



G4 Web Portal End User's Guide

United Systems & Software, Inc.

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The Login Screen

When customers open the link to the utility's web portal, they will see a login screen. Customers can use this screen to:

Log In

Register an account

Retrieve a forgotten password

Logging In

To log into an account, simply enter the registered user name and password.



Register an Account

Selecting *Register* on this screen takes a new user to the **Account Registration** screen, where customers can sign up for Web Portal online payment service.



A current bill *must* be available for reference during the registration process. The bill will be used to verify the customer's identity.

First Name – Users should enter their first name as it appears on their account.

Last Name – Customers should enter their last name as it appears on their account.

Username – Customers should create a username which can be used upon login. Advise customers to choose something that will be unique but easy to remember.

Email – Customers should enter an email address to associate with this account. This email address will be used to:

- Change the password in the event that it is forgotten.
- Receive online bills.
- Receive messages from the utility.

Email Notification Setting – Customers can choose whether or not to receive emails from the utility here. This preference can also be changed under the user's account settings.

Phone Number – Customers should enter a phone number which the utility can use to contact them.

Password – Customers should enter a password that is secure, but easily remembered. It is recommended that customers choose a password that:

- Contains a combination of letters, numbers, and characters
 - Web portal passwords **must** be between 8 and 15 characters total
 - Only the following special characters are allowed: @ * #
- Contains both upper and lowercase letters
- Does not use easily obtainable names, sensitive information, etc., including:
 - Pet's names, children's names, or spouse's names
 - Social security numbers or dates of birth for the user or their family members

Account Number – Customers should enter their account number here. The account number appears on the customer's bill.

Present Meter Reading – Customers should enter their meter reading from a current bill. This is used to confirm that the user is the account holder and has the right to create an online account. The Web Portal can accept the Present Reading, Previous Reading, or the Reading prior to the Previous Reading to validate an account holder.

If the customer enters a meter reading that is not valid, an error message will appear.

PRESENT METER READING

3252355

Last month's usage is not valid



Some utilities allow customers the option of entering their present current balance instead. Enter a 0 for the present meter reading, then enter the current bill amount. Note that this is for customers who have *no metered services*. If using a metered service, entering the current bill amount will not work.

What's 2 + 2? (Prove You're Human) – This field is a preventative measure to deter spam. Simply answer the question.

Retrieve a Forgotten Password

Forget Your Username/Password?

We will email the username and a temp password for your account,

USER NAME OR EMAIL

Request Reset

A customer may forget their password. If they click the "Go" button under "Forget your User Name/Password?" An email will be sent to the email address that they used for initial registration for this account. This email will provide the user's username and a temporary password. This temporary password should be set to a different password upon successfully logging in.

Customers may run into a problem in which the address that they used to initially register their account is no longer in use or accessible. Thus, they can't receive the email to reset their password.

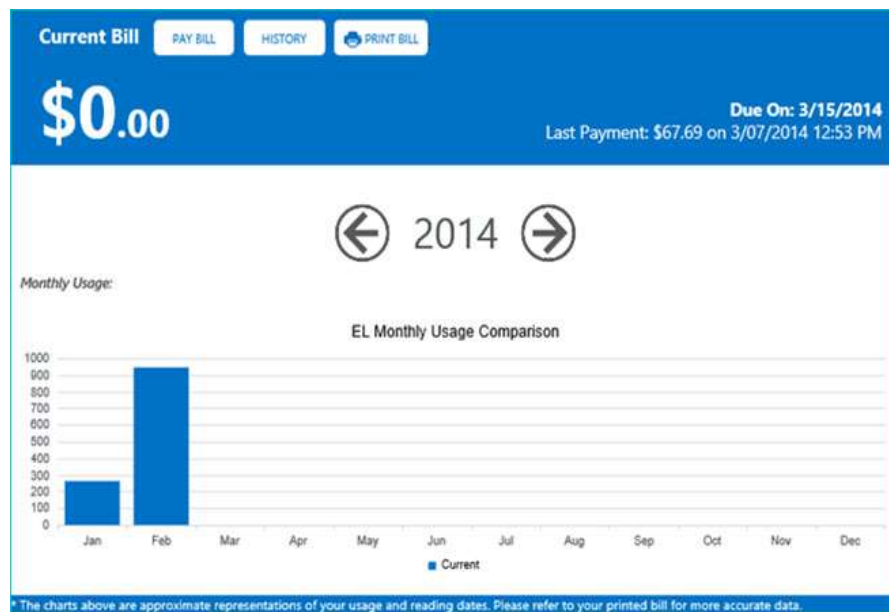
If this is the case, web portal managers reset the user's account.

After Logging In

Users will see a set of four buttons at the top of the screen: View Bills, Pay Bills, Account, and Sign Out.



View Bills



The top of this screen displays the **total amount** that the user currently owes as well as when payment is due, when the last payment was made, and what amount was paid last time.

Below this information are **charts** displaying the monthly amount of consumption for metered services. For example, if a user has a water service, they will be able to see how much water they used each month for the past year. Users can also view years as far back as information is available.

On this screen are three buttons: **Pay Bill**, **History**, and **Print Bill**.

Pay Bill

Clicking this button allows the user to pay their current bill. It functions essentially the same way as clicking the Pay Bill button at the top of the screen.

Print Bill

Clicking the Print Bill button loads an electronic copy the customer's bill. The following is an example:

Boston Municipal - new site
1234567892

Billing Address
[Redacted]

Account Information
[Redacted]

Service Description	Meter	Previous Reading Date	Previous Reading	Present Reading Date	Present Reading	Usage	Charges
Electric -E		12/30/2013	48925	01/28/2014		977	\$81.72
Garbage -T							\$18.00
Water -W		01/02/2014	41	02/03/2014		1	\$6.23
Local Tax							\$2.63

Total Due: \$108.08
Due By: 03/15/2014
Late Penalty: \$10.81
Amount Due After 03/15/2014: \$118.89

FAY YOUR BILL ONLINE AT
WWW.CORBINUTILITIES.COM
CONTRIBUTIONS TO LIFE PROGRAM: _____

Period	Days	Total Usage	Daily Avg.
Current Period	30	977	32.5667
Previous Period	28	793	25.1071
Same Period Last Year	27	684	25.3333



This process can sometimes take a little while, depending upon how long the user has been a customer.

History

Clicking the History button displays all transactions for the customer's account for the last 13 months.

Boston Municipal - new site Transaction History - last 13 months

Current Balance
\$63.00 [PRINT](#) [BACK](#)

Transaction Date	Code	Description	Check Number	Amount	Balance
03-10-2014	EL	Cash Payment		(\$45.08)	\$63.00
02-26-2014	EL	Electric Billing Chg		\$83.66	\$108.08
02-26-2014	GB	Garbage Billing Chg		\$18.00	\$24.42
02-26-2014	WT	Water Billing		\$6.42	\$6.42
	EL	Cash Payment		(\$63.00)	\$0.00

At the bottom of this screen is a row labeled *Previous Balance in History*. This is the starting point for the last 13 months of activity. Clicking the Download button allows customers to download a copy of this information.

12-09-2013	WT	Last Payment		(\$4.36)	\$22.87
11-27-2013	EL	Electric Billing Chg		\$37.87	\$60.23
11-27-2013	GB	Garbage Billing Chg		\$18.00	\$22.36
11-27-2013	WT	Water Billing		\$4.36	\$4.36
Previous Balance in History					\$0.00
Download					

Multiple Accounts

Most users will only view information for their account. However, if a user pays bills for *multiple* accounts, they can associate more than one account with their account and both view usage and pay bills for all accounts. For example, a landlord may want to use this feature. To add a new account, click the tab with a "+" symbol. Users will be prompted to enter the account's name, number, and present reading.



Some utilities also allow customers the option of entering their present current balance instead of a present reading. Enter a 0 for the present reading, then enter the current bill amount. Note that this is for customers who have *no metered services*. If using a metered service, entering the current bill amount will not work.

Users can view totals for all accounts on the **Overview** tab. The usage for each account will be totaled on the charts and the bill amount will be a *sum* of the amount due for all accounts.

Users can view information for *each individual account* by clicking the tabs at the top of the chart. Tabs will be labeled with the "nickname" for the user set up on the account.

Pay Bills

This screen shows users how much they currently owe. This amount shows in the amount to pay column automatically, but can be changed.

Pay Bills						
Pay	Account Number	Nickname	Account Name	Service Address	Amount Due	Pay Amount
<input checked="" type="checkbox"/>		James	JAMIE BEGLEY		\$63.00	63
<input checked="" type="checkbox"/>		Ken	KENNETH BLAIR		\$79.14	79.14

* Please note that payments made online will be posted the following business day

** The Amount Due shown above may not reflect current payments and/or adjustments to your balance for 48+ hours. If you have questions or comments regarding your balance please call our office at (618) 542-2465.

Total Due (Selected Accounts): **\$ 142.14**
Designated Amount: **\$ 142.14**

[Pay by Credit/Debit Card](#)

Users can choose to:

Pay by Credit/Debit

Card: This takes users to the utility's designated credit/debit card processor.

Pay by Bank Draft: This draws the payment from the user's bank account directly.



Payment web sites are hosted by a third-party processor.

- Each processor will offer looks and features that vary depending on the vendor.
- Some payment portals are set up to accept bank drafts and some are not.

Account

This screen allows users to change a variety of information about their online accounts.

Edit

Clicking Edit allows users to change the information that they used to create their accounts: their username, first name, last name, associated email address, email notification settings, and phone number.

Click **+ Confirm Changes** to save any changes to this information.



The Email Notifications Settings have three choices: *Disallow Notifications, Bill Notifications Only, or all Email Notifications.*

Update Password

Clicking Update Password allows customers to change their passwords. Customers need their username or setup email and their old password.

The "Show Password" box shows what is being typed; otherwise, the new password will appear as a series of dots in the box to conceal the new password.

Web portal passwords must be between 8 and 15 characters total. Only the following special characters are allowed: @ * # .

Click *Update Password* to update the password.



Send *UtilityName* A Message

This screen will have the name of the utility in the button. Customers can send the utility a written message with this feature, just like a normal email.

+Add a New Account

This button allows the user to attach an additional account to their webportal account. This is useful for landlords or anyone who pays the bill for multiple accounts.

Edit

Clicking the Edit button allows the user to change the name of any accounts attached to the customer's account *or* remove an account from their web portal account.

Sign Out

Click this button to log out of the web portal.