

Customer Portal Registration & Account Setup

INSTRUCTIONS:

Use the instructions contained within this guide to register for and set up your Customer Portal. Making payments directly through the Customer Portal online is not required. The Portal offers many additional benefits to customers, including viewing current and previous bills, signing up for paperless billing, viewing consumption data, setting up account notifications, managing multiple accounts, and establishing automatic payments online.

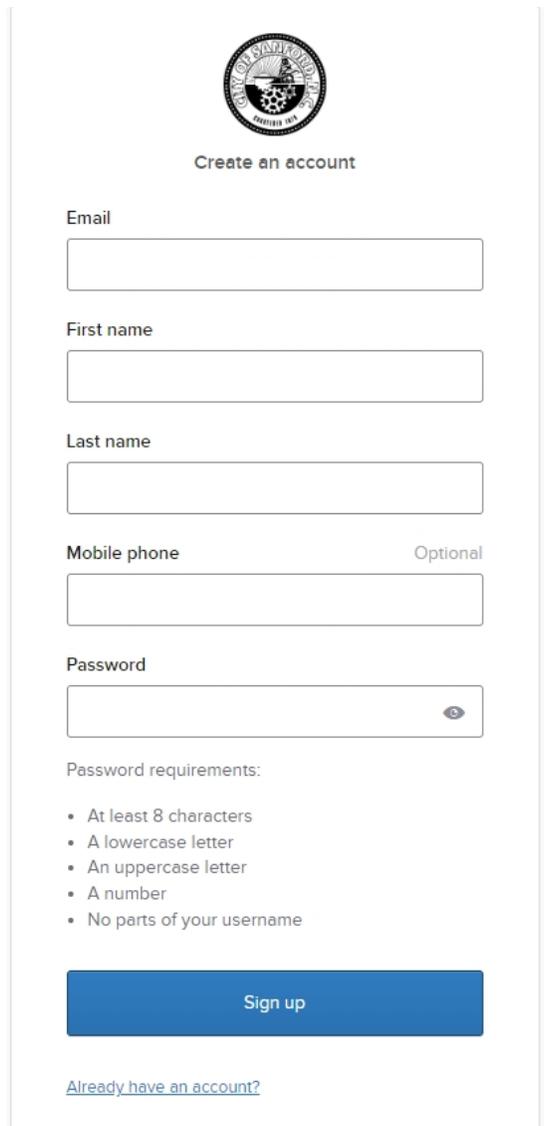
1. To begin, visit our City of Sanford Utility Billing Webpage at <https://sanfordnc.municipalonlinepayments.com/sanfordnc/utilities>
2. Click **“Sign In/Register”** in the upper right-hand corner of the webpage.



3. To create a new account, click **“Create an account”** at the bottom of the page.

A screenshot of a login and registration page. At the top center is the City of Sanford seal. Below it, the text reads "Sign In to community access services for City of Sanford." There are four social login options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator. Underneath is a text input field labeled "Email address". Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. At the bottom of the page, a button labeled "Create an account" is highlighted with a red rectangular box. There are also links for "Unlock account?" and "Help" near the bottom.

4. Complete the form fields. Enter your email, name, phone, and password. Your password must be at least 8 characters long and contain at least one number, one lowercase letter, and one uppercase letter. When completed, select **“Sign up.”** The system will send a verification code email to the email address entered.





Create an account

Email

First name

Last name

Mobile phone

Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

Sign up

[Already have an account?](#)

5. When you enter a valid email address, password, and full name, the system sends a confirmation email to the email address you entered.
6. Go to your email inbox. You will receive a verification email from “Community Access Identity (noreply@identity.tylerportico.com)” with the subject line **“Welcome to your Community Access Account.”** Key the verification code found at the bottom of the email into the box to finish creating your account.

Welcome to your Community Access account



Community Access Identity <noreply@identity.tylerportico.com>
4/8/2024 12:50 PM
To:



Hi

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code:
138301

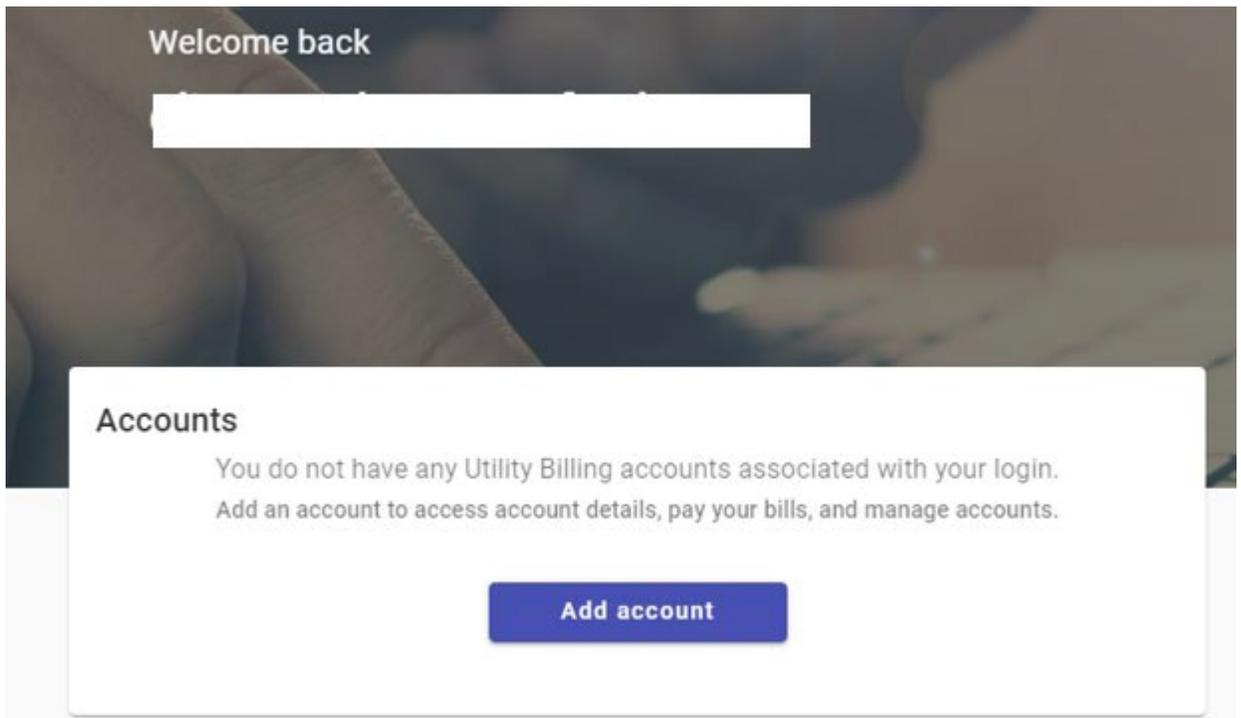
This is an automatically generated message from Community Access. Replies are not monitored or answered.

NOTE: Please check your filters and junk/spam for an email from noreply.

IMPORTANT: Each customer is responsible for managing their Customer Portal. The City of Sanford Customer Service department does not maintain customer passwords or have the authority to reset them. To reset your password, select "Forgot password?" and follow the steps within your web browser. If your account becomes locked for any reason, select "Unlock account."

Add Your Utility Services Bill Account

1. Once you have created your account, you must connect it to your bills. Once logged in, click **"Add account."**

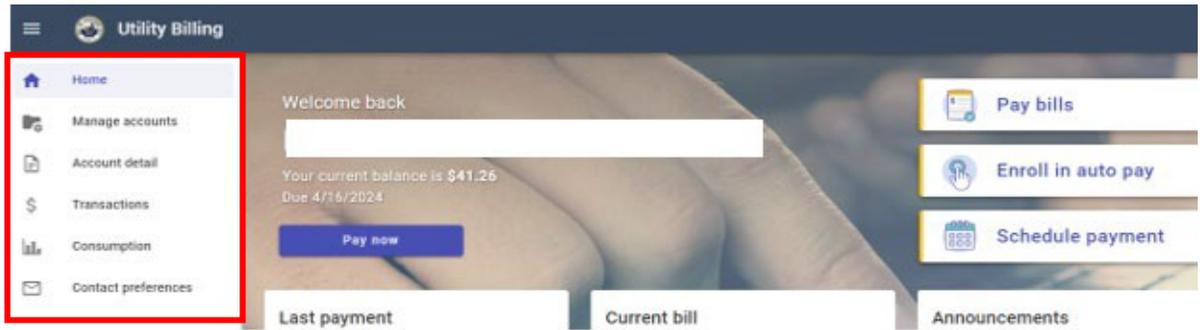


2. Enter your **Account Number** and **Customer Number**.
3. You can find these numbers on your bill in the top right corner. In the following example, **123456-7890**, 123456 is the customer number, and 7890 is the account number. If you do not know your account and customer numbers, please contact us at 919-775-8215 or waterdept@sanfordnc.net.

4. Select **"Add Account"**

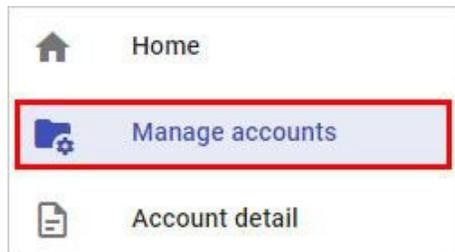
A screenshot of a form titled "Let's find your account". At the top is an icon of a document with a magnifying glass. Below the title are two input fields. The first is labeled "* Account Number" with a red asterisk and a small instruction below it: "Please enter the account number shown on your bill." The second is labeled "* Customer Number" with a red asterisk and a small instruction below it: "Enter the customer number shown on your bill." At the bottom of the form are two buttons: a white "Cancel" button and a blue "Add account" button.

5. After linking an account, you will be directed to your **Customer Portal Dashboard**. The screen contains a snapshot of your account information. To view previous bills and water consumption history, use the navigation menu in the left column.



Adding Multiple Accounts

1. If you have bills for multiple properties, you must add each account. Go to “Manage Accounts” in the left sidebar to add multiple accounts.



2. Click **Add Account** on the Manage Accounts page. Enter the **Account and Customer Numbers** for each additional account.

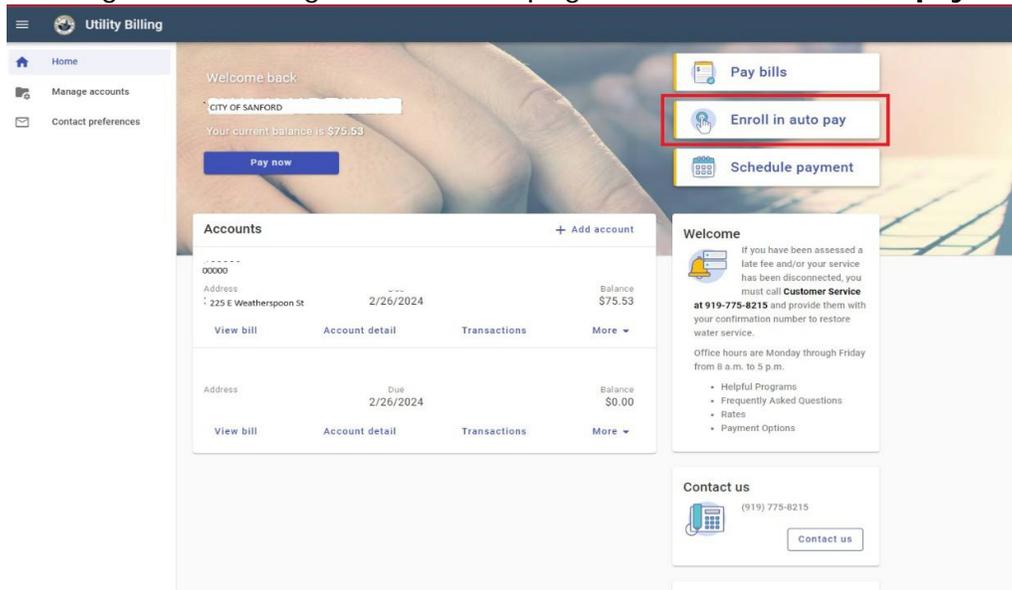
NOTE: If you move, you will be able to link your new City of Sanford Utilities Account Number to your existing Customer Portal. To remove an account, click the delete (trash can) button to the right of the account.

(OTHER PORTAL OPTIONS)

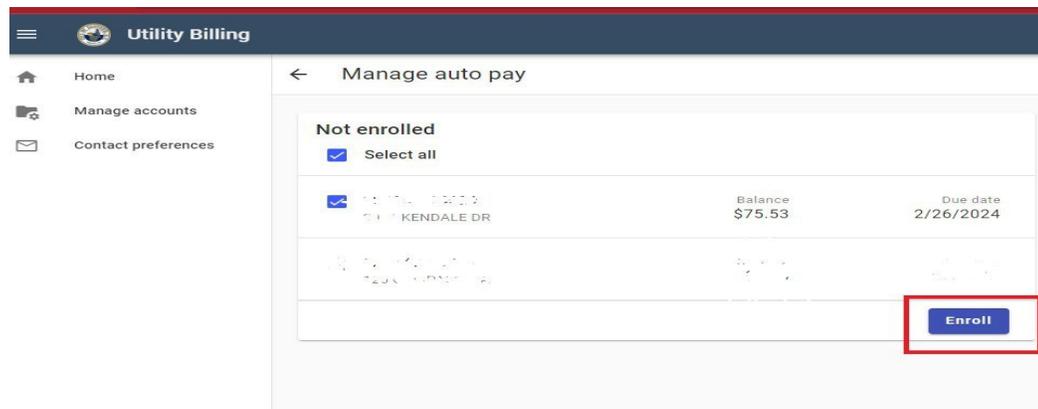
1. Set your preferred account email notifications within the **Contact Preferences** menu.
2. Update or change your contact information by first clicking the **User Menu** in the upper right-hand corner of the webpage and then selecting **Profile**.
3. Depending upon the method used to register your account, your user profile will have one of the following layouts. The most common layout is a customizable user profile. To access and/or change your contact information or account preferences, click on the menu options located in the left-hand column.

Enroll in Auto-Pay

1. Go to <https://sanfordnc.municipalonlinepayments.com/sanfordnc/utilities> and log in. On the right side of the page, click **“Enroll in auto-pay.”**



2. Check the account to enroll. Click **“Enroll”** next to the billing account you would like to set up with auto-pay.



3. Choose when you want your auto-pay to be charged (drafted).

Payment day

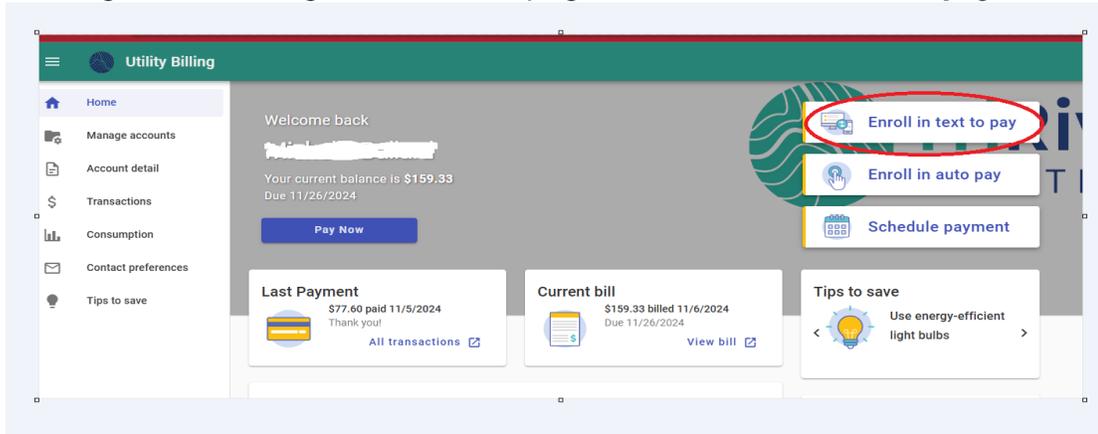
I want my payment to draft on my due date.

I want my payment to draft on this day every month

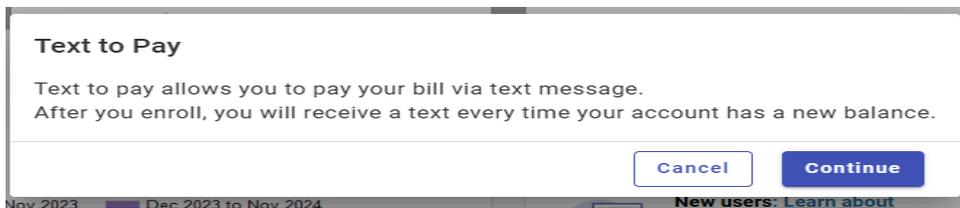
4. Key in payment method information for your credit card.
5. Click “Enroll Now”. You are now enrolled in auto-pay.

Enroll in Text to Pay

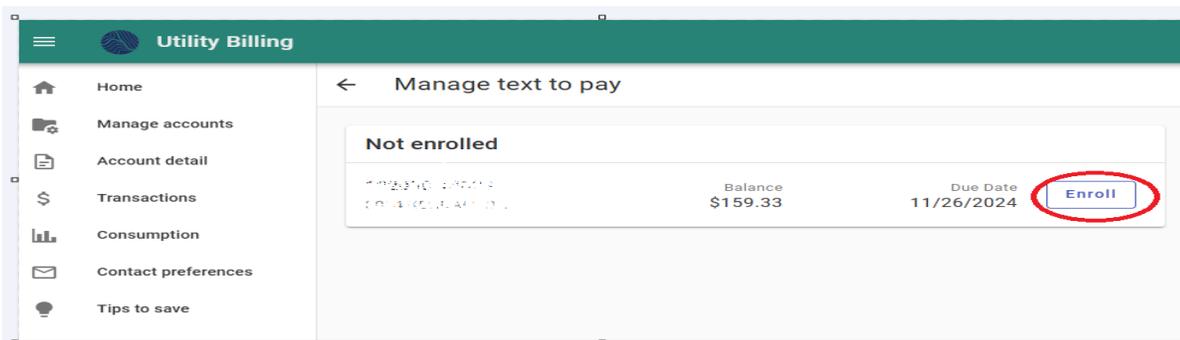
1. Go to <https://sanfordnc.municipalonlinepayments.com/sanfordnc/utilities> and log in. On the right side of the page, click **“Enroll in text to pay.”**



2. Check the billing account you would like to enroll with pay by text, click **“Enroll in text to pay.”** A pop-up message will appear; select **“continue.”**



On the next screen, select **“Enroll”** to pay by text.



3. Type in your mobile phone number,
Select “**I agree to the terms of service,**”
Type in the payment method information for your credit card.

KENDALE DR

* Phone Number

Terms of Service
Standard data and message rates may apply.

I agree to the terms of service. *

Payment method

Card number

MM YYYY

Cardholder name

Address

Billing ZIP code Security code

Cancel Enroll now

4. Click “**Enroll Now**”.
You are now enrolled in pay-by-text.

How to Cancel or Stop Autopay or Text to Pay

1. Go to <https://sanfordnc.municipalonlinepayments.com/sanfordnc/utilities> and log in. (Account Portal)
2. Click **Manage auto pay** or **Manage text to pay**.
3. Accounts in the *Enrolled* section indicate there is an Autopay or Text to Pay Record. Click the **Vertical Dots**, and then **Cancel Autopay or Text to Pay**.
4. A popup will stating "Are you sure you want to cancel Auto Pay or Text to Pay? By doing so, you are still responsible for making payments on time." Click **Cancel Auto Pay or Text to Pay**.
5. The account should now appear as *Not Enrolled* when viewing *Manage Autopay* or *Manage Text to Pay*.