



Village of Winnetka

Online Utility Bill Platform Update – August, 2018

Resident Guide

Process: The Village of Winnetka has updated its accounting software which introduces a new user experience for the online utility bill platform. The two most significant components of the upgrade include authentication enhancements and an updated website layout. This short guide outlines the two major enhancements.

Security Updates

Previously, a customer used their account number and last name to login to their utility account. With the upgrade, the authentication process has shifted toward using a username and password. When accessing the online utility bill payment portal, the new authentication screen appears below:

Village of Winnetka Utilities Services

Powered by Tyler Technologies

Sign In

Username

Password

Remember Me

SIGN IN

[Create User Profile](#)

[Forgot Username?](#)

[Forgot Password?](#)

To setup a username and password, click “**Create User Profile**”. At that point, the system will prompt for your account number and last name.

Village of Winnetka Utilities Services

Powered by Tyler Technologies

Confirm account

Provide the following information to create an account.

* Account Number *Including any dashes (ie. 002923-001)*
* Last Name *Your full last name*

CONFIRM ACCOUNT

After entering the appropriate information, click “**Confirm Account**”. If the account information is validated, users will be instructed to create a username and password. **Users must provide their email address, as future password resets will be handled exclusively through automated email.**

Village of Winnetka Utilities Services

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Activate Your Account

Complete the form below to begin the account activation process.

Create Your Account

Username
Password
Confirm Password
Email
Confirm Email

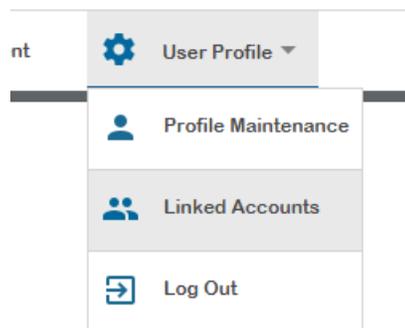
REGISTER

After creating your account, you will proceed back to the login screen where you can access the bill payment system using the newly created credentials from the previous step. The layout of the portal has changed since the previous version of the software. Features from the previous version remain available, but have been condensed into fewer menus. The five main menus include:

1. Account Summary (Default Home Page)
2. Account Details
 - a. View Bills
 - b. Consumption Analysis
 - c. Account History
3. Payments
 - a. Make a Payment
 - b. Credit Card Enrollment
4. eBill Enrollment
5. User Profile
 - a. Profile Maintenance
 - b. Linked Accounts
 - c. Log Out

The screenshot shows the 'Account Summary' page of the Village of Winnetka Utilities Services portal. At the top, the header reads 'Village of Winnetka Utilities Services' with a sub-header 'Powered by Tyler Technologies'. Below the header is a navigation bar with icons and labels for 'Account Summary', 'Account Details', 'Payments', 'eBill Enrollment', and 'User Profile'. The main content area is titled 'Account Summary' and is divided into two sections: 'Billing Status' and 'Account Information'. The 'Billing Status' section includes links for 'View Bill' and 'Make a Payment', and lists: 'Balance on Last Bill \$436.45', 'All Activity Since Last Bill (\$336.45)', 'Total Due \$100.00', and 'Current Bill Due Date 5/4/2018'. The 'Account Information' section lists 'Account #' and 'Service Address WINNETKA, IL 60093'.

A new feature that some customers will find useful is the ability to administer multiple utility accounts from a single login. To add an additional account to a profile, proceed to the “**User Profile**” menu and select “**Linked Accounts**”.



On the “**Linked Accounts**” page, select “**Add Account**”:

Primary Account

	RD	\$436.45
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Available Accounts

Add Account		
	RD	\$436.45 

You will then be prompted to enter the account number of the account you wish to add in addition to the last name as displayed on the bill. Once complete, the new account will be available from the drop-down on the upper left corner of the utility billing portal:

Village of Winnetka Utilities Services
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 **Drop down to access other accounts**

 RD \$436.45  [Account Summary](#)  [Acco](#)

Provide the following information to add an account.

* Account Number *Including any dashes (ie. 002923-001)*

* Last Name *Your full last name*

[CONFIRM ACCOUNT](#)

[Return to Account Management](#)