



## Utility Billing Customer Self Service Instructions for Registering & Linking Your Utility Account

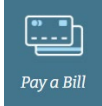
The City has upgraded the existing Customer Self-Service portal. All online customers need to register to access your account. Here are detailed instructions to help you get set up.

### BEGIN WITH ONE OF THE FOLLOWING OPTIONS:

#### OPTION A

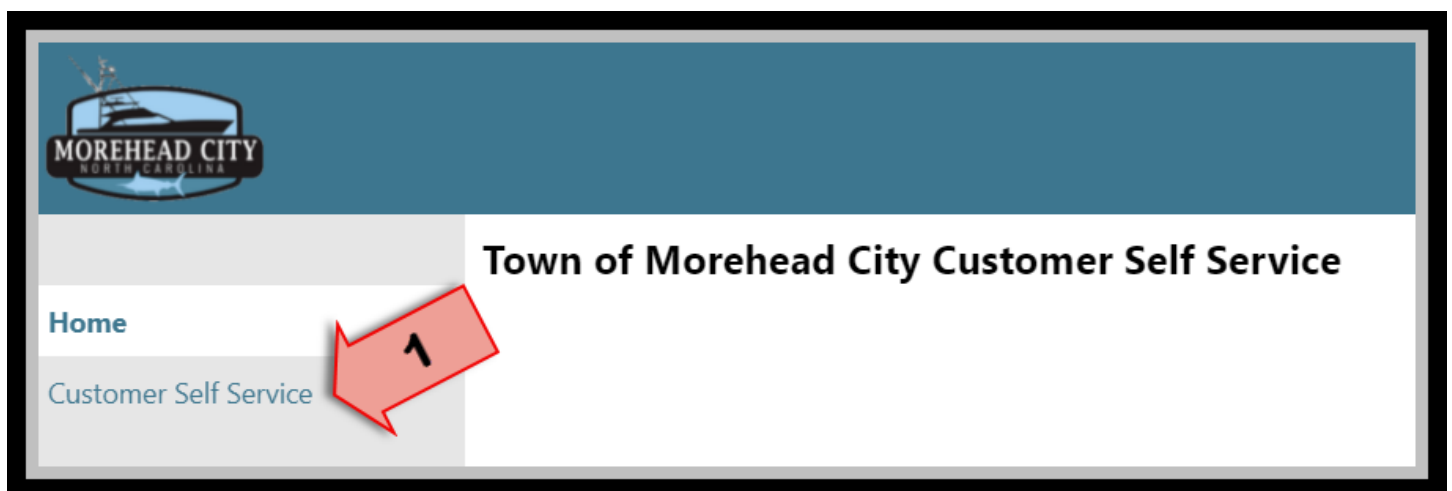
- Visit <https://moreheadcitynccitizens.munisselfservice.com>

#### OPTION B

- Go to <http://www.moreheadcitync.org>
- Click “Pay a Bill”  (located on bottom left of screen)
- Click “Utility Billing”
- Click on the link for “Register on our Customer Self Service portal”

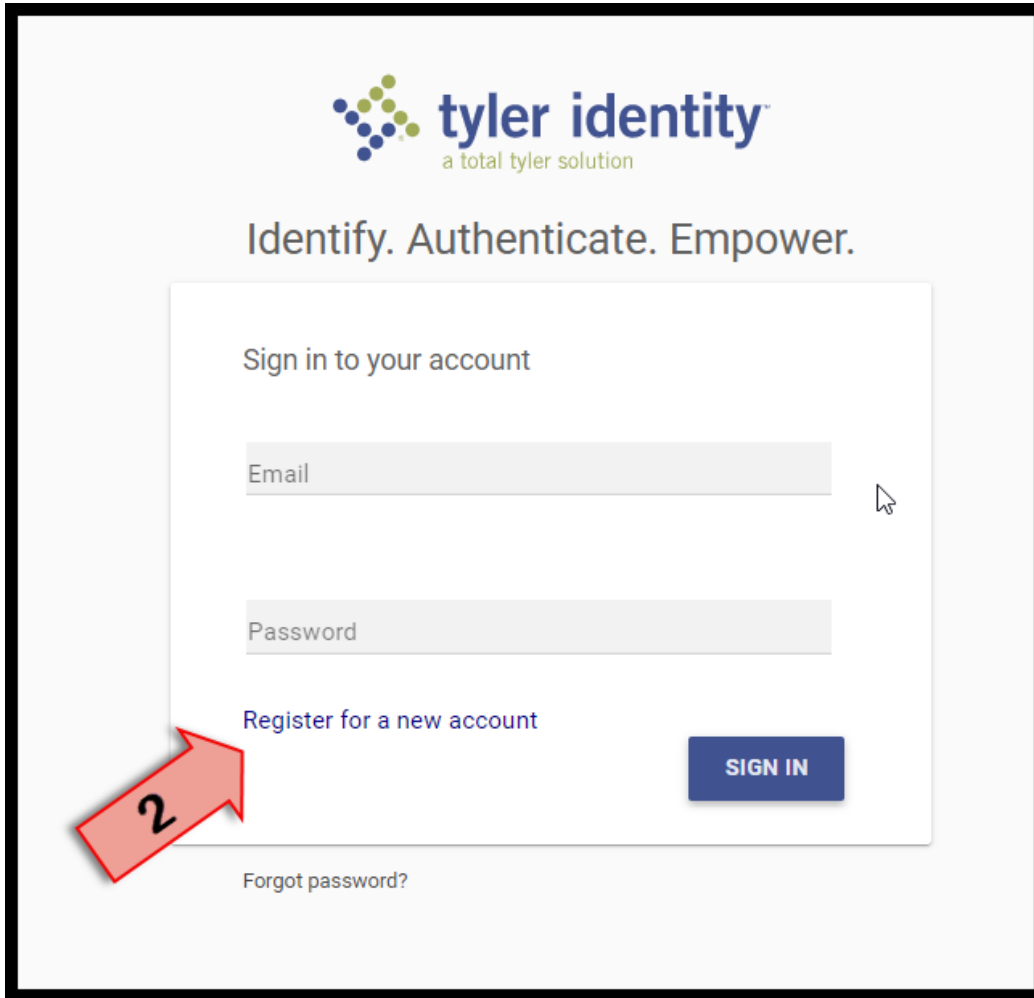
### **Step 1 Register:**

Click Customer Self Service on the left side of the screen.



**Step 2 Register:**

At the Login screen, click “Register for a new account.”



The image shows the Tyler Identity login interface. At the top is the logo for Tyler Identity, which consists of a cluster of colored dots (green, blue, yellow) to the left of the text "tyler identity" in a blue sans-serif font, with the tagline "a total tyler solution" in a smaller green font below it. Below the logo is the slogan "Identify. Authenticate. Empower." in a grey sans-serif font. The main content area is a white box with a light grey border. Inside this box, the text "Sign in to your account" is centered at the top. Below this are two input fields: "Email" and "Password", both with light grey borders and placeholder text. To the right of the "Email" field is a mouse cursor icon. Below the input fields is the link "Register for a new account" in blue text. To the right of this link is a dark blue button with the text "SIGN IN" in white, uppercase letters. At the bottom left of the white box, there is a red arrow pointing towards the "Register for a new account" link, with the number "2" written inside the arrow. Below the white box, the text "Forgot password?" is centered.

### **Step 3 Register:**

Enter email, first and last name along with a password for your account. Then click the "Register" button.  
*Password must contain a special character*

Register for a new account

Email \*

First name \* Last name \*

Password \* Confirm password \*

CANCEL REGISTER

Registration complete

Almost....You must click on the confirmation link sent to your email!

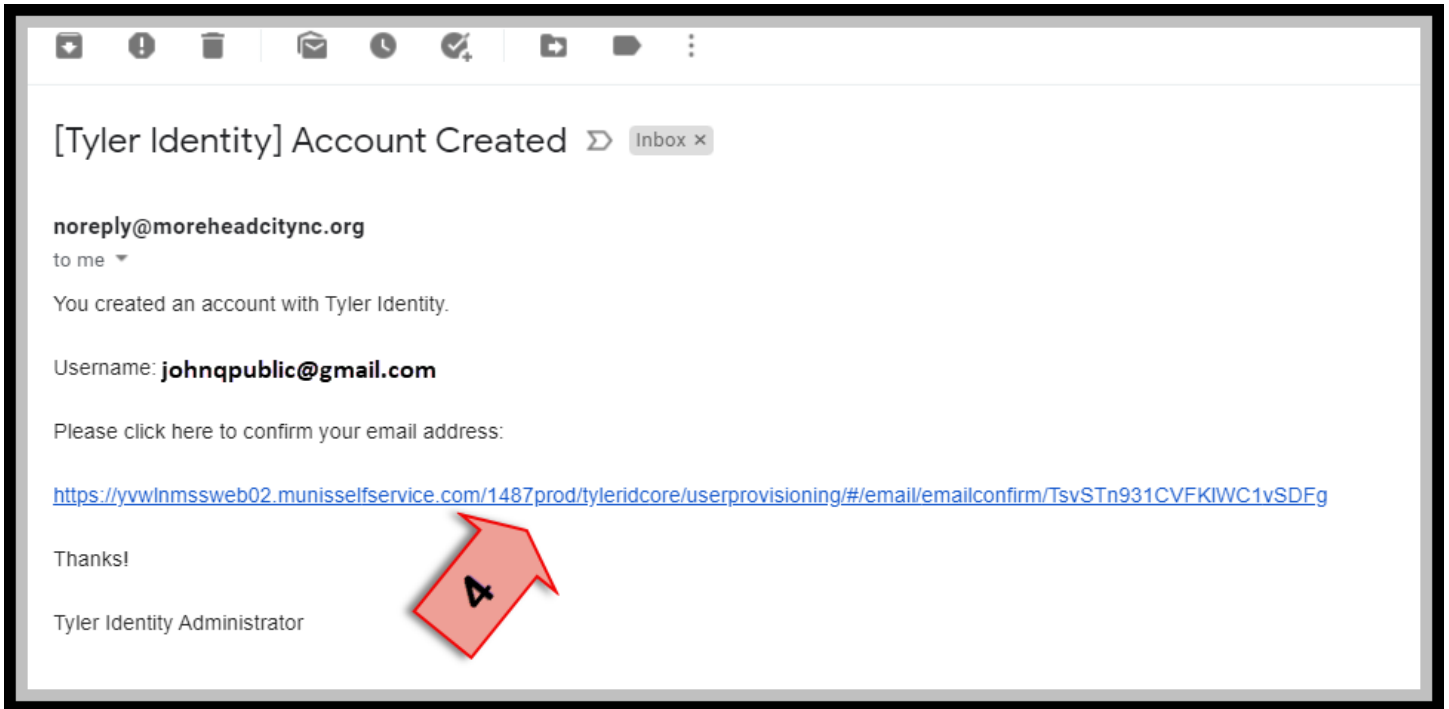
Congratulations! You're registered.

One last step. Click the confirmation link sent to [johnqpublic@gmail.com](mailto:johnqpublic@gmail.com)

## Step 4 Register:

You must click on the confirmation link sent via email to complete registration process.

Once email is confirmed by clicking blue link, you will be redirected to an email confirmation page.



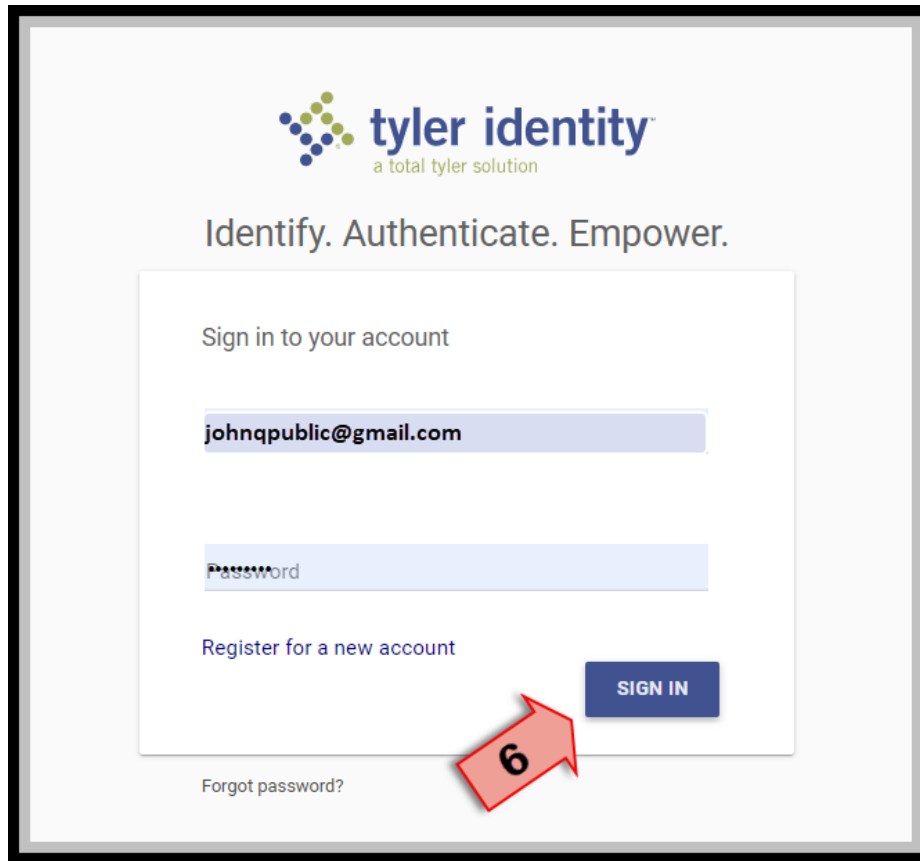
## Step 5 Register:

Click the link on the confirmation page



## Step 6 Register:

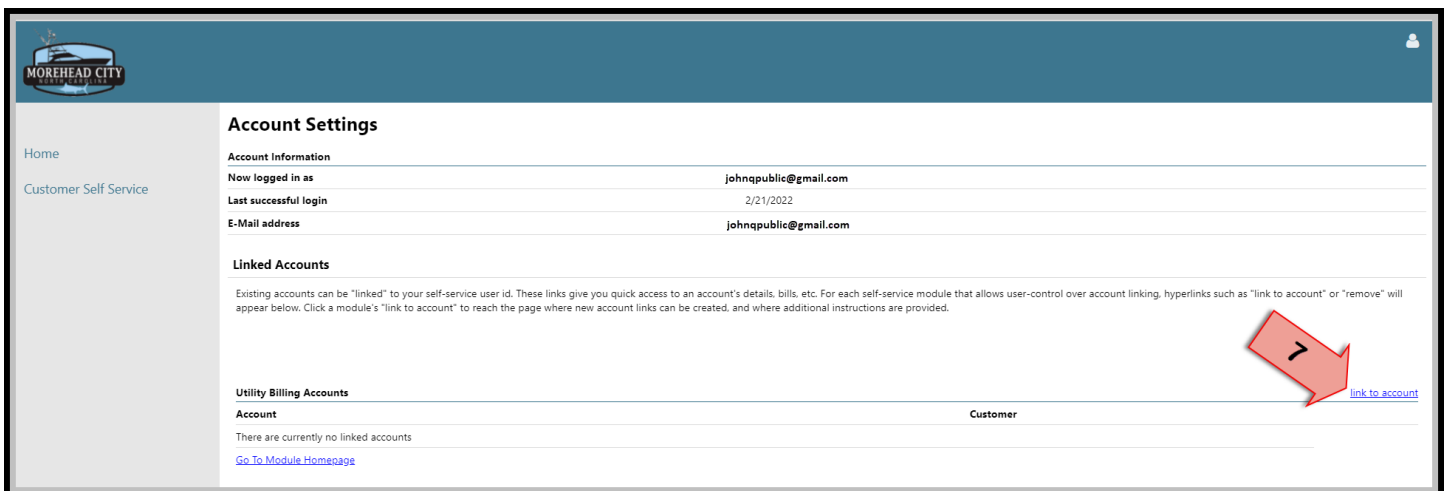
Sign into Customer Self Service using the email and password selected when registering.



The image shows the Tyler Identity login interface. At the top is the logo for Tyler Identity, described as "a total tyler solution". Below the logo is the tagline "Identify. Authenticate. Empower." The main content area is titled "Sign in to your account" and contains two input fields: one for the email address, which is filled with "johnqpublic@gmail.com", and one for the password, which is masked with "password". Below the password field is a link that says "Register for a new account". To the right of the password field is a blue button labeled "SIGN IN". A red arrow with the number "6" inside points to the "SIGN IN" button. At the bottom left of the form area is a link that says "Forgot password?".

## STEP 7: Linking Your Utility Billing Account

To connect your account, click "Link to Account."



The image is a screenshot of the "Account Settings" page in a web application. The page has a dark blue header with the "MOREHEAD CITY" logo on the left and a user icon on the right. A left sidebar contains links for "Home" and "Customer Self Service". The main content area is titled "Account Settings" and is divided into sections: "Account Information", "Linked Accounts", and "Utility Billing Accounts". The "Account Information" section shows details for the user "johnqpublic@gmail.com", including the last successful login on "2/21/2022" and the email address "johnqpublic@gmail.com". The "Linked Accounts" section contains a paragraph of text explaining how accounts can be linked. The "Utility Billing Accounts" section shows a table with one entry: "Account" (empty) and "Customer" (empty). Below the table, it states "There are currently no linked accounts" and provides a link "Go To Module Homepage". A red arrow with the number "7" inside points to a blue link labeled "link to account" located at the bottom right of the "Utility Billing Accounts" section.

## STEP 8: Linking Your Utility Billing Account

Enter your Account ID & Customer ID. These numbers are located at the top of your billing statement (see example below). The Account ID is after the dash, the Customer ID is before the dash. Both have six digits. Click "Submit" when finished.

**Utility Billing**

The following fees for paying your bill with a credit card or electronic check:  
**Utilities**  
 All Credit Cards \$4.15  
 Electronic Check \$2.50  
 There are no fees for Automatic EFT Payments  
**Your account balance on the Customer Self Service Portal will update on the next business day for all portal payments!**

Please click on the paper icon on the top right of the page for instructions on how to link your Utility Billing Account & Other Processes. If you have any questions about your Utility Bill please contact James Mills at 252.726.6848 ext. 112 or james.mills@moreheadcitync.org or Lauren Jones at ext.130 or lauren.jones@moreheadcitync.org.

Account Number

Customer ID

Remember these values

TOWN OF MOREHEAD CITY  
 1100 BRIDGES STREET  
 MOREHEAD CITY, NC 28557-0000

PHONE (252)726-6848  
 HOURS: M-F  
 9:00 AM - 5:00 PM

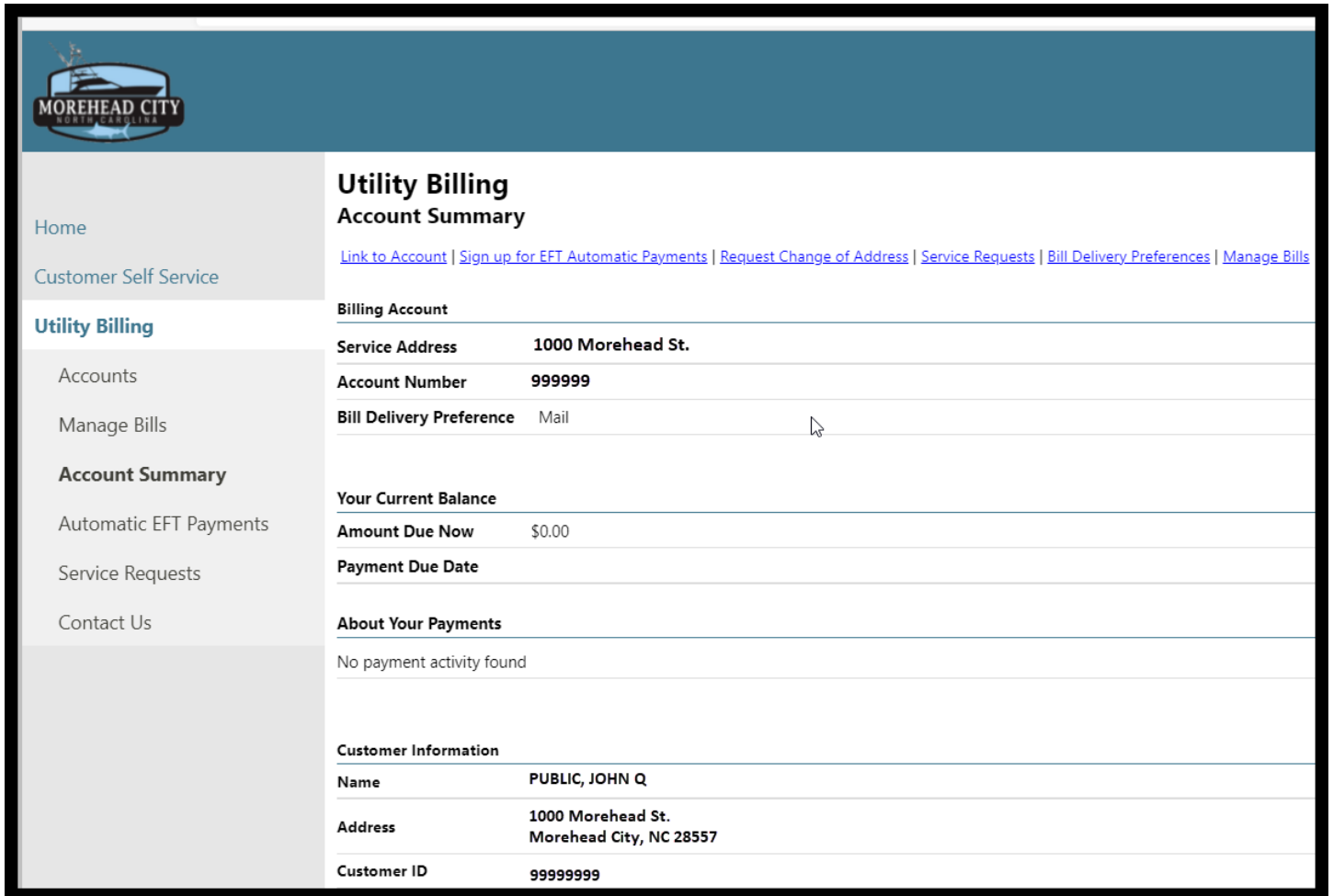
CUSTOMER COPY  
 THIS IS YOUR MONTHLY UTILITY BILL

| CUSTOMER NAME         | CUSTOMER NO. | PARCEL ID | SERVICE LOCATION   |                   |                  |                 |       |     |               |
|-----------------------|--------------|-----------|--------------------|-------------------|------------------|-----------------|-------|-----|---------------|
| PUBLIC, JOHN Q        | 70009027     |           | 1000 MOREHEAD ST.  |                   |                  |                 |       |     |               |
| BILL NUMBER           | BILL DATE    | ACCOUNT # | ACCOUNT TYPE       | DUE DATE          |                  |                 |       |     |               |
| 23392                 | 02/28/2022   | 504096    | RESIDENTIAL        | 03/14/2022        |                  |                 |       |     |               |
| DESCRIPTION           | METER NUMBER | READ CODE | PREVIOUS READ DATE | CURRENT READ DATE | PREVIOUS READING | CURRENT READING | USAGE | UOM | CHARGE AMOUNT |
| INSIDE WATER .75 INCH | 0087371398   | A         | 01/04/2022         | 02/07/2022        | 785300           | 790700          | 5400  | GAL | \$48.10       |
| INSIDE SEWER          |              |           | 01/04/2022         | 02/07/2022        |                  |                 |       |     | \$56.68       |
| SOLID WASTE           |              |           | 01/04/2022         | 02/07/2022        |                  |                 |       |     | \$24.50       |

## STEP 9: CONGRATULATIONS

You have successfully registered your account & linked your Utility account.

Once your Account ID and Customer ID are submitted, you'll see your account listed in the accounts section. Repeat this process if you have multiple accounts.



The screenshot displays the 'Utility Billing Account Summary' page for Morehead City, North Carolina. The page features a navigation menu on the left with options like Home, Customer Self Service, Utility Billing, Accounts, Manage Bills, Account Summary, Automatic EFT Payments, Service Requests, and Contact Us. The main content area is titled 'Utility Billing Account Summary' and includes a header with navigation links: [Link to Account](#), [Sign up for EFT Automatic Payments](#), [Request Change of Address](#), [Service Requests](#), [Bill Delivery Preferences](#), and [Manage Bills](#). Below this, the 'Billing Account' section lists: Service Address (1000 Morehead St.), Account Number (999999), and Bill Delivery Preference (Mail). The 'Your Current Balance' section shows: Amount Due Now (\$0.00) and Payment Due Date. The 'About Your Payments' section states: No payment activity found. The 'Customer Information' section lists: Name (PUBLIC, JOHN Q), Address (1000 Morehead St., Morehead City, NC 28557), and Customer ID (99999999).

| Billing Account          |                   |
|--------------------------|-------------------|
| Service Address          | 1000 Morehead St. |
| Account Number           | 999999            |
| Bill Delivery Preference | Mail              |

| Your Current Balance |        |
|----------------------|--------|
| Amount Due Now       | \$0.00 |
| Payment Due Date     |        |

| About Your Payments       |  |
|---------------------------|--|
| No payment activity found |  |

| Customer Information |  |
|----------------------|--|
| Name                 | PUBLIC, JOHN Q                               |
| Address              | 1000 Morehead St.<br>Morehead City, NC 28557 |
| Customer ID          | 99999999                                     |

To link any additional accounts, click "Link to Account" and repeat & repeat Step 8.

Other things you can do on the Customer Self Service Portal

- Sign up for EFT Automatic Payments
- Make a One Time Payment
- Request Change of Address
- Make a Service Request
- View Bill & Consumption History
- & More

Click on the document icon in the upper right corner to see instructions for any of the above.

