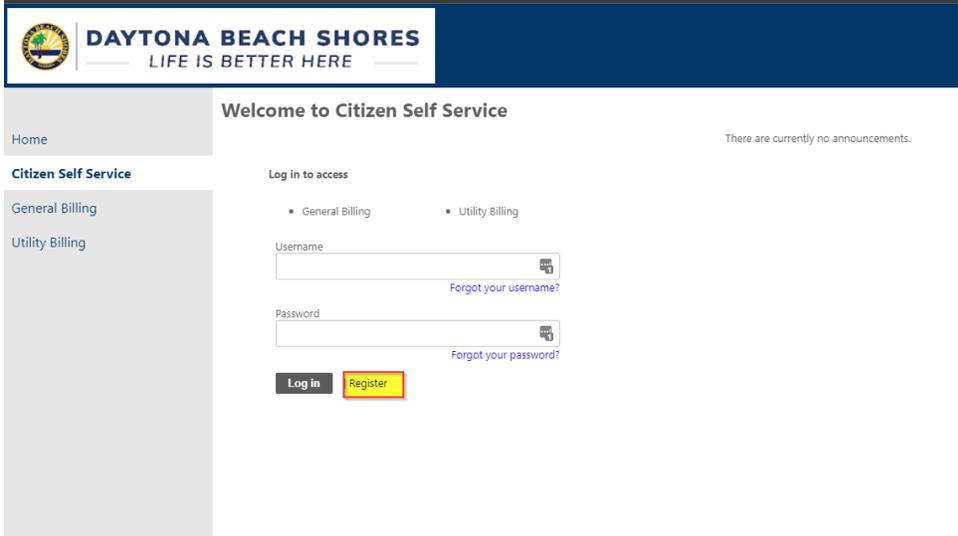


# Uses the Shores Citizen Self-Service

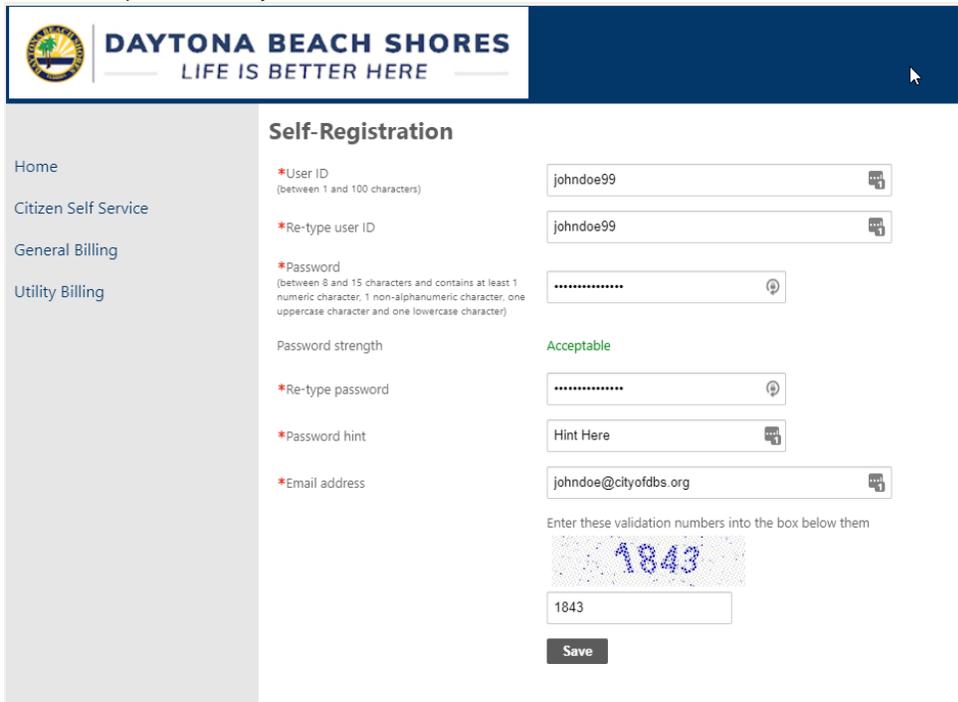
Provide detailed instructions on the registration and use of the Shores Citizen Self-Service Portal for Online Payments and other Services

## How to Register

1. Click on Register Button on the Login Page



2. Fill out the required fields for your new user account.



Please note that passwords must be the following:

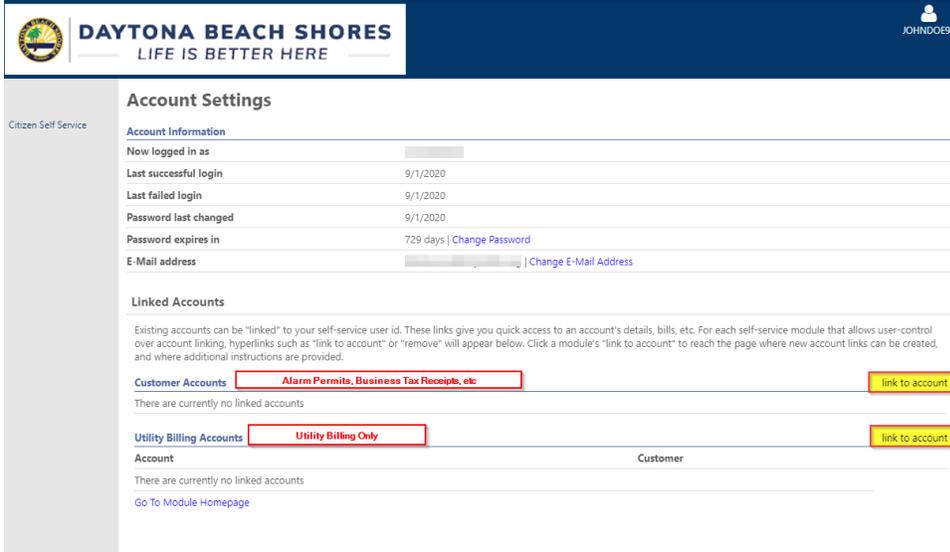
- a. Be between 8-15 characters in length
- b. Contain 1 Numeric Character (0-9)
- c. Contain 1 Uppercase Character (A-Z)
- d. Contain 1 Lowercase Character (a-z)
- e. Contain 1 Symbol (!, @, #, \$, %, ^, &, \*, -, +, ...)

3. Click Save
4. Once you have registered, you will be logged in automatically and can add your accounts to make a payment.

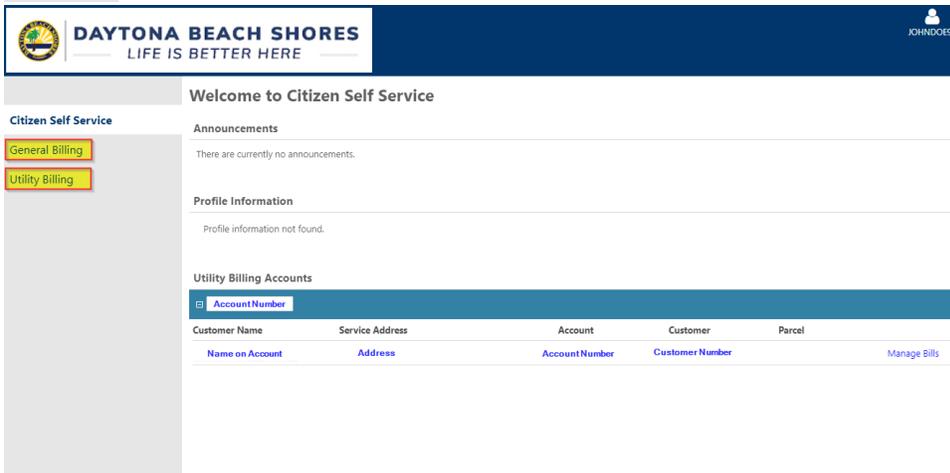
## Adding / Linking Accounts

1. On completion of your registration, you will be taken to the Account Settings Page, click the link to account button in the "Linked Accounts" section based on what type of account you would like to add billing Accounts. If you are logging in without registration, you can click on the type

of account on the left side to link an account.



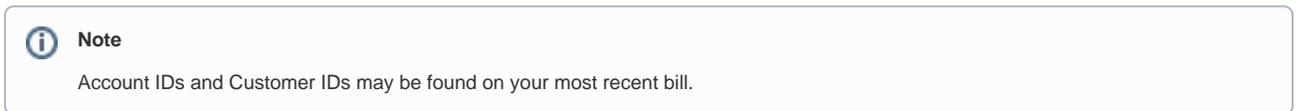
The screenshot shows the 'Account Settings' page for a user named JOHNDOE99. The page is divided into two main sections: 'Account Information' and 'Linked Accounts'. Under 'Account Information', there are fields for 'Now logged in as', 'Last successful login' (9/1/2020), 'Last failed login' (9/1/2020), 'Password last changed' (9/1/2020), 'Password expires in' (729 days), and 'E-Mail address'. The 'Linked Accounts' section includes a detailed explanation of linking accounts and two categories: 'Customer Accounts' (with a red box around 'Alarm Permits, Business Tax Receipts, etc.') and 'Utility Billing Accounts' (with a red box around 'Utility Billing Only'). Both categories have a 'link to account' button. A 'Go To Module Homepage' link is also present.



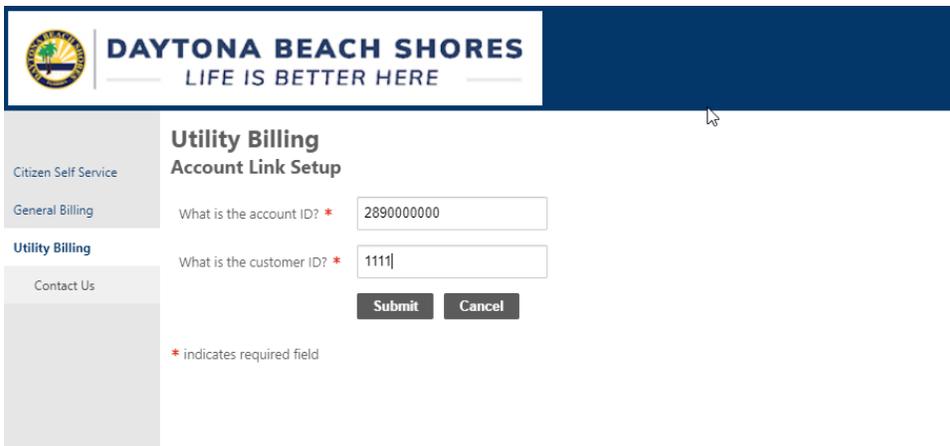
The screenshot shows the 'Welcome to Citizen Self Service' page for user JOHNDOE99. The left sidebar contains 'General Billing' and 'Utility Billing' buttons. The main content area has three sections: 'Announcements' (no announcements), 'Profile Information' (not found), and 'Utility Billing Accounts'. A table titled 'AccountNumber' is shown with columns for 'Customer Name', 'Service Address', 'Account', 'Customer', and 'Parcel'. Below the table, there are sub-headers: 'Name on Account', 'Address', 'Account Number', 'Customer Number', and 'Manage Bills'.

- a. Customer Accounts will be for General Billing Services such as Alarm Permits, Business Tax Receipts, etc.
- b. Utility Billing Accounts will be for Utility Billing / Sewer Services Only

2. Add your account information as requested and click Submit



A note box with an information icon and the text: 'Account IDs and Customer IDs may be found on your most recent bill.'



The screenshot shows the 'Utility Billing Account Link Setup' page. It features a sidebar with 'General Billing' and 'Utility Billing' buttons. The main form has two input fields: 'What is the account ID?' with the value '2890000000' and 'What is the customer ID?' with the value '1111'. Below the fields are 'Submit' and 'Cancel' buttons. A legend at the bottom states '\* indicates required field'.

3. Once an account is attached, you will be able to view all of your linked accounts on the Account Settings page. **To access that page to make a payment, click on your account number in the list.**

4. On the Account Summary Page, you can make payments or sign up for automatic EFT Payments and view all information about the billing account including current balance and access previous bills,

## Making Payments



### Note

Before making a payment, you must link your Customer Account or Utility Account to your Shores Citizen Self-Service Account.

1. After linking your accounts, you will have the option to pay the current balance on the Account Summary page.

**DAYTONA BEACH SHORES**  
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**Utility Billing**  
Account Summary

Link to Account | Sign up for EFT Automatic Payments | Request Change of Address | Service Requests | Bill Delivery Preferences | Manage Bills

**Billing Account**

Service Address: [Redacted]  
 Account Number: [Redacted]  
 Bill Delivery Preference: Mail

**Your Current Balance**

Amount Due Now: \$62.78 [Pay Now](#)

Payment Due Date: 9/15/2020

**About Your Payments**

Bill	Last Posted	Sum of Payments	
[Redacted]	8/17/2020	\$62.78	<a href="#">details</a>
[Redacted]	7/13/2020	\$62.78	<a href="#">details</a>
[Redacted]	6/12/2020	\$62.78	<a href="#">details</a>
[Redacted]	5/15/2020	\$62.78	<a href="#">details</a>
[Redacted]	4/15/2020	\$62.78	<a href="#">details</a>

*Showing the 5 most recent p...*

Customer Information

2. When selecting the Pay Now Option, you will be given a summary page of all Outstanding Bills, Due Dates, Charges, and Balance Due. In addition, you will be given an option to view the Bill Details for each.

**DAYTONA BEACH SHORES**  
LIFE IS BETTER HERE

**Utility Billing**  
Manage Bills

Sign up for EFT Automatic Payments | Account Summary

Service Address: [Redacted]  
 Account Number: [Redacted]

As of: 09/01/2020

**Outstanding Bills** (bill years 2000 to 2022 only) [Show Past Bills](#)

Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
[Redacted]	8/31/2020	9/14/2020	\$62.78	\$0.00	\$62.78	<a href="#">Bill Details</a>
					<b>Total Due:</b>	<b>\$62.78</b>

[Pay](#)

select bills you would like to pay now, then click "Pay"

3. Select your Payment Method. As of now, only Credit Card Payment is available

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**Pay Bills**

**Select Payment Method**

Credit card payments are issued against the credit card company.

[Pay by Credit Card](#) [Cancel](#)

- During the checkout process, you will be asked if you would like to enroll in Automatic Credit Card Payments. The Status line will show the current status if you have previously enrolled. To enroll, click the enroll button.

**Note**

After Enrollment in Automatic Credit Card Payments, you will still need to complete a transaction before Automatic Payments will take effect.

- Click Continue
- You will be presented with a final list to review all bills being paid. Click Continue

- You will be redirected to the Bridgepay Payment Site to fill out your Billing and Payment Information. Ensure you select the Payment type and any additional information for your card, check the reCAPTCHA Box, and click the Make Payment box to complete your transaction.

- On completion, you will be redirected back to the Shores Self-Service Page and you will be emailed a receipt.

# Sign up for Automatic Electronic Funds Transfers (EFT) Payments

You can sign up to have your account payments automatically paid via electronic funds transfers (EFT). To do so, you will need to have your bank name, contact information, bank routing number and account number. To access the setup for EFT Payments:

1. Click on the account type on the left side of the screen

**DAYTONA BEACH SHORES**  
LIFE IS BETTER HERE

Welcome to Citizen Self Service

**Citizen Self Service**

- General Billing
- Utility Billing

**Announcements**  
There are currently no announcements.

**Profile Information**  
Profile information not found.

**Utility Billing Accounts**

Customer Name	Service Address	Account	Customer	Parcel
Name on Account	Address	Account Number	Customer Number	Manage Bills

2. Click on the Automatic EFT Payments option on the left sidebar or in the top account navigation bar.

**DAYTONA BEACH SHORES**  
LIFE IS BETTER HERE

Utility Billing  
Account Summary

[Link to Account](#) [Sign up for EFT Automatic Payments](#) [Request Change of Address](#) | [Service Requests](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

**Billing Account**

**Your Current Balance**

**About Your Payments**

Bill	Last Posted	Sum of Payments

Show

3. Fill out the required information and click Continue

**DAYTONA BEACH SHORES**  
LIFE IS BETTER HERE

Citizen Self Service  
General Billing  
**Utility Billing**  
Accounts  
Manage Bills  
Account Summary  
**Automatic EFT Payments**  
Service Requests  
Contact Us

Service Address  
Account Number

**1** Copy current EFT information

Bank name \* BANK OF AMERICA - 063100277  
For auto-lookup, begin typing a bank name or routing number.

Bank routing number \* (9 digits)  
Confirm routing number \*

Bank phone number 18005551234

Bank account number \*  
Confirm account number \*

Bank account type \*  Checking  Savings

Name on bank statement \*  
Phone number on bank statement \* 386-555-1234  
Email address on bank statement \* email@mail.com

**2** Continue Cancel

4. You will be presented with a screen to review the information you entered. Verify any fields and click Modify if any need to be changed. Once you are done, click Submit

**DAYTONA BEACH SHORES**  
LIFE IS BETTER HERE

Citizen Self Service  
General Billing  
**Utility Billing**  
Accounts  
Manage Bills  
Account Summary  
**Automatic EFT Payments**  
Service Requests  
Contact Us

**Utility Billing**  
**Automatic EFT Payments**  
**Review**

Bank name	BANK OF AMERICA
Bank telephone	18005551234
Routing number	XXXXXX
Bank account number	XXXXXX
Account type	Checking
Name as it appears on your bank statement	
Your telephone number	386-555-1234
Your email address	email@mail.com

Submit Modify Cancel

## Requesting a Change of Address

If your Customer Contact Address has changed for an account, you can use Citizen Self-Service to update those records.

1. Click on the account type on the left side of the screen

**DAYTONA BEACH SHORES**  
LIFE IS BETTER HERE

JOHNDOE99

Welcome to Citizen Self Service

**Citizen Self Service**

General Billing

Utility Billing

**Announcements**

There are currently no announcements.

**Profile Information**

Profile information not found.

**Utility Billing Accounts**

Account Number

Customer Name	Service Address	Account	Customer	Parcel
Name on Account	Address	Account Number	Customer Number	Manage Bills

2. Click on Request Change of Address in the top account navigation bar

**DAYTONA BEACH SHORES**  
LIFE IS BETTER HERE

JOHNDOE99

Citizen Self Service

General Billing

**Utility Billing**

Accounts

Manage Bills

**Account Summary**

Automatic EFT Payments

Service Requests

Contact Us

**Utility Billing Account Summary**

Link to Account | Sign up for EFT Automatic Payments | Request Change of Address | Service Requests | Bill Delivery Preferences | Manage Bills

**Billing Account**

Service Address

Account Number

Bill Delivery Preference

**Your Current Balance**

Amount Due Now Pay Now

Payment Due Date

**About Your Payments**

Bill	Last Posted	Sum of Payments

Shr

3. Fill out your new Billing Address and Click Submit

The screenshot shows the Daytona Beach Shores website header with the logo and slogan "LIFE IS BETTER HERE". On the left is a navigation menu with "Utility Billing" selected. The main content area is titled "Utility Billing Change of Address" and is divided into "Current Information" and "New Information" sections. The "Current Information" section includes fields for Name, Address, and City State Zip, each with a link to view the current value. The "New Information" section includes fields for Name 1, Address 1 (with a red "1" icon), Address 2, City, State (pre-filled with FL), Zip code (pre-filled with 32118), Country (pre-filled with USA), Phone number, Fax number, and E-Mail address. At the bottom of the form are "Submit", "Reset", and "Cancel" buttons, with a red "2" icon next to the "Submit" button.

4. Once you submit your changes, the Utility Clerk will be notified and will review your changes. Please note that changes will not take effect until approved by the Utility Clerk and may take up to a week.