ONLINE ACCOUNT ACCESS - NEW UPDATES

With **ONLINE ACCOUNT ACCESS** you are able to:
- *NEW* Get email notification of a Shut-off Posting for past due balances on your account
- Go Paperless with emails of statements and the PW News
- Get email notification of a potential leak at your property
- See meter reads right after they are completed
- View prior year statements for tax preparation
- Pay by credit card or eCheck (subject to service fee)
- Change your mailing address & phone #'s
- Check your current balance

It's Easy! Have a copy of your statement handy and visit: www.ivgidpublicworks.org

ONLINE ACCOUNT ACCESS
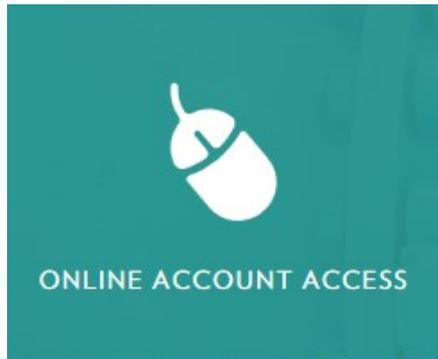
How do I sign up for an account?
To sign up for online account access go to www.ivgidpublicworks.org and click on "Online Account Access." Make sure to have a copy of your most recent statement handy since you will need your Bill ID and Last Name information. Then on the login page select "Create an Account". Enter the information exactly as it appears on the statement (including any dashes and spaces). Pick a user ID, password and security question and click "Submit." Next you will receive an email in order to verify your account. In the email click the link labeled "CLICK HERE TO VERIFY YOUR ACCOUNT." You have now successfully signed up for your online account access and will be redirected back to the login page.

Sign Up for Your New Account

Billing ID (from statement):
Last Name or Business Name:
User Name:
Password:
Confirm Password:
E-mail:
Confirm E-mail:
Security Question: In what city did you meet your ▾
Security Answer:

Submit

Bill ID# 0000 0000000
Last: Doe

IVGID Public Works . 1220 Sweetwater Rd . Incline
24 HR P: (775) 832-1203 . F: (775)832-1260 . EM
Waste Management: 1200 Sweetwater . Incline

WATER CHARGES
Water Base	$10.78
Water Capital Improvement	$12.59
Water Admin Fee	$3.20
Water Consumption	$3.27
Water Excess Tier 1	$0.00
Water Excess Tier 2	$0.00

DRINK

POTENTIAL LEAK NOTIFICATI
appeared to be 24 hours of c
information please visit our w

CONSUMPTIO

ONLINE ACCOUNT ACCESS—FAQ'S

How do I sign up to receive my statement electronically by email?
You will automatically be signed up for E-statements when you create your Online Account Access. It's that easy… each month you will receive an email which includes your balance, due date, and a link to view your statement!

How do I change my E-statement settings in order to receive mailed paper statements?
Under the "Change Your Billing Settings" section you can toggle your Paperless Billing preference between On or Off.

What forms of online payment are accepted and what are the service fees?
Payment can be made by eCheck or by Visa, MasterCard, Discover or AMEX credit cards. EChecks will be charged a flat rate of $1.50 per transaction. Credit cards will be charged a service fee of 2.45% with a $2.00 min. transaction amount.

Why is there a service fee when paying by eCheck or credit card?
The payment processor and your credit card collect these fees. IVGID does not collect this fee or any of the revenue.

Can I make a one time payment by credit card without setting up an account?
Yes! On the login page click the "Checkout as Guest" link. You will need to enter the account number exactly as it appears on the statement (including dashes). You will then need to verify the correct information is displayed for the account you wish to pay. The account balance will appear in the box, but you can modify this field to the amount you wish to pay. A service fee will apply for online payments.

I did not receive the confirmation email in order to activate my account?
Check that the email was not sent to your Junk or Spam folder. Please make sure to allow for these emails in your spam/junk folder so you will receive future email statements and notifications.

I am having difficulty logging into my online account. What do I do?
On the login page you can click on "Forgot Username?" and you will be prompted to enter the email address used during the account setup. You can also select "Forgot Password" and you will be asked to enter your username and then confirm your identity by answering your security question. During office hours our staff can also help problem solve your access issue or reset/delete your current online access settings. Just give us a call or send us an email.

Why am I being asked to download Java and Adobe Reader in order to access my online account?
The website is configured using Java. If you are having trouble view the System Requirements for the software at java.com/en/download/help/sysreq.xml. Adobe Reader is needed in order to view the PDF of your statements.

Can I receive both paper statements and E-statements?
No, you are not able to chose both mailed statements and E-statements. You can login anytime to view copies of your statements with your online account access.

Why can I only have one email address for my E-statements and online account access?
Each account only has availability for one email address to be stored for E-statements. You are able to provide us multiple phone numbers for us to be able to contact you in case of shut-off, leaks or an emergency at your property. Please make sure your phone numbers are correct in the "Change Your Billing Settings" section (see screenshot below).
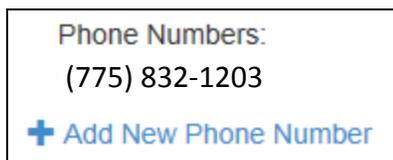
ONLINE ACCOUNT ACCESS TROUBLESHOOTING GUIDE

This guide details a few common problems that users may experience. In many cases the solution is browser-specific, so a search by your specific browser and version may be required.

Symptom:
- User is stuck at login screen despite entering user name and password
- User gets time-out message while making a guest payment
- User is "stuck" trying to make a guest payment and is not getting to processor site
- User does not receive a confirmation email when signing up for a new account
- Mobile device cannot view statements online

Symptom: User is stuck at login screen despite entering user name and password

Problem 1: Cookies are disabled.
Solution 1: Search "how to enable cookies + *browser name and version"* (For example: IE 8 or Chrome 26 or Firefox 19), then follow the instructions provided.

Problem 2: User is accessing Online Account Access with a language pack other than English.
Solution 2: Given the number of language packs in combination with different browsers, the simplest solution is to install an English pack on the computer being used. Due to some encryption techniques used some language packs do not work.

Symptom: User gets time-out message while making a guest payment

Problem: Cookies are disabled
Solution: Search "how to enable cookies + *browser name and version"* (For example: IE 8 or Chrome 26 or Firefox 19), then follow the instructions provided.

Symptom: User is "stuck" trying to make a guest payment and is not getting to processor site

Problem: Popup blocker is enabled and JavaScript is disabled.

Solution: Search "how to disable popup blocker + *browser name and version"* (For example: IE 8 or Chrome 26 or Firefox 19), then follow the instructions provided. If desired, this can be disabled for just the Online Account Access site.

Symptom: User does not receive a confirmation email when signing up for a new account

Problem: User either entered an incorrect email address, the email is in his spam/junk filter, or his email provider is filtering out those emails with its own email filter (usually a school or business).

Solution 1: Have the user check his junk / spam folder(s).

Solution 2: Have the user verify that his inbox is not full.

Solution 3: Have user check with his email admin (if he is at work) to see if some of his email is being blocked.

Solution 4: Have the customer re-sign up for the confirmation email (until a profile is active a user can re-sign up).

Symptom: Mobile device cannot view statements online

Problem: The user does not have specific required components in his/her smartphone.

Solution: Check whether customer has an app that allows him to view PDF documents on his mobile device.