

# CITY OF BARSTOW UTILITY BILLING CUSTOMER SELF-SERVICE (CSS) ONLINE PORTAL INSTRUCTIONS

The City of Barstow is now offering the option to pay your trash & sewer bill online! We've put together some step-bystep instructions to help you navigate our new web portal. Click the following link OR enter url <u>https://barstowca.munisselfservice.com</u> directly into your web browser to be taken to the Munis Online Home Page:

#### PART 1: REGISTER FOR THE PORTAL

| MUNIS OnLine Home Page                               | × +           | STEP 1: CLICK THE ARROW ICON TO ENTER THE LOGIN SCREEN                            |     |            |
|--|---------------|---|-----|------------|
| $\leftrightarrow$ $\rightarrow$ C $\cong$ barstowca. | .munisselfser | vice.com/default.aspx   | ☆   | JE         |
| <b>S</b> BARSTOW                                     |               | \$  |     |            |
| MUN  | VIS Self      | Services  |     | $\smile$   |
| Home   |               |   |     |            |
| Customer Self Service                                |               |   |     |            |
| 🤣 Sign-in  | × +           | STEP 2: CLICK REGISTER FOR A NEW ACCOUNT  | -   | ЦХ         |
| ← → C 🔒 yvwinmssw                                    | veb01.munis   | elfservice.com/5059prod/tyleridcore/authtokenserver/login?signin=2b04c48742c8bc13 | . 1 | ۲ <b>ا</b> |
|  |               | Identify. Authenticate. Empower.  |     |            |
|  |               | Sign in to your account<br>Email  |     |            |
|  |               | Password Register for a new account SIGN IN                                       |     |            |
|  |               | Forgot password?  |     |            |



## CITY OF BARSTOW UTILITY BILLING CUSTOMER SELF-SERVICE (CSS) ONLINE PORTAL INSTRUCTIONS

| Oser seit-service     Oser vvwinmss | ×<br>sweb01.m | isselfservice.com/5059prod/tv                                       | /leridcore/userprovisionina/#/i   | register/new     | K NEGISTE    | <mark>∾</mark> ☆ |         | : |
|-------------------------------------|---------------|---|---|------------------|--------------|------------------|---------|---|
| , User Self-Service                 |               |   | , , , , , , , , , , , , , , , , , , ,   | - j,             |              | ~                |         | • |
| egister for a new account           |               |   |   |                  |              |                  |         |   |
| nail *                              |               |   |   |                  |              |                  |         |   |
|                                     |               |   |   |                  |              |                  |         |   |
| st name *                           |               |   |   |                  |              |                  |         |   |
| st name *                           |               |   |   |                  |              |                  |         |   |
| '                                   |               |   |   |                  |              |                  |         |   |
| ssword *                            |               |   |   |                  |              |                  |         |   |
| nfirm password *                    |               |   |   |                  |              |                  |         |   |
|                                     |               |   |   |                  | CANCEL       |                  | REGISTE | R |
| User Self-service                   | ×             | TEP 4: REGISTRATION   | COMPLETE! NOW CHI   | ECK YOUR E       | MAIL         |                  | - (     | ב |
| → C <sup>a</sup> yvwlnm             | nssweb01      | unisselfservice.com/5059proc  | d/tyleridcore/userprovisioning  | g/#/register/cor | mplete?email | =jesss           | ☆       | J |
| SUser Self-Service                  |               |   |   |                  |              |                  |         |   |
| Registration complete               |               |   |   |                  |              |                  |         |   |
| • ·                                 |               |   |   |                  |              |                  |         |   |
|                                     |               |   |   |                  |              |                  |         |   |
|                                     |               |   | tions! You're registered.   |                  |              |                  |         |   |
|                                     | CH<br>One     | Congratula<br>CK THE EMAIL YOU REGIS<br>st step. Click the confirma | tions! You're registered.<br>TERED WITH TO CONFIR<br>ation link sent to Jacoba Long | M YOUR ACC       |              |                  |         |   |

| CITY OF BARSTOW UTILITY BILLING CUSTOMER SELF-SERVICE (CSS)<br>ONLINE PORTAL INSTRUCTIONS   |                    |
|---|--------------------|
| STEP 5: THE EMAIL WILL LOOK SOMETHING LIKE THIS - CLICK THE LINK TO CONFIRM   |                    |
| [Tyler Identity] Account Created  |                    |
| N noreply@tylertech.com<br>Tue 1/26/2021 9:30 AM 5 ≪ →  |                    |
| You created an account with Tyler Identity.   |                    |
| Username: june  |                    |
| Please click here to confirm your email address:  |                    |
| https://yvwlnmssweb01.munisselfservice.com/5059prod/tyleridcore/userprovisioning/#/email/<br>ailconfirm/MzhECD6x2L8E69iRcQ  | <mark>em</mark>    |
| Thanks!   |                    |
| Tyler Identity Administrator  |                    |
| Reply       Forward         THE LINK WILL TAKE YOU TO THIS SCREEN – CLICK THE LINK TO BE TAKEN BACK TO THE HOME PAGE  |                    |
| User Self-service X +   | ЦΧ                 |
| $4 \rightarrow 6$ A www.hpmssweb01.munisselfeenvice.com/5059pred/ty/aridcore/userprovisioning/#/amail/ama | » <b>n</b> :       |
| User Self-Service   | - <b>·</b> ·       |
| Email Confirmation  |                    |
| Thank you for confirming your email Click <u>here</u> to sign in.   |                    |
| IMPORTANT NOTE: IF YOU ARE TAKEN TO A PAGE ASKING FOR YOUR PHONE # AND AUTHENTIFICATION CO  | <mark>DE TO</mark> |
| CONFIRM YOUR ACCOUNT - DISREGARD - YOU CAN PROCEED TO THE NEXT STEP WITHOUT THAT INFORMA  | TION               |
|   |                    |
| CLICK THE ARROW TO GO TO THE SIGN IN PAGE & SIGN IN USING THE EMAIL & PASSWORD YOU JUST REGI  | STERED WIT         |
| MUNIS OnLine Home Page × +  |                    |
| ← → C   |                    |
| STRARSTOW STRANSFORMER S   |                    |

# **MUNIS Self Services**

Home



### CITY OF BARSTOW UTILITY BILLING CUSTOMER SELF-SERVICE (CSS) ONLINE PORTAL INSTRUCTIONS

#### PART 2: LINK YOUR TRASH & SEWER ACCOUNT(S)

| STEP 1: GO TO         | SEWER AND TRASH BILLING IN THE LEFT MENU – CLICK LINK TO ACCOUNT                       |    |             |      |
|-----------------------|--|----|-------------|------|
| BARSTOW               |  | \$ | È           | ٨    |
|                       | Sewer & Trash Billing Accounts   |    |             |      |
| Home                  | Select an account to work with.  |    |             |      |
| Customer Self Service |  |    | Link to Acc | ount |
| Sewer & Trash Billing | Linked accounts  |    |             |      |
| Accounts              | No Utility Billing accounts have been linked to this user.                             |    |             |      |
| Contact Us            |  |    |             |      |
| STEP 2. ENTER         |  | ]  |             |      |
|                       | TOOK ACCOUNT NOMBER AND COSTOMER NOMBER SHOWN ON TOOR BILL                             |    |             |      |
|                       |  | \$ |             | 4    |
|                       | Sewer & Trash Billing  |    |             |      |
| Home                  |  |    |             |      |
| Customer Self Service | FLEASE ENTER TOOR CITT OF BARSTOW ACCOUNT AND COSTOMER # BELOW.                        |    |             |      |
| Sewer & Trash Billing | Enter your City of<br>Barstow Account # *  |    |             |      |
| Accounts              | Enter your Customer # *  |    |             |      |
| Contact Us            | Submit Cancel  |    |             |      |
|                       | * indicates required field   |    |             |      |
| STEP 3: YOU W         | ILL BE TAKEN TO YOUR ACCOUNT SUMMARY – CLICK PAY NOW                                   |    |             |      |
| <b>SEBARSTOW</b>      |  | ۵. | È           | 4    |
|                       | Sower & Trach Billing  |    |             |      |
| Home                  | Account Summary  |    |             |      |
| Customer Self Service | Link to Account   Request Change of Address   Bill Delivery Preferences   Manage Bills |    |             |      |
| Sewer & Trash Billing | Billing Account  |    |             |      |
| Accounts              | Service Address  |    |             |      |
| Manage Bills          | Account Number Contraction   |    |             |      |
| Account Summary       | Bill Delivery Preference Mail  |    |             |      |
| Contact Us            |  |    |             |      |
| Contact US            | Your Current Balance   |    |             | _    |
|                       | Amount Due Now \$108.20 Pay New 2/28/2021  |    |             |      |
|                       | rayment Due Date 2/26/2021   |    |             |      |
|                       | AL   |    |             |      |



## CITY OF BARSTOW UTILITY BILLING CUSTOMER SELF-SERVICE (CSS) ONLINE PORTAL INSTRUCTIONS

| Account Summary       Server & Trash Billing<br>Manage Bills       Account Summary         Account Summary       A of       01/28/2021         Account Summary       A of       01/28/2021         Account Summary       A of       01/28/2021         Account Summary       Charges Pinding Bills (dir.yeur.2020 to 2020 on)       Canada Summary         Contact Summary       Charges Pinding Bills (dir.yeur.2020 to 2020 on)       Canada Summary         Contact Summary       Charges Pinding Bills (dir.yeur.2020 to 2020 on)       Canada Summary         Contact Summary       Charges Pinding Bills (dir.yeur.2020 to 2020 on)       Canada Summary         Contact Summary       Charges Pinding Bills (dir.yeur.2020 to 2020 on)       Canada Summary         Contact Summary       Charges Pinding Bills (dir.yeur.2020 to 2020 on)       Canada Summary         Contact Summary       Charges Pinding Bills (dir.yeur.2020 to 2020 on)       Canada Summary         Contact Summary       Canada Summary       Canada Summary       Canada Summary         Contact Summary       Account In AUTO PAY – PLEASE NOTE: YOU MULT FIRST MAKE A MANUAL         Anton Summary       Account Summary       Account Summary       Canada Summary         Ref       Account Summary       Canada Summary       Canada Summary       Canada Summary         Contentine Summary<  | STEP 2: SELECT                            | THE BILL YO  | U WANT <sup>-</sup>                              | TO PAY, TH  | HEN CLICK PA                      | AY                              |   |  |  |  |
|--|---|--|--|---|-----------------------------------|---------------------------------|---|--|--|--|
| store i Sei Service<br>A cocurt Number<br>A cocurt Number<br>A cocurt Number<br>A cocurt Summy<br>Contact Us<br>A of<br>Contact Contact Cont | ome                                       | Sewer &<br>Manage Bil                                | Trash B  | illing  |                                   |                                 |   |  | č  | Account Summa                                |
| Accounts       Accounts         Accounts       Accounts         Accounts       Accounts         Accounts       - efforce payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.         Contact Us       - efforce payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.         Pay Bill Bill Bill Bill Bill Bill Bill Bil   | ustomer Self Service                      | Service Addres                                       | s  |   |                                   |                                 |   |  |  |  |
| Accounts       As of       0/26/2021         Accounts       As of       0/26/2021         Accounts       • Brone payment of newer bills will be accepted, all past due bills must be included, starting with the oldest.         Accounts       Voltanding Bill, (eiryvan 3203 to 322 orly)       Show Pay         Contact Us       Voltanding Bill, (eiryvan 3203 to 322 orly)       Show Pay         Pay Bill Bill       Bill Date       Pay By       Charges       Pending       Balance Due       Date         Pay Bill       Bill       Bill Date       Pay By       Charges       Pending       Balance Due       Date         Pay Bill       Bill       Bill Date       Pay By       Charges       Pending       Balance Due       Date         Pay Bill Category       14724       1/25/2021       2/28/2021       Stoo   | a Tack Billion                            | Account Numb   | er   |   |                                   |                                 |   |  |  |  |
| Accurst with the older. A starting with the olde   | ewer & Trash Billing                      | Acof   | 0  | 1/26/2021   |                                   |                                 |   |  |  |  |
| Name<br>Contact ison <ul> <li></li></ul>   | Accounts                                  | A3 01  | 0  | 1/20/2021   |                                   |                                 |   |  |  |  |
| Account Summy Contact Us Payee and Contact Us Wile Account ID Account ID Status Us Payee and Contact Us Payee Bills Payee Account ID Status Us Payee Payee Account ID Status Us Payee Payee Account ID Status Us Payee Payeee Payee Pay   | Manage Bills                              |  |  |   |                                   |                                 |   |  |  |  |
| Contact Us       Outsource with a Bill       Bill       Bill       Bill       Bill       Bill       Date       Pay By       Charges       Pending       Balance Due       Date       <   | Account Summary                           | Before pa  | yment of newe                                    | er bills will be ac                               | cepted, all past-du               | e bills must be                 | included, start                             | ing with the ol                                      | dest.  |  |
| Pig Bill       Bill       Bill Date       Pig by pig Charges       Pending       Balance Due       Data         Pig Dist       Bill Date       14724       1/25/2021       2/28/2021       50.00       50.00       5108.20       Bill Date       Bill Date       Pig   | Contact Us                                | Outstanding Bil                                      | Is (bill years 202                               | 0 to 2022 only)                                   |                                   |                                 |   |  |  | Show Past I                                  |
| Image Selfsex       14724       1/25/2021       2/28/2021       50.00       50.00       5108.20       Bill Dete         Total Die: 5108.20         Total Die: 5108.20      <   |   | Pay Bill   | Bill   | Bill Date   | Рау Ву                            |                                 | Charges                                     | Pending  | Balance Due  | Deta   |
| Part Self Service         Per Self Service   |   |  | 14724  | 1/25/2021   | 2/28/2021                         |                                 | \$0.00                                      | \$0.00   | \$108.20   | Bill Deta                                    |
| Part of the service   |   |  |  |   |                                   |                                 |   |  | Total Due: \$108.20  |  |
| Provide the service of the service   |   |  |  |   |                                   |                                 |   |  |  |  |
| Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, then die 'Pa         Tep 3: you wald like to pay now, the die 'Pa         Tep 3: you wald like to pay now, the die 'Pa         Tep 3: you wald like to pay now, the die 'Pa         Tep 3: you wald like to pay now, the die 'Pa         Tep 3: you wald like to pay now, the die 'Pa         Tep 3: you wald like to pay now, the die 'Pa         Tep 3: you wald like to pay now, the die 'Pa         Tep 3: you wald like to pay now, the die 'Pa         Tep 4: tep 4: tep 5: pai you pa         Tep 4: tep 5: pai you pa         Ter 5: pai you pa         Tep 4:  |   |  |  |   |                                   |                                 |   |  |  | Pay  |
| TEP 3: YOU WILL HAVE OPTION TO ENROLL IN AUTO PAY – PLEASE NOTE: YOU MUST FIRST MAKE A MANUAL<br>AVMENT IN ODER TO ENROLL – CLICK CONTINUE TO PAY THE BILL<br>ne to the set servee<br>the tother Set Servee   |   |  |  |   |                                   |                                 |   | select   | bills you would like to pay  | now, then click "Pa                          |
| AVMENT IN ORDER TO ENROLL – CLICK CONTINUE TO PAY THE BILL  A COUNT Self Service  A Crownel Self Service  P  P  Contact Us  P  P  Contact Us  P  Contact Us  P  Contact Us  Co   | rep 3: You w                              | ILL HAVE OP  | TION TO E  | ENROLL IN   | AUTO PAY -                        | - PLEASE N                      | <mark>IOTE: YO</mark> l                     | <mark>J MUST F</mark>                                | IRST MAKE A M  | <mark>ANUAL</mark>                           |
| Image Self Service<br><ul> <li></li></ul>  | AYMENT IN C                               | ORDER TO ENI   | ROLL – CL  | ICK CONTI   | NUE TO PAY                        | THE BILL                        |   |  |  |  |
| Accounts Manage Bills<br>Account Summary<br>Contact Us   | tomer Self Service<br>ver & Trash Billing | As a convenier<br>you to enroll o<br>Fully Enrolled. | nce to you, w<br>or delete enro<br>If pending, t | ve offer an op<br>ollments base<br>hen you will s | d on different b<br>d be required | ill types you j<br>to make payr | d Payment" s<br>pay on a reg<br>ments manua | service. If yo<br>jular basis. Ei<br>ally until full | u wish to use this ser<br>nrollment status can<br>enrollment is achiev | vice, this page a<br>either be Pendir<br>ed. |
| Manage Bills       Bill Category       Account ID       Status         Account Summary       UB Services - General       2077128       Not enrolled in automatic credit card payments.       enroll         Contact Us       Enrol       Continue       Cancel   | Accounts                                  | Current enrollme                                     | ents   |   |                                   |                                 |   |  |  |  |
| Account Summary<br>Contact Us UB Services - General 2077128 Not enrolled in automatic credit card payments. enroll<br>Contact Us Continue Contact Us Continue Contact Us Continue Contact Us Continue Contact Us Encoded Contact Us Contact U   | Manage Bills                              | Bill Category  |  | Account ID  | Status                            |                                 |   |  |  |  |
| Contact Us Contact Us Continue Contact Us   | Account Summary                           | UB Services - Gen                                    | eral   | 2077128   | Not enrolled i                    | in automatic cre                | dit card payme                              | ents.  | enroll   |  |
| Contact Us Continue Cancel   TEP 4: ENTER MOUNT IF DIFFERENT THAN BALANCE, CLICK CONTINUE   Pay Bills     Itemer Self Service   Ware & Trash Billing   Accounts   Manage Bills   Accounts Summary   Contact Us   |   |  |  |   |                                   |                                 |   |  |  |  |
| Image Bills   Contact Us   | Contact Us                                |  |  |   |                                   |                                 |   | Continu  | e Cancel   |  |
| Image Bills   Accounts     Manage Bills   Accounts Summary   Contact Us  |   |  |  |   |                                   |                                 |   |  |  |  |
| Pay Bills   ne   tomer Self Service   ter & Trash Billing   Accounts   Manage Bills   Account Summary   Contact Us   |   |  |  |   |                                   |                                 |   |  |  |  |
| Pay Bills   Bill Description Bill Year Bill Date Bill Number Due Date Balance Due Now Payment Amount   Utilities 2021 1/25/2021 14724 2/28/2021 \$108.20 \$ 108.20 \$ 108.20   Accounts Manage Bills   Account Summary   Contact Us  | EP 4: ENTER                               | AMOUNT IF  | DIFFEREN   | T THAN BA   | ALANCE, CLI                       |                                 | NUE   |  |  | ~' 🖬   |
| Fay Diffs         Imme       Bill Description       Bill Year       Bill Date       Bill Number       Due Date       Balance       Due Now       Payment Amount         tomer Self Service       utilities       2021       1/25/2021       14724       2/28/2021       \$108.20       \$ 108.20         ver & Trash Billing       Accounts       Vertice       Vertice <td< td=""><td></td><td>Day Bills</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>   |   | Day Bills  |  |   |                                   |                                 |   |  |  |  |
| Bill Description     Bill Year     Bill Date     Bill Number     Due Date     Balance     Due Now     Payment Amount       tomer Self Service     Utilities     2021     1/25/2021     14724     2/28/2021     \$108.20     \$ 108.20       wer & Trash Billing       Accounts       Manage Bills       Account Summary       Contact Us   | 20  | ray Dilis  |  |   |                                   |                                 |   |  |  |  |
| tomer Self Service   Utilities   2021   1/25/2021   14724   2/28/2021   \$108.20   \$108.20     108.20     108.20     Continue     Contact Us  | ile .                                     | Bill Description                                     | Bill Year  | Bill Date   | Bill Number                       | Due Date                        | Balance                                     | Due Now  | Payment Amount   |  |
| Accounts Account Summary Contact Us  | tomer Self Service                        | Utilities  | 2021   | 1/25/2021   | 14724                             | 2/28/2021                       | \$108.20                                    | \$108.20   | \$ 108.20  |  |
| Continue     Cancel       Account Summary     Contact Us   | ver & Trash Billing                       |  |  |   |                                   |                                 |   |  |  |  |
| Manage Bills     Continue     Cancel       Account Summary     Contact Us     Contact Us     Contact Us  | Accounts                                  |  |  |   |                                   |                                 |   |  |  |  |
| Account Summary<br>Contact Us  | Manage Bills                              |  |  |   |                                   |                                 |   | Continu  | e Cancel   |  |
| Contact Us   | Account Summary                           |  |  |   |                                   |                                 |   |  |  |  |
| Contact Us   | a   |  |  |   |                                   |                                 |   |  |  |  |
|  | Contact Us                                |  |  |   |                                   |                                 |   |  |  |  |
|  |   |  |  |   |                                   |                                 |   |  |  |  |

| CITY OF BARSTOW<br>CALIFORNIA'S<br>CROSSROADS OF OPPORTUNITY | ARSTOW UTILITY BILLING CUSTOMER SELF-SERVICE (CSS)<br>ORTAL INSTRUCTIONS |  |
|--|--|--|
| STEP 5: ENTER YOUR CREDIT CARD                               | AND BILLING INFORMATION, CLICK MAKE PAYMENT                              |  |
| C බ ⊡ https://ws.paygatev                                    | way.com/HostPayService/v1/hostpay/paypage/                               |  |
| Payment Processing: enter                                    | r values as prompted below   |  |
| Total Amount (\$):   | \$108.20   |  |
| Utilities - General Bill:                                    | 14724  |  |
| Card Information   |  |  |
|  |  |  |
| Card Number:*  |  |  |
| Expiry Date:*  | ~  |  |
| CVV: ?   |  |  |
| Customer Information   |  |  |
| Customer Title:  |  |  |
| First Name:*   |  |  |
| Middle Name:   |  |  |
| Last Name:*  |  |  |
| Company Name:  |  |  |
| Address One:   |  |  |
| Address Two:   |  |  |
| City:  | Barstow  |  |
| Country:   | ~  |  |
| State or Province:   | CA   |  |
| Postal Code:   | 92311  |  |
|  | Make Payment   |  |

#### STEP 6: YOU'RE ALL DONE! PAYMENT CONFIRMATION SCREEN WILL PROVIDE YOUR CONFIRMATION NUMBER

#### Pay Bills

ome

tizen Self Service

tility Bills

| Bill Description   | Due Nov    |
|--|------------|
| Payment Amount   |            |
| You may want to print this page for your records.                                  |            |
| Your payment has been submitted and should be reflected by the end of the next bus | iness day. |
| Your Confirmation Number is 769604289<br>Your Authorization Code is 000160         |            |
| Vour payment has been successfully processed                                       |            |

| Payment Amount   |          |                |
|------------------|----------|----------------|
| Bill Description | Due Now  | Payment Amount |
| Utilities 14724  | \$108.20 | \$108.20       |
| Subtotal         |          | \$108.20       |
| Total            |          | \$108.20       |
| Billing Address  |          |                |
| Name             |          |                |
| Address          |          |                |
| City State Zip   |          |                |
| Phone Number     |          |                |
| E-mail           |          |                |