

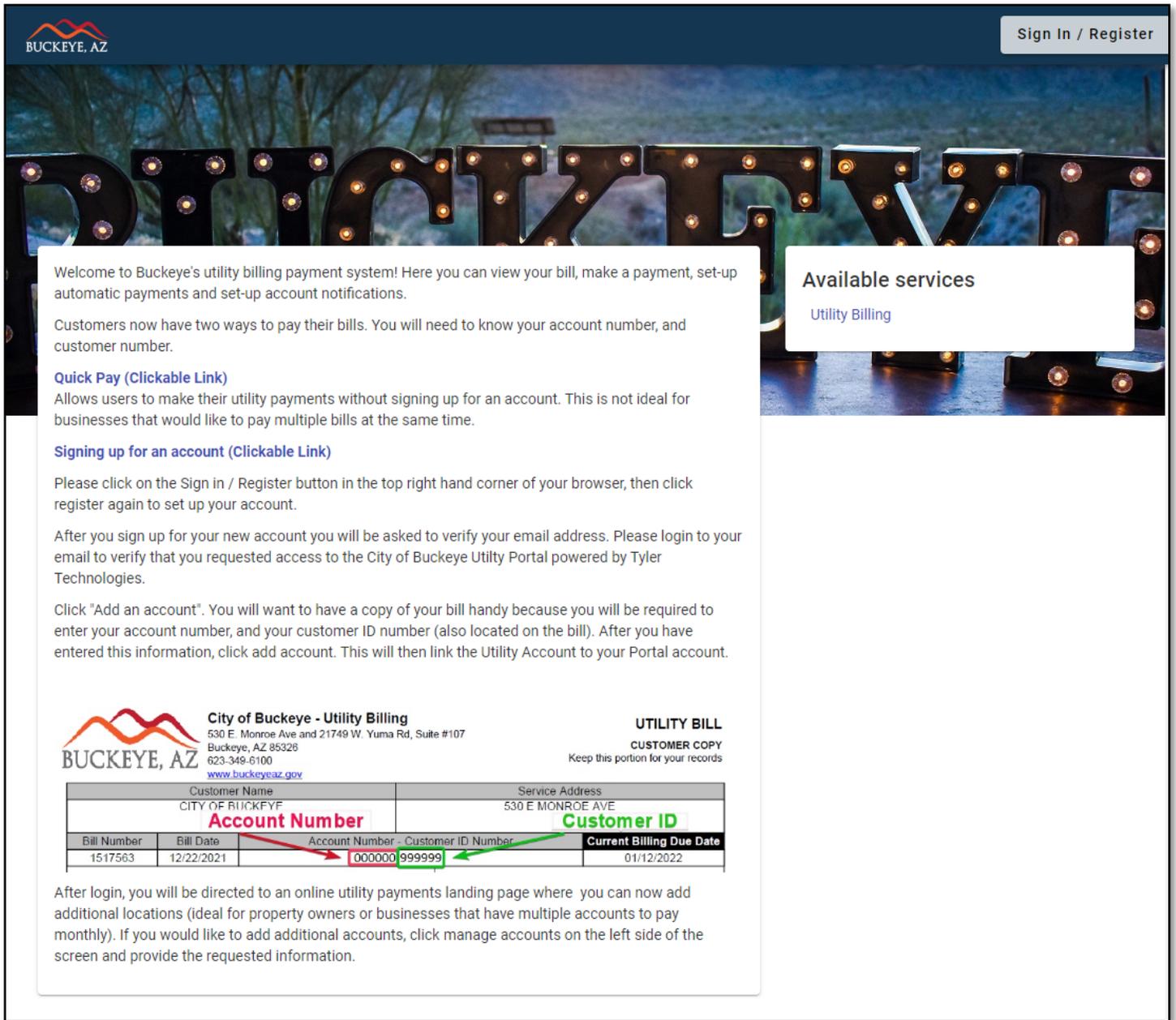
New Resident Access Portal for the City of Buckeye. This document will walk you through using the new Access portal and its current features. Please click the link below to access the new portal or you may copy and paste it into your browser.

<https://cityofbuckeyeaz.tylerportico.com/navigator/public/selections>

Select the Tile/Icon of the Portal you wish to visit. You can select the “[Quick Pay – Utility Account](#)” to make a onetime payment without needing to register an account or sign in. You can use the “[Utility Billing RA Portal tile](#)” to get full access to your customer service account.

Click on the option that best fits your needs to access its respective portal.

 <p>Utility Billing RA Portal Resident Access Water/Sewer and or Trash Services</p>	 <p>Quick Pay - Utility Account No Account Registration Required</p>	 <p>Airport Payment Airport Hanger and Tie Down Payments</p>
 <p>General Billing View and Pay for General Bills</p>	 <p>Permit and Business License ... Manage and Process Business License, Permits ...</p>	 <p>Advanced Customer Portal Buckeye water customers now have another tool... "ITRON"</p>
 <p>Payment Assistance Program City of Buckeye Social Services Program</p>	 <p>City of Buckeye Website The City of Buckeye's main web site.</p>	



Welcome to Buckeye's utility billing payment system! Here you can view your bill, make a payment, set-up automatic payments and set-up account notifications.

Customers now have two ways to pay their bills. You will need to know your account number, and customer number.

Quick Pay (Clickable Link)
Allows users to make their utility payments without signing up for an account. This is not ideal for businesses that would like to pay multiple bills at the same time.

Signing up for an account (Clickable Link)
Please click on the Sign in / Register button in the top right hand corner of your browser, then click register again to set up your account.

After you sign up for your new account you will be asked to verify your email address. Please login to your email to verify that you requested access to the City of Buckeye Utility Portal powered by Tyler Technologies.

Click "Add an account". You will want to have a copy of your bill handy because you will be required to enter your account number, and your customer ID number (also located on the bill). After you have entered this information, click add account. This will then link the Utility Account to your Portal account.



City of Buckeye - Utility Billing
530 E. Monroe Ave and 21749 W. Yuma Rd, Suite #107
Buckeye, AZ 85326
623-349-6100
www.buckeyeaz.gov

UTILITY BILL
CUSTOMER COPY
Keep this portion for your records

Customer Name CITY OF BUCKEYE		Service Address 530 E MONROE AVE	
Account Number		Customer ID	
Bill Number	Bill Date	Account Number - Customer ID Number	Current Billing Due Date
1517563	12/22/2021	000000 999999	01/12/2022

After login, you will be directed to an online utility payments landing page where you can now add additional locations (ideal for property owners or businesses that have multiple accounts to pay monthly). If you would like to add additional accounts, click manage accounts on the left side of the screen and provide the requested information.

Click the “Sign in/Register” button in the top right of the screen.

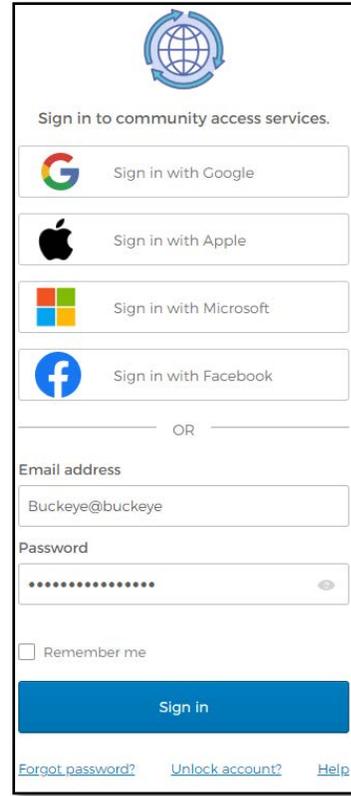


At the login screen you will have the ability to login if you already have an account setup. You may also use third party validation such as google, apple, Microsoft, and Facebook.

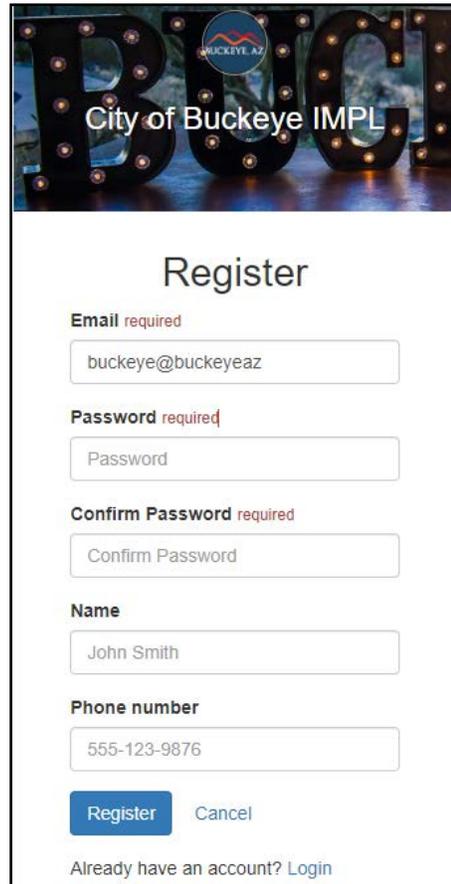
In the alternative if you do not have an account, you can click “**register**” to create a new account.

If you have an account and do not have the password you can click “**Forgot Password**” link and proceed through the forgot password process.

When registering for an account you will need to provide an email address, name, and phone number.



The screenshot shows the login interface for the City of Buckeye. At the top, there is a globe icon and the text "Sign in to community access services." Below this are four social login options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". A horizontal line with "OR" in the center separates these from the standard login fields. The "Email address" field contains "Buckeye@buckeye". The "Password" field is filled with dots and has an eye icon to toggle visibility. Below the password field is a "Remember me" checkbox. A blue "Sign in" button is at the bottom. At the very bottom, there are three links: "Forgot password?", "Unlock account?", and "Help".

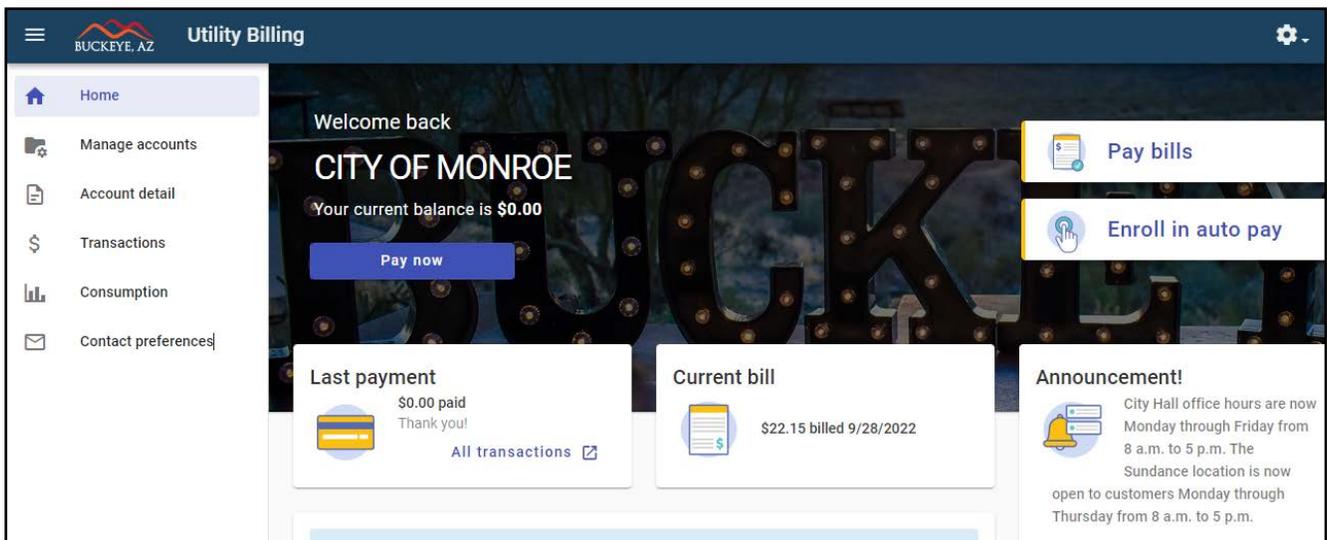


The screenshot shows the registration interface for the City of Buckeye. At the top, there is a banner image with the text "BUCKEYE IMPL" and the City of Buckeye logo. Below the banner is the heading "Register". The form contains several fields: "Email required" with the value "buckeye@buckeyeaz"; "Password required" with the value "Password"; "Confirm Password required" with the value "Confirm Password"; "Name" with the value "John Smith"; and "Phone number" with the value "555-123-9876". At the bottom, there are two buttons: a blue "Register" button and a "Cancel" button. Below the buttons is the text "Already have an account? Login".

When using the forgot password feature the system will email you if a valid account is located. Please check your filters and junk/spam folders for an email from [“noreply@municipalonlinepayments.com”](mailto:noreply@municipalonlinepayments.com)



The left side navigation menu allows you access information on your account. On the home page your current balance owed will display at the top of the screen. You will also have direct access to your Current Bill and Last payment as well as a consumption graph of water usage.



Manage Accounts: Will give you access to your account(s). If you have multiple water accounts in the City you will be able to toggle between the accounts or add additional accounts or remove accounts as needed.

Account Detail: Will give you full details of your account broken up into sections. Account Summary of account details for billing, Metered services, Non-metered services, and recent bills.

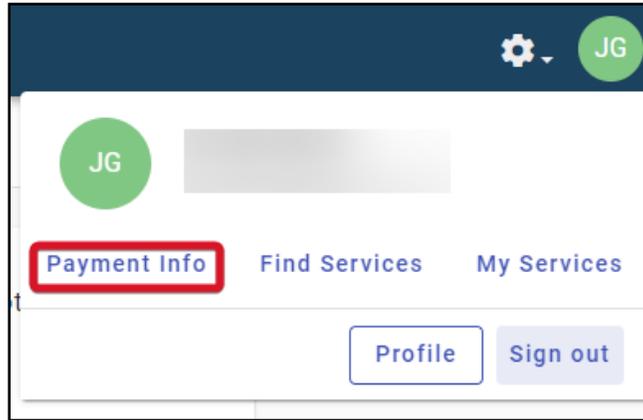
Transactions: Will show a history of all payments and bills associated to the linked account. By default, this will filter for the last year the date range selector at the top will allow to filter for less or more time.

Consumption: Will show a graph of water consumption on the linked account. The consumption is tracked in thousand gallons.

Contact Preferences: You can use this screen to enroll in e-Billing, manage your e-mail reminders as well as auto pay reminders if enrolled.

You will be able to make a payment on your account at any time using the “**Pay Now**” button through out the program when you are logged in. You may also make a “**Quick Payment**” using the link on the main login page. Note you will need your Account number and CID to locate your bill.

When logged in you will also be able to add a “**Payment Method**” such as Credit Card or eCheck (Coming Soon) by clicking the icon in the top right of the screen and clicking “**Payment Info**”.



Select the appropriate option that you would like to proceed with. And then click “**Add Payment Method**”.

Note
Some payment methods (e.g. eCheck, MasterCard, Visa) may not be available at every site.

No payment methods saved

Enter new Credit card **1**

Card number

MM YYYY

Cardholder name

Address

Billing ZIP code

Enter new eCheck **2**

Add payment method

Coming Soon: You may also “**Schedule a Payment**” this payment will be drafted automatically by the system on the date selected. This is a one-time automated payment that will only pull on the selected date.