Contents

Creating your account for the first time
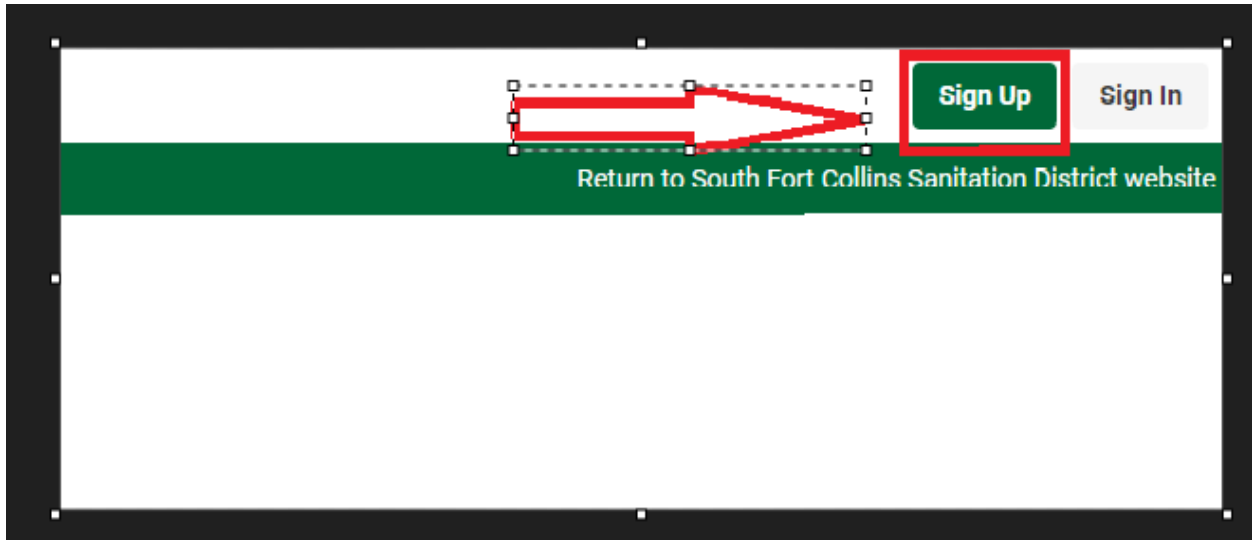
- Navigate to Gardencitypayments.com and select" sign up"

- Once you select sign up you will be asked to enter your email and password
- Once you have filled in the information select create an account

- Once the create account button is selected you will be presented with the opportunity to link your utility account. You will need account number, billing zip code, and name on the account.
    a. You can choose to skip this step and link your account at a later time by selecting the "Skip" button

b. either way you choose you will next be presented with the personal

information

      i. It is recommended that you fill this information in, however you may skip it if you choose by selecting "skip" at the bottom.
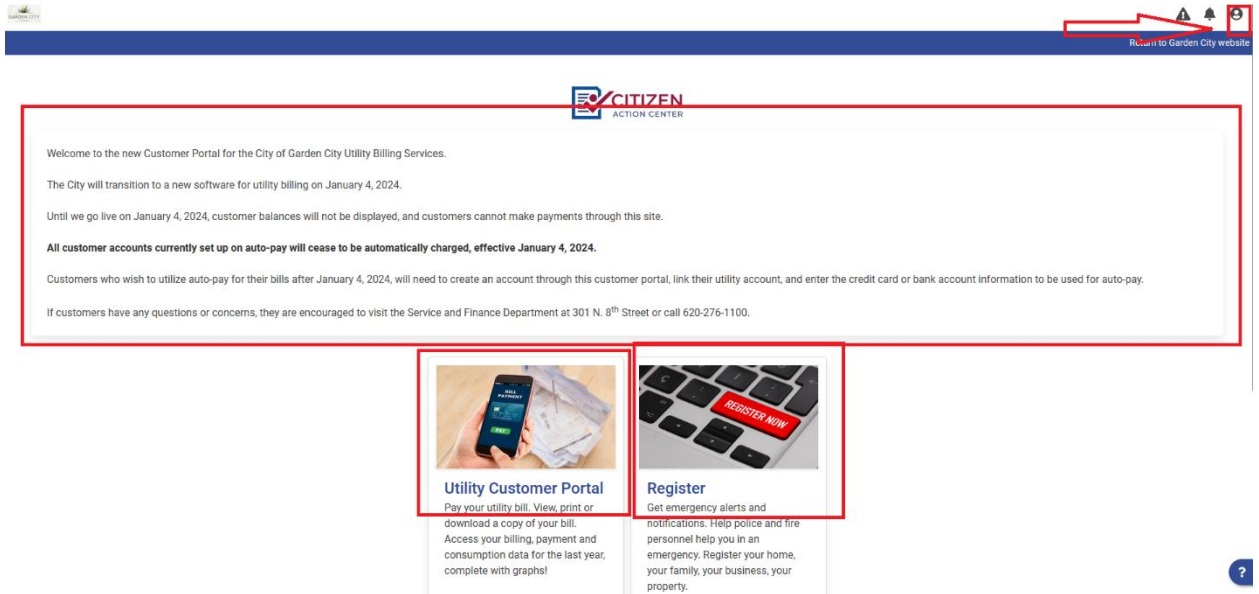
Add Personal Information (Optional)

Personal Information
This information can be entered after login in profile section. If this information does not match the information found on your utility account, please update it.

Type

Personal ⌄

Name

Name

Address

Address

City   Zipcode

State ⌄

Contact Information

Contact Number *

Primary Contact Method

Email ⌄

Skip

- Once you have completed these steps you will be directed to the landing page where you may select to view your profile information and store payment information, or you may select utility portal or register.

- Note in the example below all pertinent information relating to the city will show in the top banner.

CITIZEN ACTION CENTER

Welcome to the new Customer Portal for the City of Garden City Utility Billing Services.

The City will transition to a new software for utility billing on January 4, 2024.

Until we go live on January 4, 2024, customer balances will not be displayed, and customers cannot make payments through this site.

All customer accounts currently set up on auto-pay will cease to be automatically charged, effective January 4, 2024.

Customers who wish to utilize auto-pay for their bills after January 4, 2024, will need to create an account through this customer portal, link their utility account, and enter the credit card or bank account information to be used for auto-pay.

If customers have any questions or concerns, they are encouraged to visit the Service and Finance Department at 301 N. 8th Street or call 620-276-1100.

Utility Customer Portal
Pay your utility bill. View, print or download a copy of your bill. Access your billing, payment and consumption data for the last year, complete with graphs!

Register
Get emergency alerts and notifications. Help police and fire personnel help you in an emergency. Register your home, your family, your business, your property.
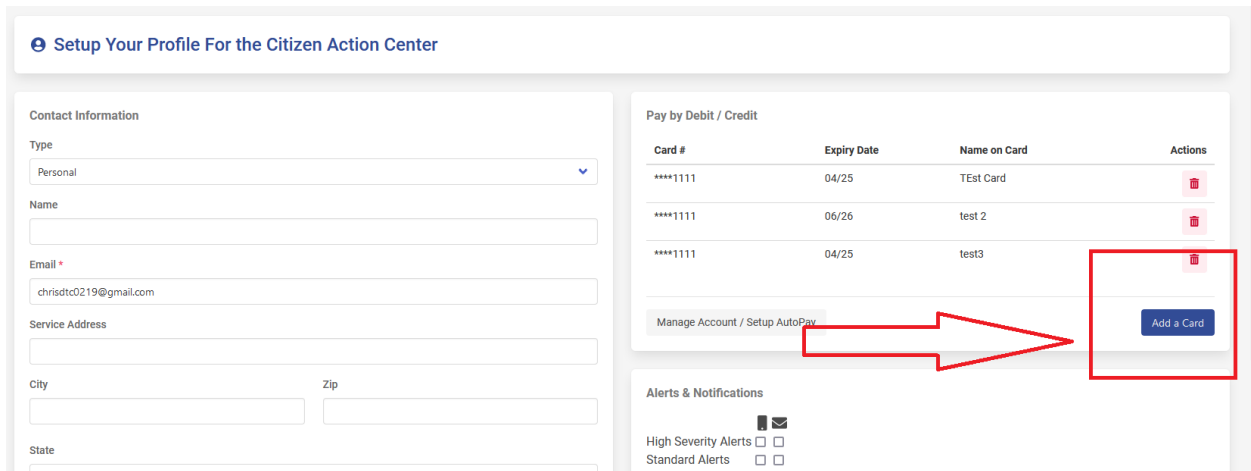
Storing Your Card Information

- Sign in
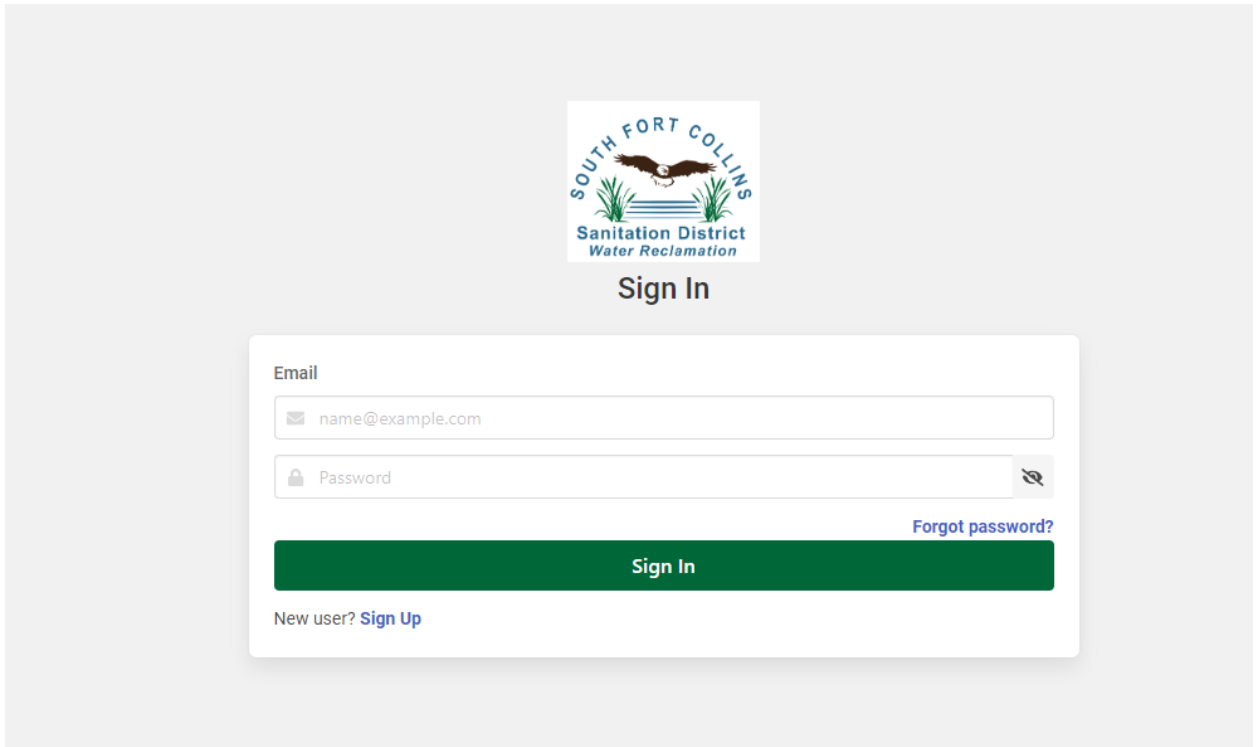
- Once you are logged in select the profile icon at the top right of the screen

- From the profile menu you can add a stored payment method
  a. This can be either a credit card or bank account
  b. To add a credit card
      i. Select add a card under Pay by Debit/Credit

ii. Once you select the add a card option the box will appear to add your information on the card

iii. Enter your information and select the save button

Save payment information

Card Information

* Name (as it appears on card) : Test Customer

* Card Number : 4111111111111111

* Expiration Date : Jul / 2028

* CVV2 / CID : 411

Description :

Billing Information

Country : United States

Address 1 : 95 E 10th Street

Address 2 :

City : Bloomsburg

State : PA - Pennsylvania

Postal Code : 17815

Submit

Cancel

iv. Once the save button is selected a loading screen will appear
v. Once the loading screen has completed and the add card information box goes away you will see the card added to your list

Pay by Debit / Credit

Card #	Expiry Date	Name on Card	Actions
****1111	04/25	TEst Card	🗑
****1111	06/26	test 2	🗑
****1111	04/25	test3	🗑
****1111	07/28	Test Customer	🗑

Manage Account / Setup AutoPay   Add a Card

c. To add a bank account
   i. Under the pay by E Check information select Add A bank account

Pay by E-check Information

Account #	Bank Routing #	Name	Actions
****2345	031305936	Test	🗑
****5412	031305936	test	

ii. Once selected the save payment information box will appear
iii. Fill out the appropriate information
iv. Select the submit button

v. Once the save button is selected a loading screen will appear
vi. Once the loading screen has completed and the add payment information box goes away you will see the account added to your list

Pay by E-check Information

Account #	Bank Routing #	Name	Actions
****2345	031305936	Test	🗑
****5412	031305936	test	🗑
****1111	031305936	Test	🗑

Manage Account / Setup AutoPay | | | Add a Bank Account

Linking Utility Accounts
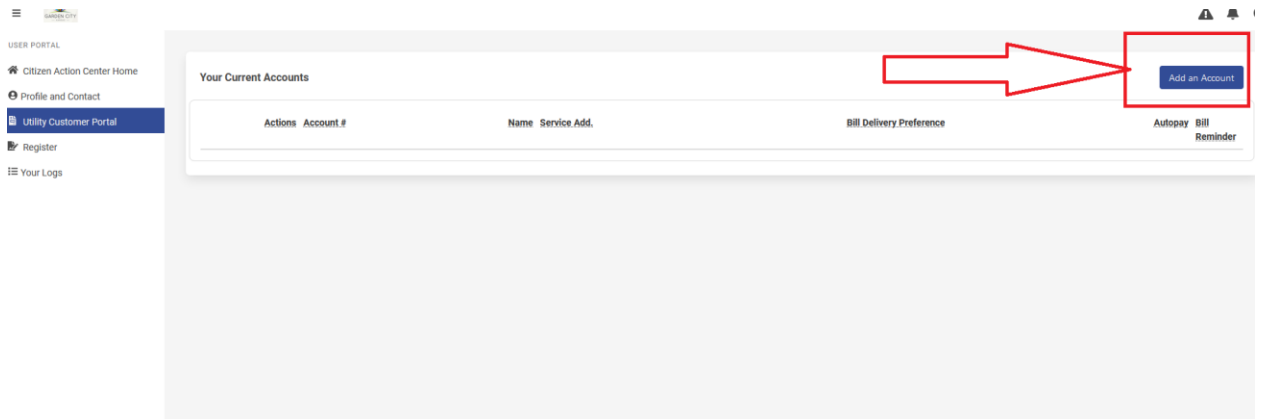
- Select utility customer portal.

Utility Customer Portal

Pay your utility bill. View, print or download a copy of your bill. Access your billing, payment and consumption data for the last year, complete with graphs!

Utility Customer Portal

- Select add an account in the right-hand corner.

- You will then be presented with a screen to fill in your account number, billing zip code and name *fictious information was used in this screen shot

Add Account

Add Account

Account Number

0001

Billing Zip Code

17815

Name on Account

Test

No matching account found

Close   Clear Fields   Add Account

- You can then select the add account button this will add your utility account and it will then appear in the list.

Adding Auto Pay, reminders and billing preferences.

- Once you have added the account you can then select "Manage Account/Setup Autopay"
    a. This will allow you to manage your billing preferences, set up billing reminders and set up autopay.

- When you enter the manage account screen:

   a. to set up an automatic payment you select setup autopay
       i. this will deduct you amount due from you payment method of choice on the due date
       ii. once you select the set up autopay button you may choose the payment method you would like to use

Setup Autopay

Setup Auto Pay
(Payments will be processed on your due date.)

Account Number

099999-002--95 E 10th Street

Payment Method

Choose a payment method

Cards ------------------

****1111

eChecks ----------------

****2225
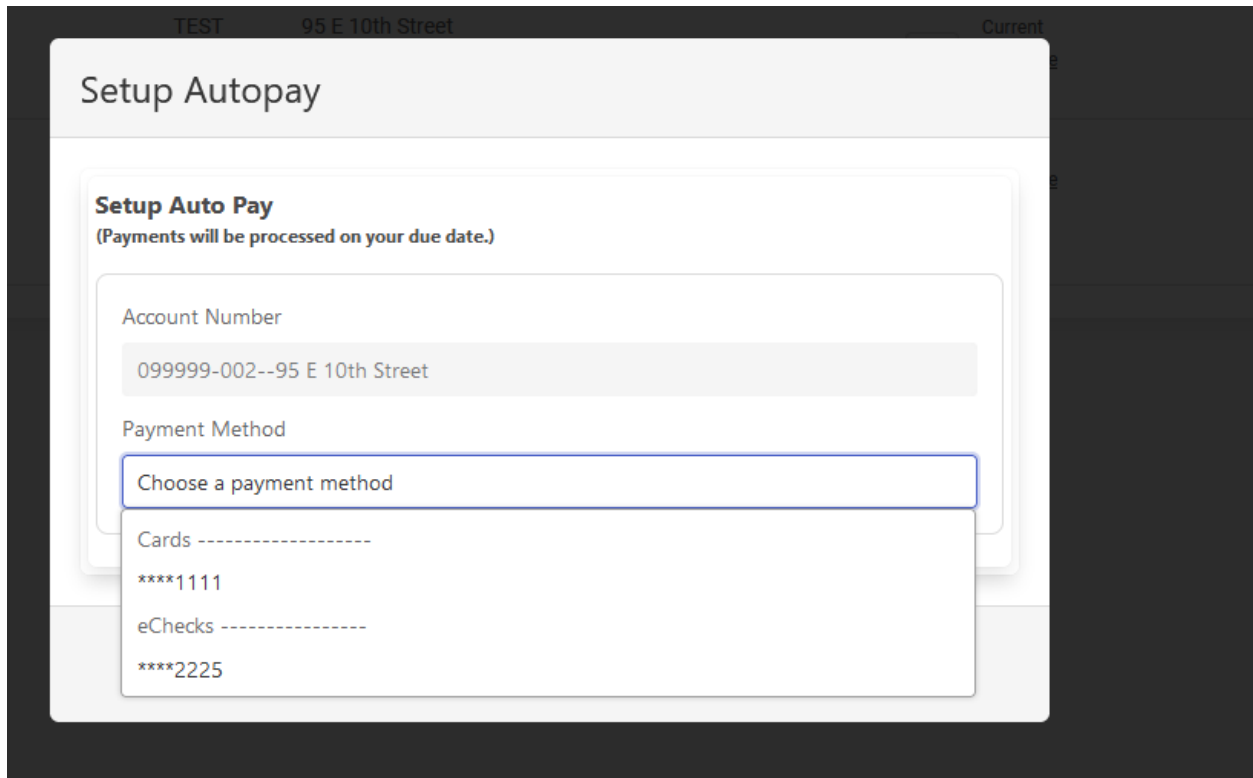
 iii. Once you have selected a payment method select save
 iv. You will then see the details for the account where the set up autopay button used to be
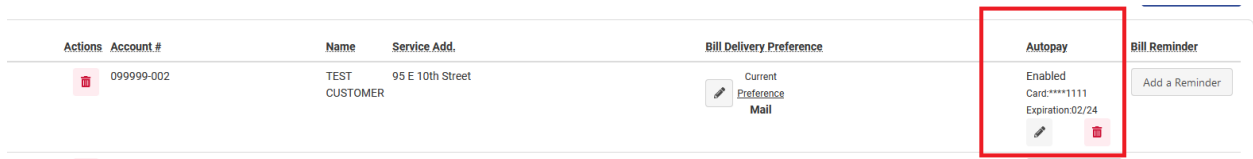
 b. Change your billing delivery preference
  i. This will allow you to change from email to a printed bill.
  ii. Select the pencil next to current preference.
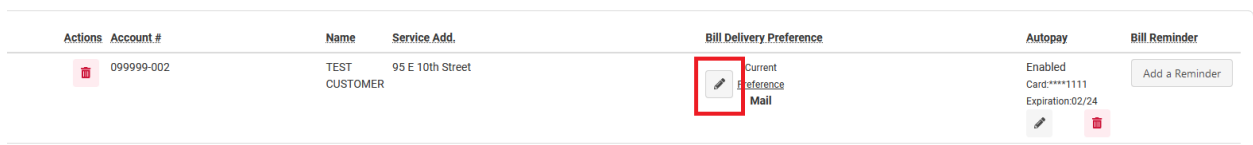
  iii. Once selected the update billing email box will appear.
   1. You may change between mail and email.
   2. If email is chosen, you must provide an email address

Add/Update Billing Email

Bill Delivery Preference

Email

Email Address

test@gmail.com

Cancel   Save

iv.   Select Save to complete

c.   Add a reminder

i.   This will allow you to set up a reminder that your bill is due x number of days before

ii.   Select the add a reminder box under bill reminder

Actions	Account #	Name	Service Add.	Bill Delivery Preference	Autopay	Bill Reminder
🗑	099999-002	TEST CUSTOMER	95 E 10th Street	Current ✏ Preference **Mail**	Enabled Card:****1111 Expiration:02/24 ✏ 🗑	Add a Reminder

iii.   Once selected the add a reminder box will appear you can then choose how many days before the bill is due that you would like a reminder.

iv.   This is based on your primary contact method in the profile.

v.   Select add reminder.

Add a Bill Due Reminder

Bill Due Reminder
(This will use your primary contact method.)

Account Number

099999-002-95 E 10th Street

Days Before Due Date

5

Close

Add Reminder

vi. You will the see the reminder for the account where the button was previously

Your Current Accounts

Add an Account

Actions	Account #		Name	Service Add.	Bill Delivery Preference		Autopay	Bill Reminder
🗑	099999-002		TEST CUSTOMER	95 E 10th Street	✏	Current **Preference** Mail	Enabled Card:****1111 Expiration:02/24 ✏ 🗑	Enabled Days Prior: 5 ✏ 🗑
	099999-004		Test	95 E 10th Street		Current		Enabled