

What is the MyCivic Utilities app?

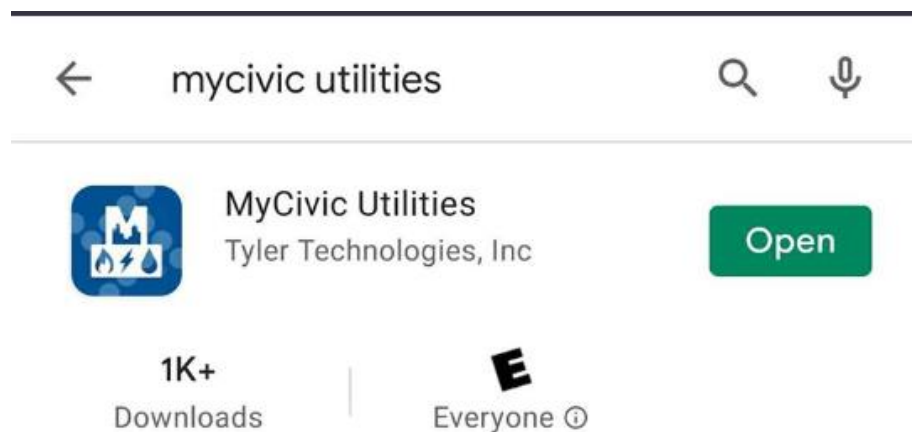
The MyCivic Utilities app is a module of MyCivic that integrates with Utility Billing Online (MyUtilities). This integration allows citizens to use the MyCivic app to interact with their utility account and use mobile features like fingerprint and faceID login to make it easy to get into your account while maintaining the highest security.

Below are some of the main features of the MyCivic Utilities app

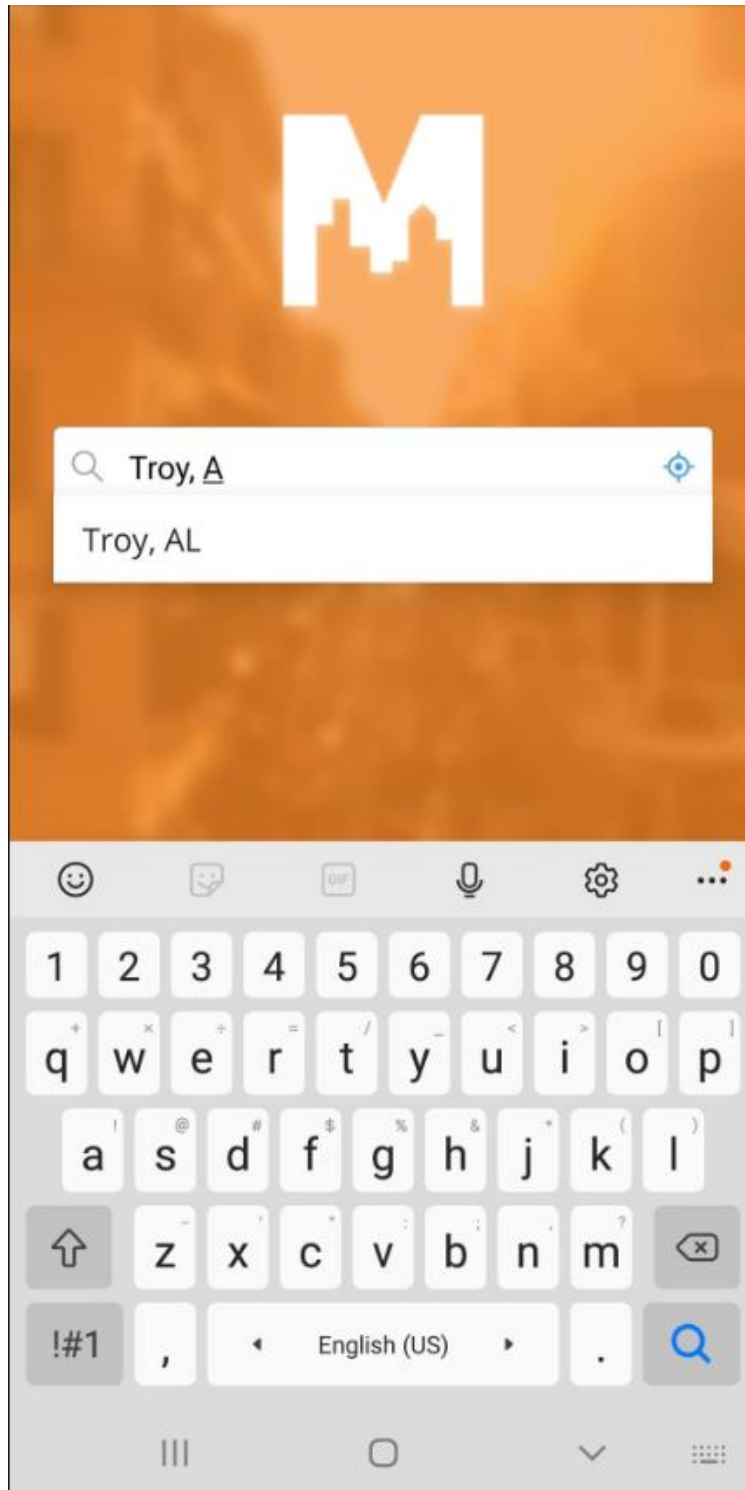
- View account details
- View PDF bills both current and past
- Pay bills using saved payment methods
- View usage
- View history transactions

How do you install the app?

1. Download the App from Apple Store or Droid's Google Play Store.
 - You can also use the QR Code we will provide in a flyer to scan and be instantly taken to your Apple Store or Google Play Store depending on your use of device



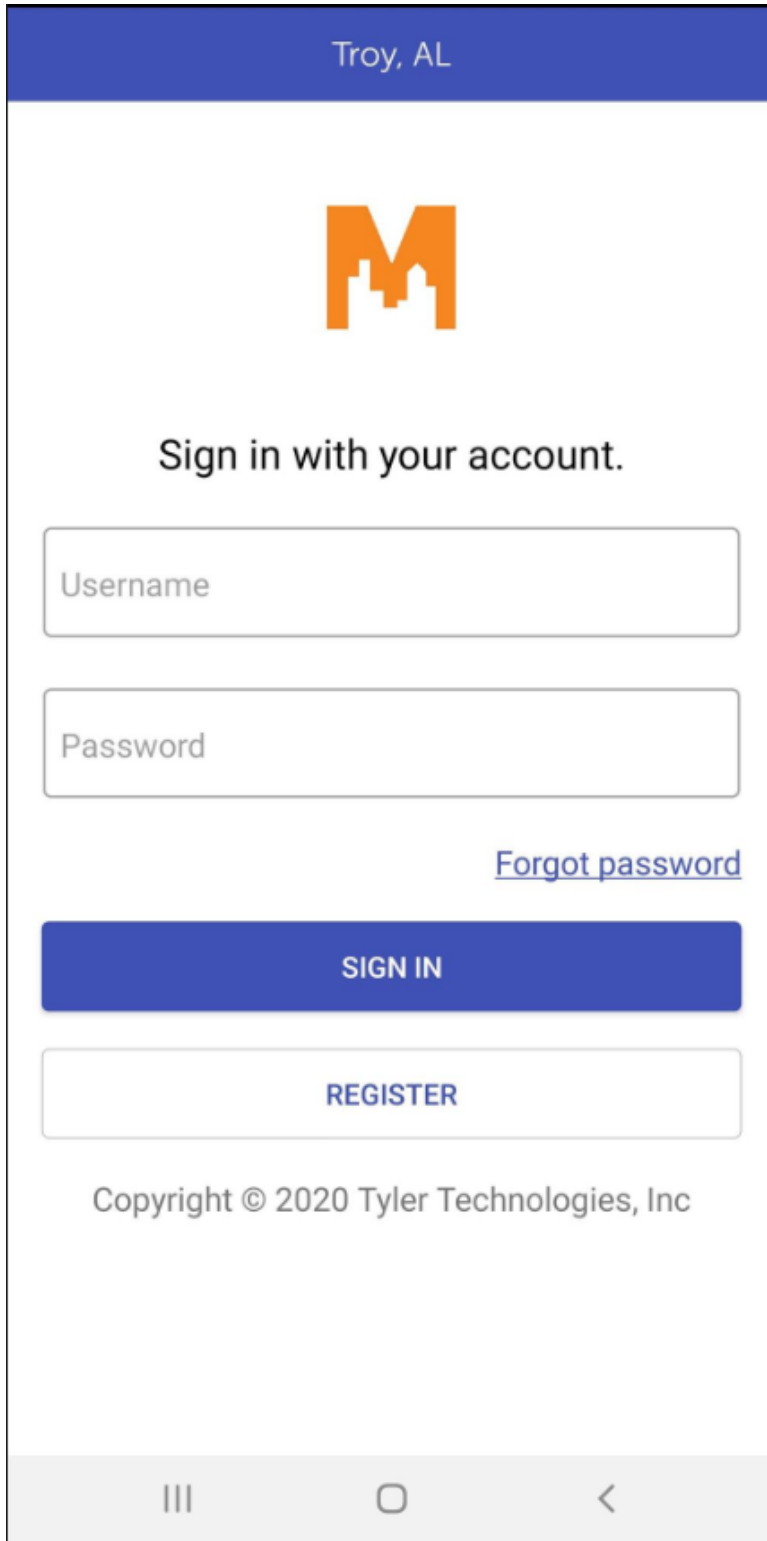
2. Search for your City Name




- Once you select the city name you will need to click on UTILITY BILLING to login.



4. If you do not have a login created, you can Register one here. If you already have a login from the municipalonlinepayments.com website, you can use the same login.



Troy, AL



Sign in with your account.

Username

Password

[Forgot password](#)

SIGN IN

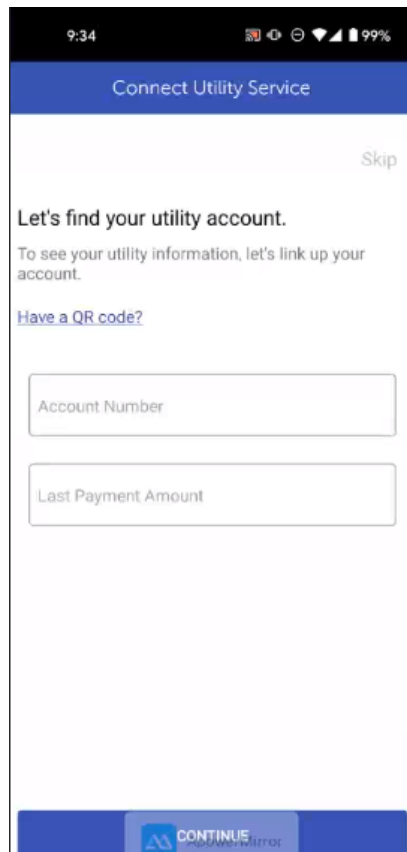
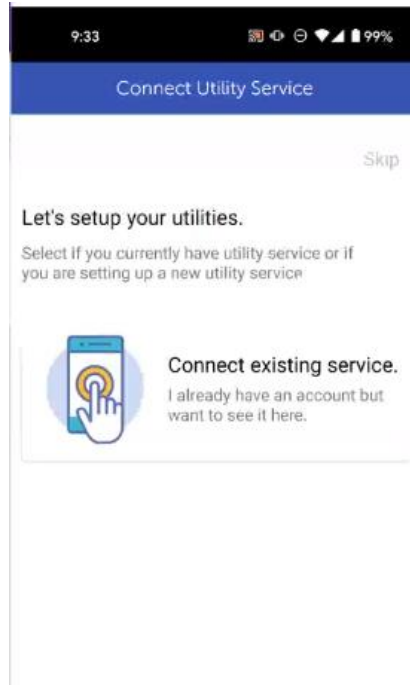
REGISTER

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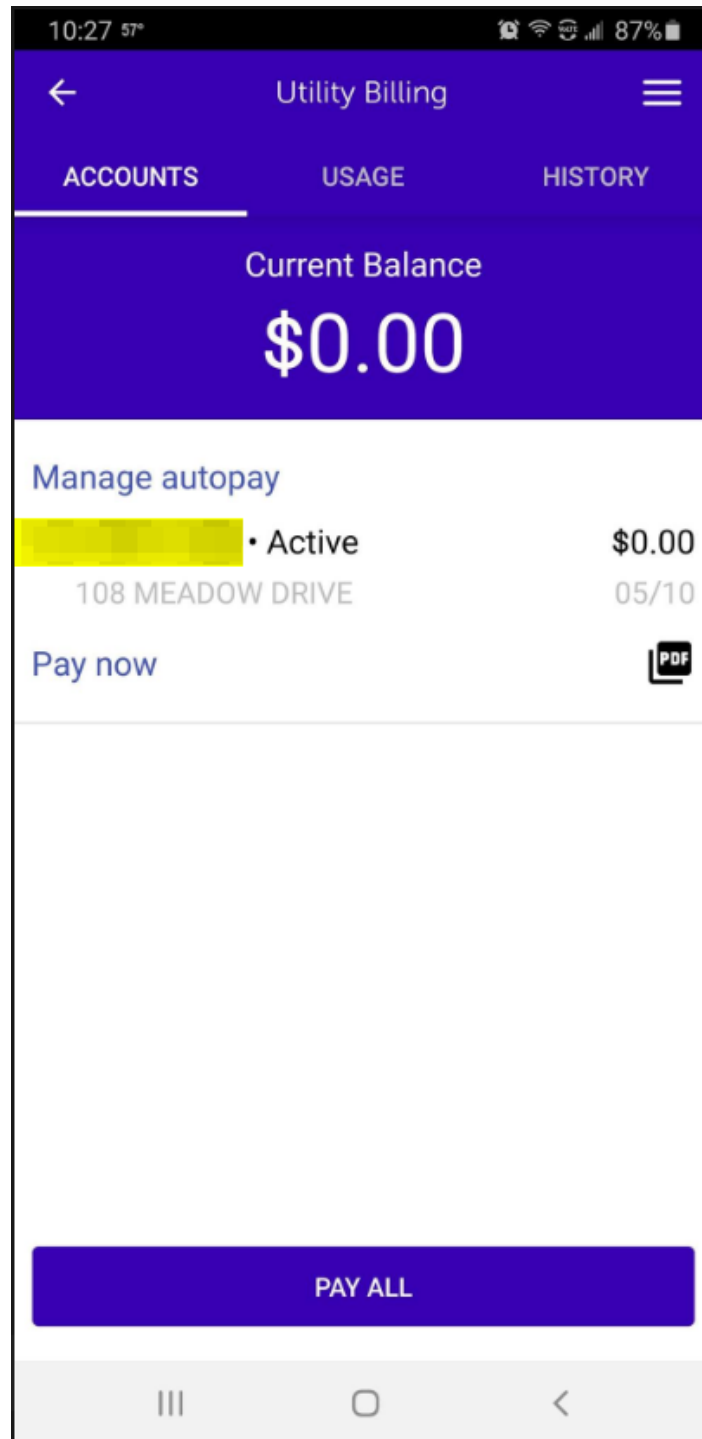
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The image shows a mobile application interface for logging into the Troy, AL municipal online payments system. At the top, a blue header bar contains the text "Troy, AL". Below this is a large orange logo consisting of a stylized letter 'M' with a city skyline silhouette integrated into its base. The main heading reads "Sign in with your account." Below the heading are two input fields: "Username" and "Password". To the right of the password field is a blue link labeled "Forgot password". There are two buttons: a solid blue button labeled "SIGN IN" and a white button with a blue border labeled "REGISTER". At the bottom of the screen, there is a grey bar containing three icons: a hamburger menu icon (three vertical lines), a home icon (a circle), and a back arrow icon. At the very bottom, the text "Copyright © 2020 Tyler Technologies, Inc" is displayed.

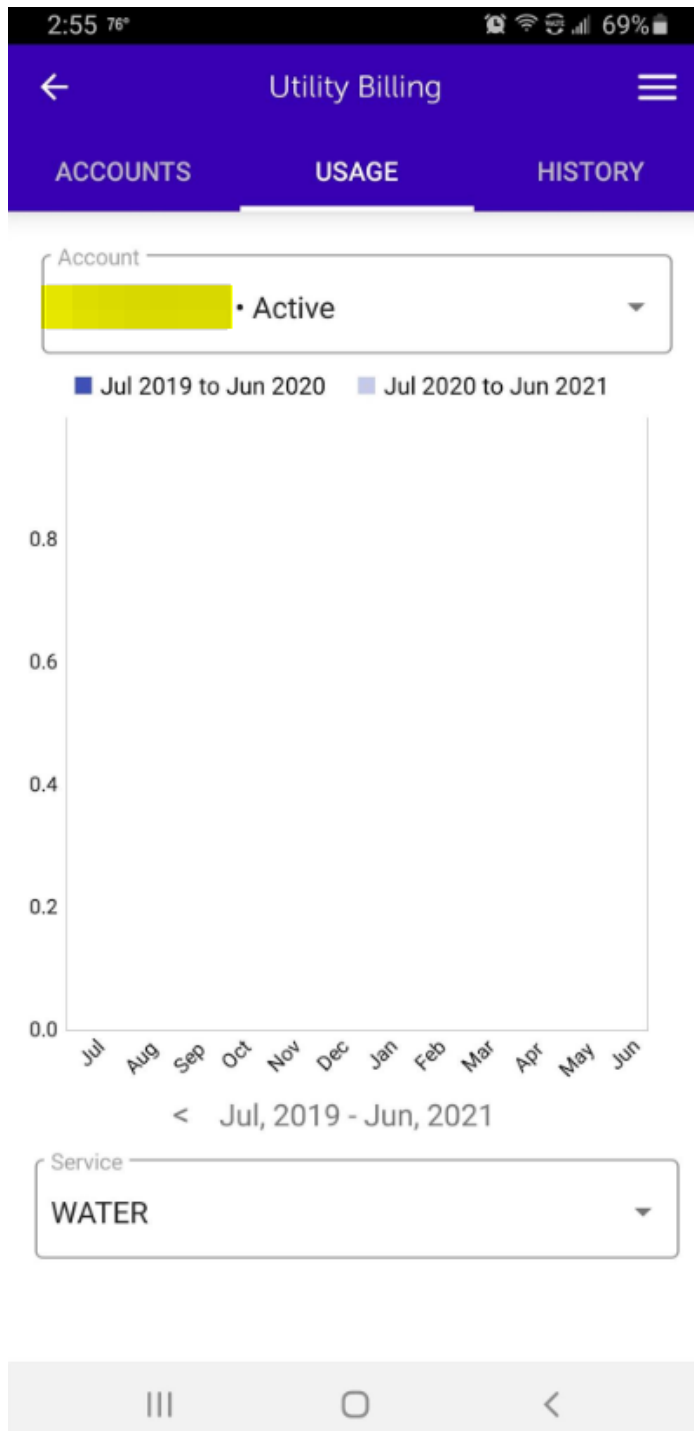
5. If no account is linked, you will see this next screen. You will just need to enter in the account number with dashes and last payment amount made.



6. If you already have an account linked to your login, you will see this next screen to view or pay your bill. The yellow area is where you will see your account number.
(I have the yellow area blurred out for training purposes)



7. You will be able to view the information on the account such as Balance, any other linked accounts, Usage of said accounts and transaction history.



2:55 76°

69%



Utility Billing



ACCOUNTS

USAGE

HISTORY

Current Balance

\$256.27

Account

[Redacted] • Active

From Date

04/01/2021

To Date

06/23/2021

June 18, 2021	\$256.27
Bill	
June 09, 2021	-\$250.00
Payment	
May 19, 2021	\$250.00
Bill	
May 10, 2021	-\$250.00
Payment	
April 19, 2021	\$250.00

