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The Login Screen

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

Log In

Register an account

Retrieve a forgotten password

Logging In

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

The image shows the USS Web Portal login and registration interface. On the left, there is a 'Log In' section with a blue header. Below it are two input fields: 'USER NAME OR EMAIL' and 'PASSWORD'. At the bottom of this section are two buttons: 'LOG IN' (blue) and 'REGISTER' (grey). Below the buttons is the USS Web Portal logo and the text 'USS WEB PORTAL'. On the right, there is a 'FORGET YOUR Username/Password?' section with a blue background and a white 'GO' button.

Register an Account

The image shows the USS Web Portal registration form. It has a blue header with the word 'Register'. The form contains several input fields: 'FIRST NAME', 'LAST NAME', 'USER NAME', 'EMAIL', 'CONFIRM EMAIL', 'PHONE NUMBER', 'PASSWORD', 'CONFIRM PASSWORD', 'PRESENT METER READING', and 'WHAT'S 2 + 2? (PROVE YOU'RE HUMAN)'. There is also an 'EMAIL NOTIFICATION SETTING' dropdown menu currently set to 'All email notifications'. At the bottom of the form is a blue 'REGISTER' button.

Selecting *Register* on this screen takes you to the **Account Registration** screen, where you 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 your identity.

First Name – You should enter the first name as it appears on your account.

Last Name – You should enter the last name as it appears on your account.

Username – You should create a username which can be used upon login. Be sure to choose something that will be unique but easy to remember.

Email – You 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 – You can choose whether or not to receive emails from Fountaintown Gas Co., Inc. here. This preference can also be changed under your account settings.

Phone Number – You should enter a phone number which Fountaintown Gas Co., Inc. can use to contact you.

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

- Contains a combination of letters, numbers, and characters
 - 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 you or family members

Account Number – You should enter your account number here. The account number appears on your bill.

Present Meter Reading – You should enter your meter reading from a current bill. This is used to confirm that you are the account holder and have 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.

PRESENT METER READING

3252355

Last month's usage is not valid

If you enter a meter reading that is not valid, an error message will appear.

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

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

If the address in which you used to initially register your account is no longer in use or accessible, you will not be able to receive the email to reset your password.

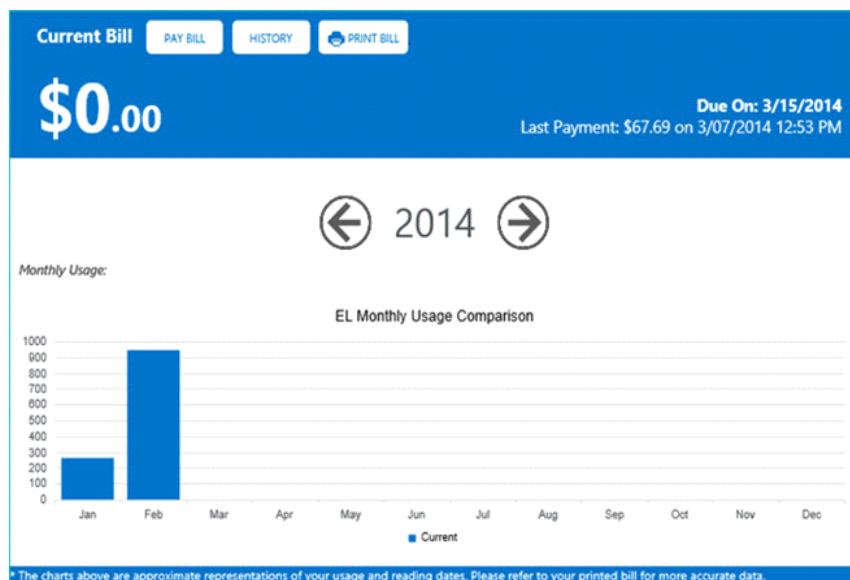
If this is the case, web portal managers reset the user's account.

After Logging In

You 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 you currently owe 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. You will be able to see how much gas you have used each month for the past year. You can also view years as far back as information is available.

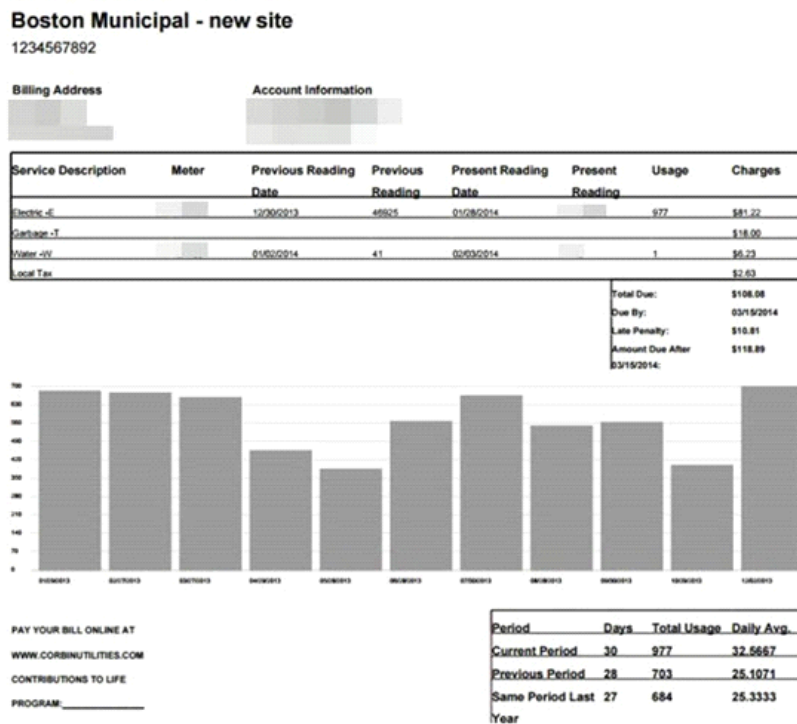
On this screen are three buttons: **Pay Bill**, **History**, and **Print Bill**.

Pay Bill

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

Print Bill

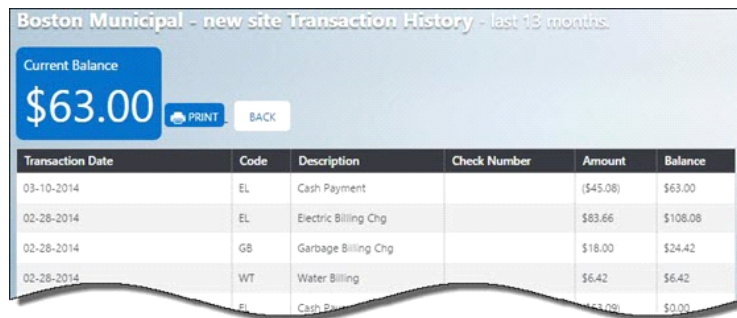
Clicking the Print Bill button loads an electronic copy of your bill. The following is an example:



This process can sometimes take a little while, depending upon how long you have been a customer.

History

Clicking the History button displays all your transactions for the account for the last 13 months.

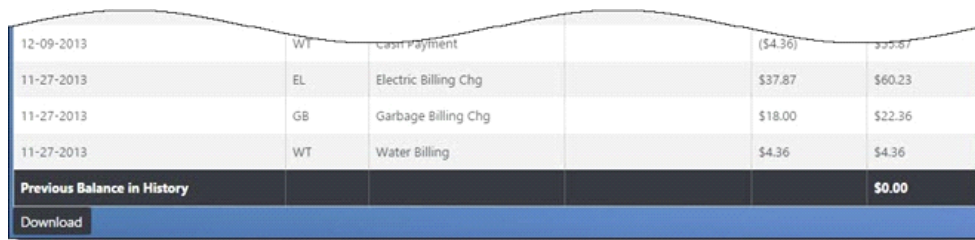


Boston Municipal - new site Transaction History - last 13 months.

Current Balance
\$63.00 PRINT BACK

Transaction Date	Code	Description	Check Number	Amount	Balance
03-10-2014	EL	Cash Payment		(\$45.08)	\$63.00
02-28-2014	EL	Electric Billing Chg		\$83.66	\$108.08
02-28-2014	GB	Garbage Billing Chg		\$18.00	\$24.42
02-28-2014	WT	Water Billing		\$6.42	\$6.42
	EL	Cash Payment		(\$45.08)	\$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 you to download a copy of this information.



12-09-2013	WT	Cash Payment		(\$4.36)	\$0.00
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

If you pay bills for *multiple* accounts, you can associate more than one account with your account and both view usage and pay bills for all accounts. To add a new account, click the tab with a "+" symbol. You will be prompted to enter the account's name, number, and present reading.

You 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.

You 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

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](#)

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

You can choose to:

Pay by Credit/Debit Card: This takes you to the utility's designated credit/debit card processor.

Pay by Bank Draft: This draws the payment from your 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 you to change a variety of information about your online accounts.

Edit

Edit Your User Details

Username
[Input Field]

First Name
[Input Field]

Last Name
[Input Field]

Email Address
[Input Field]

Email Notification Setting
Disallow notifications ▼

Phone Number
[Input Field]

+ Confirm Changes

Clicking Edit allows you to change the information that you used to create your accounts: your 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

Update your password

USER NAME OR EMAIL
[Input Field]

OLD PASSWORD
[Input Field]

NEW PASSWORD SHOW PASSWORD
[Input Field]

RETYPE NEW PASSWORD
[Input Field]

Update Password

Clicking Update Password allows you to change your

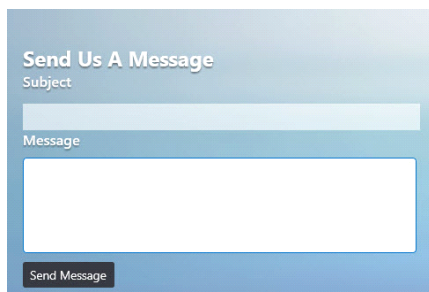
passwords. You will need your username or setup email and your old password.

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: @ * # .

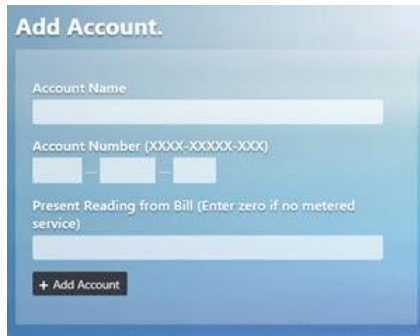
Click *Update Password* to update the password.

Send *UtilityName* A Message

A screenshot of a web form titled "Send Us A Message". The form has a light blue header with the title. Below the title, there are two input fields: "Subject" and "Message". The "Message" field is a larger text area. At the bottom left of the form, there is a "Send Message" button.

This screen will have the Fountaintown Gas Co., Inc. in the button. You can send us a written message with this feature, just like a normal email.

+Add a New Account



Add Account.

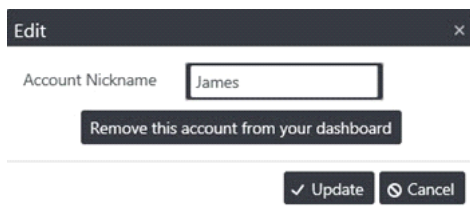
Account Name

Account Number (XXXX-XXXX-XX)
 - -

Present Reading from Bill (Enter zero if no metered service)

This button allows you to attach an additional account to your webportal account. This is useful for anyone who pays the bill for multiple accounts.

Edit



Edit ×

Account Nickname

Clicking the Edit button allows you to change the name of any accounts attached to your account *or* remove an account from your web portal account.

Sign Out

Click this button to log out of the web portal.