

# Village Utility Payment Program Goes "Live"

The Village of Mokena recently launched a new online utility payment program. The new program allows residents the opportunity to view their account activity, make a payment using an e-check or credit card, or set up automatic monthly payments with a credit card.

## 1. How do I access the Village's utility program?

To access the program, go to the Village's website at [www.mokena.org](http://www.mokena.org) and click on the link from the homepage. First-time users will need to establish their on-line account by clicking on "Request". This will initiate the process to apply for a password which will allow you access to your account. You will then be asked to provide your name, address, phone number, e-mail address, water bill account number and service address. After your account information has been verified by Village staff, you will receive a confirmation e-mail along with your assigned password within 24-48 hours.

## 2. How do I make a payment?

Making a payment is quick and easy. From the Village of Mokena's homepage ([www.mokena.org](http://www.mokena.org)) click on the link under the Utility Payment heading and the **Utility Payment Main Screen** will appear. Click on "Pay", then enter your previously assigned User ID and password.



## Amount Payment Window



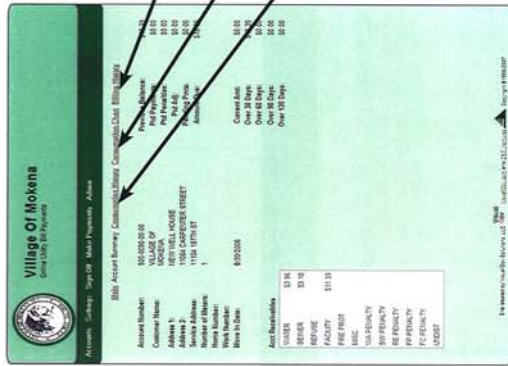
## e-Check, Credit/Debit Card Window

## 4. How do Pay by Credit/Debit Card

Click the "Continue" button under the credit card icon. In the next window, enter your name, address, city, zip code, phone number and e-mail address. Click continue. Enter your card number, expiration month and year and card ID# (3 digit code on back). After the required information has been entered, you will be given a payment confirmation number and receive an e-mail confirming your transaction.

## Utility Payment Main Window

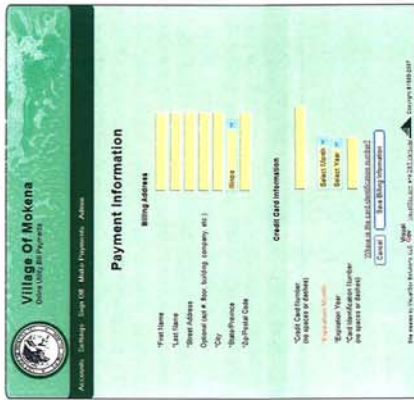
The next window will bring up your account showing the current amount due (if you would like to pay a different amount enter it in the "Amount to Pay" box). Click on "Add" then on the "Pay Now" button located at the bottom of the screen. The next screen gives you the option to pay by e-check or credit card.



## Account Summary Window

## 5. How do I set up automatic monthly credit card payments?

From the **Utility Payment Main Screen**, click on "Settings". From the drop down menu click on "Autopay". The next window is a disclaimer explaining the autopay guidelines. If you would like to continue, click "Accept". You will then be asked to provide your billing and credit card information (example shown at right). After entering the requested information, click on "Save Billing Information" then click "Next". The next window is the Automatic Utility Payment Overview. Check the box next to the account you would like to designate autopay, then click on "finished". The invoice amount will be applied to your credit card 2-3 days prior to the due date. In addition, you will receive an e-mail confirming the transaction.



## Auto Pay Credit Information Window

## 6. How do I view my utility account?

After signing on to the utility system, click on "accounts" then click on the account number. The Account Summary window will appear depicting the current month's billing information. You also have the option of viewing your consumption history, consumption chart and billing history. A brief description of each option is provided below:

- Billing History** - Allows you to view the invoice issue date, amount due, payment type received (check, credit card, etc.), payments amount received and account balance for up to 24 months.
- Consumption Chart** - View your consumption history in a bar chart format. For residents with deduct meters, you will have a visual image of outside water consumption as well.
- Consumption History** - View up to 24 months of water consumption including meter read dates, actual meter readings and amount of water consumption. You may also view the same information for deduct meters.



Our site is deemed secure by Ithawte SSL Certificates. All communication to and from our site is encrypted. When making a payment, customers may verify the protection of our site by clicking on the lock for security information.

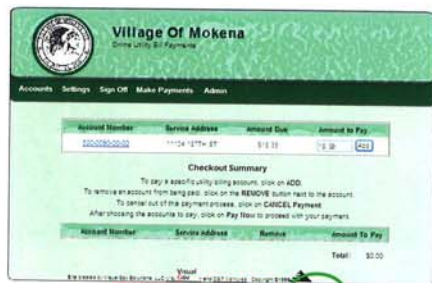
To date, approximately 200 residents have signed up for this exciting new service. If you have any questions about the service, please call the Village Hall at (708) 479-3900.

# Village Utility Payment Program Goes "Live"

The Village of Mokena recently launched a new online utility payment program. The new program allows residents the opportunity to view their account activity, make a payment using an e-check or credit card, or set up automatic monthly payments with a credit card.

## 1. How do I access the Village's utility program?

To access the program, go to the Village's website at [www.mokena.org](http://www.mokena.org) and click on the link from the homepage. First-time users will need to establish their on-line account by clicking on "Request". This will initiate the process to apply for a password which will allow you access to your account. You will then be asked to provide your name, address, phone number, e-mail address, water bill account number and service address. After your account information has been verified by Village staff, you will receive a confirmation e-mail along with your assigned password within 24-48 hours.



Amount Payment Window

## 2. How do I make a payment?

Making a payment is quick and easy. From the Village of Mokena's homepage ([www.mokena.org](http://www.mokena.org)) click on the link under the Utility Payment heading and the **Utility Payment Main Screen** will appear. Click on "Pay", then enter your previously assigned User ID and password.

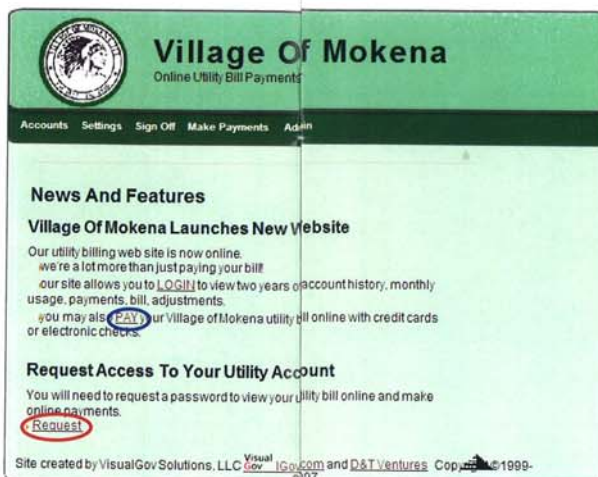
The next window will bring up your account showing the current amount due (if you would like to pay a different amount enter it in the "Amount to Pay" box). Click on "Add" then on the "Pay Now" button located at the bottom of the screen. The next screen gives you the option to pay by e-check or credit card.



e-Check, Credit/Debit Card Window

## 4. How do I pay by Credit/Debit Card

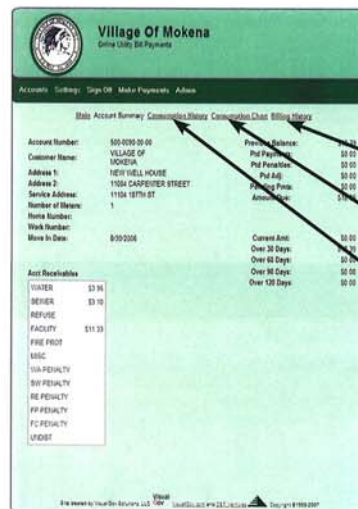
Click the "Continue" button under the credit card icon. In the next window, enter your name, address, city, zip code, phone number and e-mail address. Click continue. Enter your card number, expiration month and year and card ID# (3 digit code on back). After the required information has been entered, you will be given a payment confirmation number and receive an e-mail confirming your transaction.



Utility Payment Main Window

## 3. How do I pay by e-check

Click the "Continue" button under the e-check icon. In the next window, enter your name, address, city, zip code, phone number and e-mail address. Click continue. The next window asks for your checking account routing number, account number and bank name. After the required information has been entered you will be given a payment confirmation number and receive an e-mail confirming your transaction.



Account Summary Window

## 5. How do I set up automatic monthly credit card payments?

From the **Utility Payment Main Screen**, click on "Settings". From the drop down menu click on "Autopay". The next window is a disclaimer explaining the autopay guidelines. If you would like to continue, click "Accept". You will then be asked to provide your billing and credit card information (example shown at right). After entering the requested information, click on "Save Billing Information" then click "Next". The next window is the Automatic Utility Payment Overview. Check the box next to the account you would like to designate autopay, then click on "finished". The invoice amount will be applied to your credit card 2-3 days prior to the due date. In addition, you will receive an e-mail confirming the transaction.



Auto Pay Credit Information Window

## 6. How do I view my utility account?

After signing on to the utility system, click on "accounts" then click on the account number. The **Account Summary** window will appear depicting the current month's billing information. You also have the option of viewing your consumption history, consumption chart and billing history. A brief description of each option is provided below:

- **Billing History** - Allows you to view the invoice issue date, amount due, payment type received (check, credit card, etc.), payments amount received and account balance for up to 24 months.
- **Consumption Chart** - View your consumption history in a bar chart format. For residents with deduct meters, you will have a visual image of outside water consumption as well.
- **Consumption History** - View up to 24 months of water consumption including meter read dates, actual meter readings and amount of water consumption. You may also view the same information for deduct meters.



Our site is deemed secure by Thawte SSL Certificates. All communication to and from our site is encrypted. When making a payment, customers may verify the protection of our site by clicking on the lock for security information.

To date, approximately 200 residents have signed up for this exciting new service. If you have any questions about the service, please call the Village Hall at (708) 479-3900.