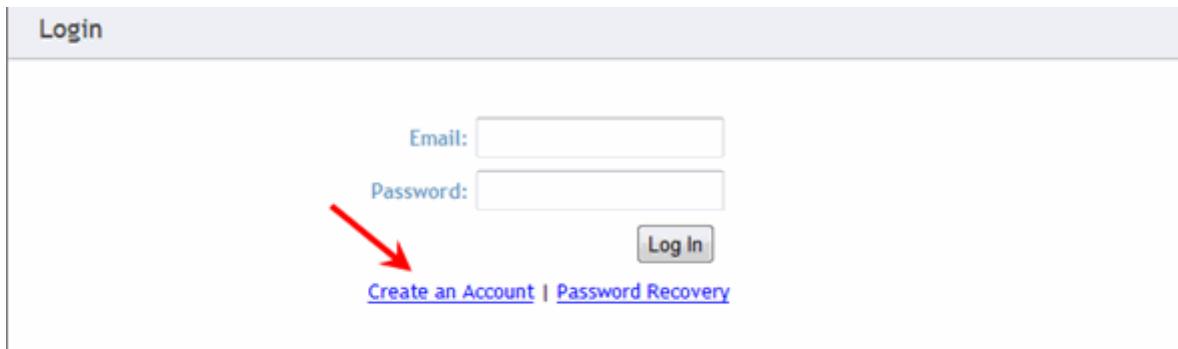


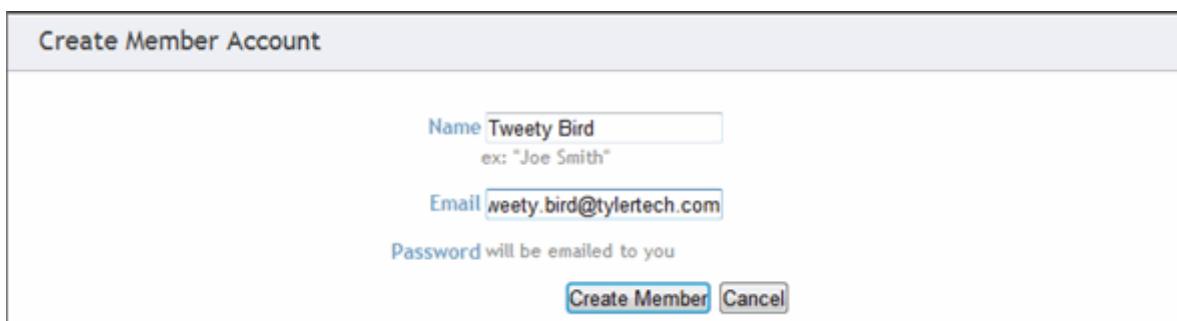
Create Member Account

From the Login page, click the **Create an Account** link. The Create Member Account page loads.



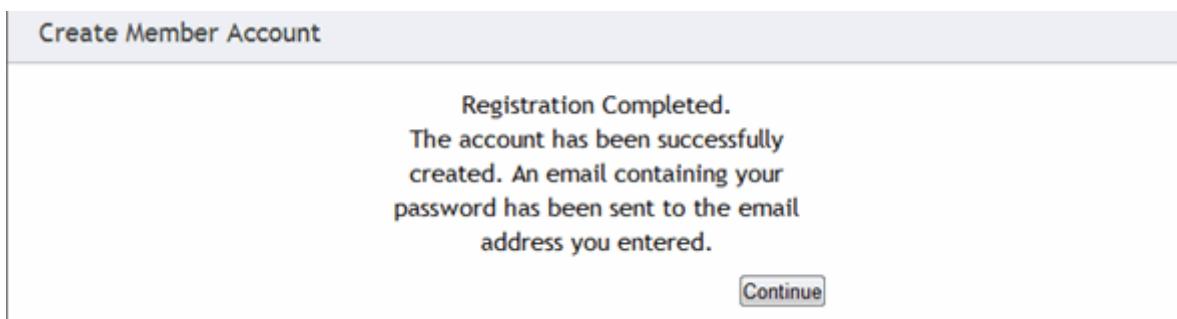
The image shows a screenshot of a web browser window with a light gray header bar. The header bar contains the word "Login". Below the header, there are two input fields: "Email:" and "Password:", each with a corresponding text input box. To the right of these fields is a "Log In" button. At the bottom of the form, there is a link "Create an Account | Password Recovery" in blue text. A red arrow points from the left towards this link, indicating it is the target of the click.

Type your information in the **Name** and **Email** fields. Your email address is your login ID and is used for password recovery or for confirmation of any activity on the site.



The image shows a screenshot of a web browser window with a light gray header bar. The header bar contains the text "Create Member Account". Below the header, there are three input fields: "Name" with the value "Tweety Bird" and the placeholder "ex: "Joe Smith""; "Email" with the value "weety.bird@tylertech.com"; and "Password" with the placeholder "will be emailed to you". Below these fields are two buttons: "Create Member" and "Cancel".

Click **Create Member**. The following message displays:



The image shows a screenshot of a web browser window with a light gray header bar. The header bar contains the text "Create Member Account". Below the header, there is a message: "Registration Completed. The account has been successfully created. An email containing your password has been sent to the email address you entered." At the bottom of the message area is a "Continue" button.

Click **Continue** to return to the homepage.

Check your email to find the confirmation message that contains your password.

Thank you for registering!

From: "InSite@tylertech.com" <InSite@tylertech.com>
To: tweety.bird@tylertech.com

You may access Municipal Online Payments using your email address and password provided below:

Email: tweety.bird@tylertech.com

Password: vp_pbZ66M

After logging in for the first time, it is recommended that you change your password to something that is easy for you to remember. Secure passwords are at least six characters long, include capital and lowercase letters, include at least one number, and include at least one special character (!.+@#/ etc.).

Login

Enter your email address and password then click **Log In**. If this is your first time logging in, use the password from the confirmation email you received.

Login

Email:

Password:

[Create an Account](#) | [Password Recovery](#)

If you typed your login information correctly, you are directed to the application you selected. If you typed your email address or password incorrectly, the following message displays:

Login

Unable to login using the Email and Password you entered.

Email:

Password:

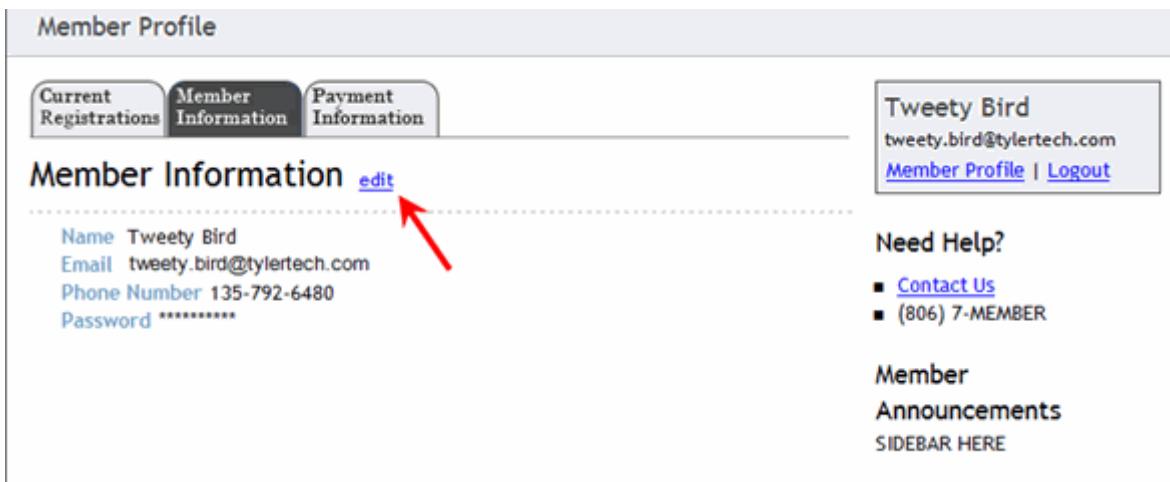
[Create an Account](#) | [Password Recovery](#)

If you mistyped your email address or password, try logging in again. If you forgot your password, use the **Password Recovery** link to have your password emailed to you.

After five consecutive failed attempts to log in, your member account is locked until an administrator unlocks the account. This feature is in place to protect your account from hacking attempts and potential identity theft. Call Utility Billing office to unlock your account.

Edit your member information: Name, Email, and Password

From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.



Member Profile

Current Registrations Member Information Payment Information

Member Information [edit](#)

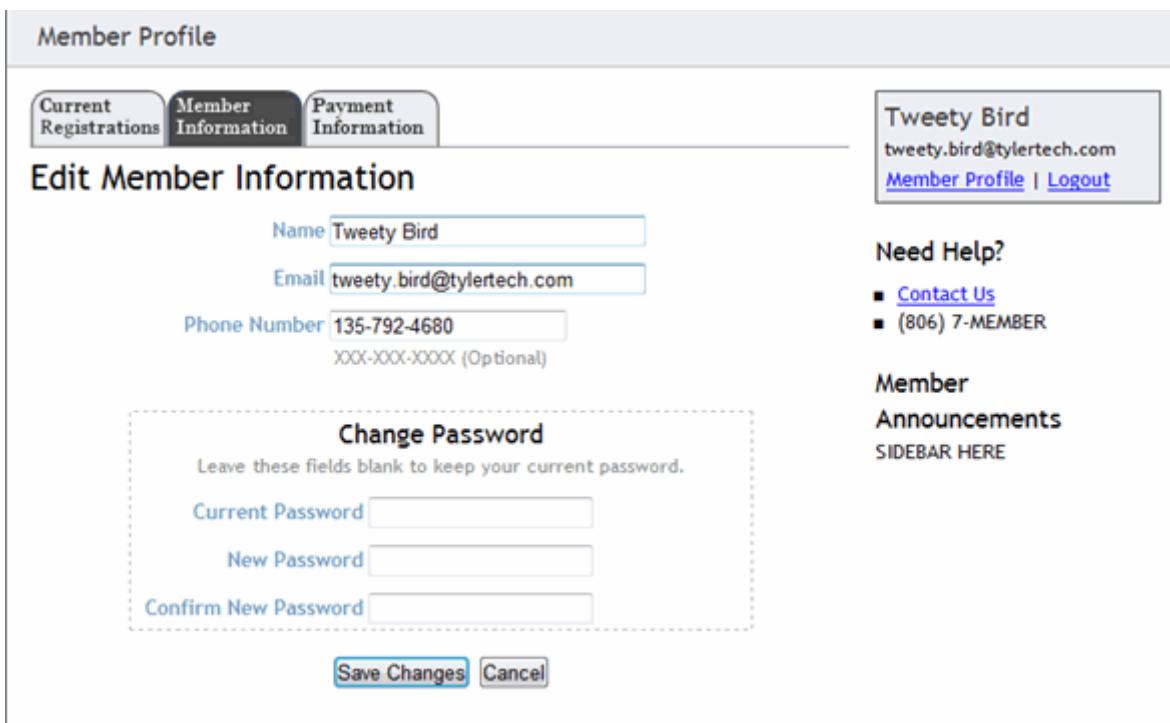
Name: Tweety Bird
Email: tweety.bird@tylertech.com
Phone Number: 135-792-6480
Password: *****

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Need Help?
■ [Contact Us](#)
■ [\(806\) 7-MEMBER](#)

Member
Announcements
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On the **Member Information** tab, click the edit link. The Edit Member Information page loads.



Member Profile

Current Registrations Member Information Payment Information

Edit Member Information

Name: Tweety Bird
Email: tweety.bird@tylertech.com
Phone Number: 135-792-4680
XXX-XXX-XXXX (Optional)

Change Password
Leave these fields blank to keep your current password.

Current Password:
New Password:
Confirm New Password:

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

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Member
Announcements
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To change your display name or email address, edit the text in the **Name** and **Email** fields. You must use a valid email address. You can enter your phone number to be saved in your profile as well.

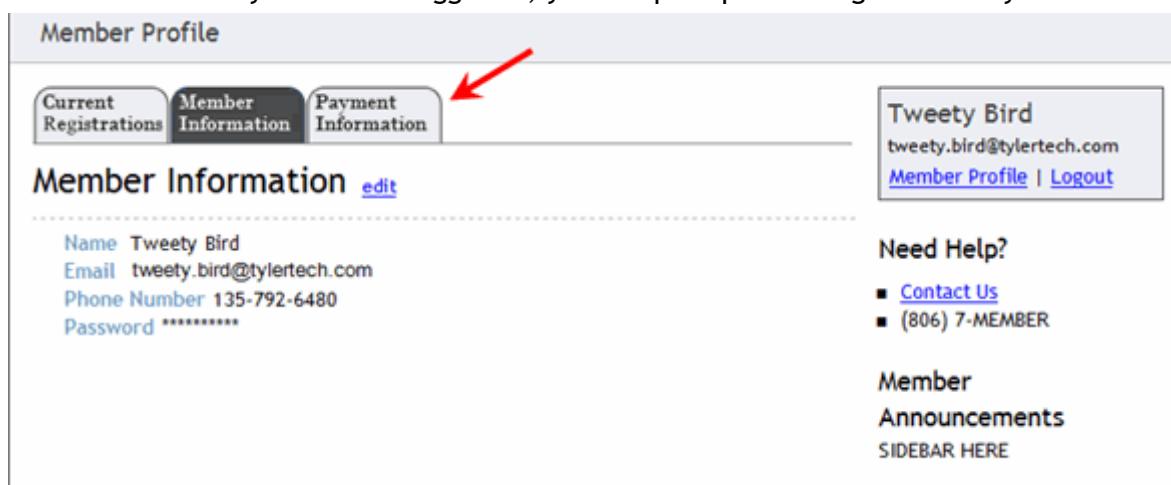
To change your password, type your current password in the **Current Password** field, and then type your new password in the **New Password** and **Confirm New Password** fields.

Member passwords can be changed at any time. The first time you log in, change your password to something that is easy to remember. Secure passwords are at least six characters long, include capital and lowercase letters, include at least one number, and include at least one special character (! . + @ # , / etc.).

If you are not changing your password, leave all three fields in the **Change Password** section empty. Click **Save Changes**.

Add Credit Card

From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.



Member Profile

Current Registrations Member Information Payment Information (arrow)

Member Information [edit](#)

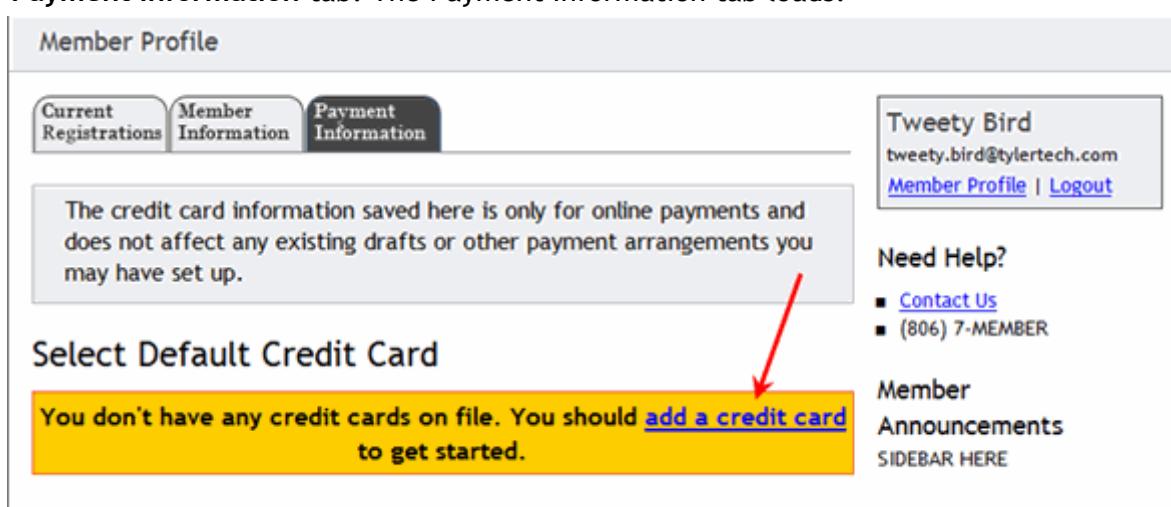
Name: Tweety Bird
Email: tweety.bird@tylertech.com
Phone Number: 135-792-6480
Password: *****

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- [\(806\) 7-MEMBER](#)

Member Announcements
SIDEBAR HERE

Select the **Payment Information** tab. The Payment Information tab loads.



Member Profile

Current Registrations Member Information Payment Information

The credit card information saved here is only for online payments and does not affect any existing drafts or other payment arrangements you may have set up.

Select Default Credit Card

You don't have any credit cards on file. You should [add a credit card](#) to get started.

Need Help?

- [Contact Us](#)
- [\(806\) 7-MEMBER](#)

Member Announcements
SIDEBAR HERE

Click the add a credit card link. The Add New Credit Card page loads.

Member Profile

Current Registrations Member Information **Payment Information**

Add New Credit Card

Card Type **Mastercard**

Credit Card Number 5454545454545454

Expiration Date **Nov 2013**

First Name On Card **Tweety**

Last Name On Card **Bird**

Billing Address 1 **48 Mel Blanc Ave.**

Billing Address 2

Zip **01942**

Save Card **Cancel**

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

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Member
Announcements
SIDEBAR HERE

Delete Credit Card

From any application page, click the **Member Profile** link. Select the **Payment Information** tab. The Payment Information tab loads and displays all of the credit cards saved to your account. Your default credit card is selected and highlighted in green.

Member Profile

Current Registrations Member Information **Payment Information**

The credit card information saved here is only for online payments and does not affect any existing drafts or other payment arrangements you may have set up.

Select Default Credit Card

AmericanExpress: **** **** **** 6483 Exp 3/2016 [\[Edit\]](#) [\[Delete\]](#)

Mastercard: **** **** **** 5454 Exp 11/2013 [\[Edit\]](#) [\[Delete\]](#)

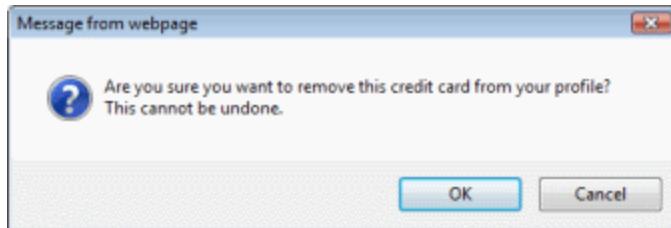
[Save Default Credit Card](#) [Add a New Credit Card](#)

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

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Member
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Click the **Delete** link next to the card you want to permanently remove from your profile. You are prompted to confirm that you want to delete the card.



Click **OK**.

Note: You cannot delete the default card. You must first designate another card as the default card, then delete the desired card.

Court Business Licenses Call Center Utility Billing Accounts Receivable Building Projects

Member Profile

Current Registrations Member Information Payment Information

The credit card information saved here is only for online payments and does not affect any existing drafts or other payment arrangements you may have set up.

Select Default Credit Card

AmericanExpress: **** * 6483 Exp 3/2016 [\[Edit\]](#) [\[Delete\]](#)

Mastercard: **** * 5454 Exp 11/2013 [\[Edit\]](#) [\[Delete\]](#)

You are trying to delete the credit card that you have designated as your default payment method. Please designate another card as your default payment method before deleting this one.

[Save Default Credit Card](#) [Add a New Credit Card](#)

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Need Help?
■ [Contact Us](#)
■ (806) 7-MEMBER

Member Announcements
SIDEBAR HERE