

Getting Started – How To Register and Make a Payment

Citizen Self Service – Utility Online Payment Option

JONES COUNTY WATER DEPARTMENT

November 1, 2013

https://jonescountync.munisselfservice.com/citizens/default.aspx Citizen Self Service

Jones County, NC

Home

Welcome to Jones County, North Carolina Citizen Self Service. This site is available to citizens to look up and pay Utility Bills and Miscellaneous Receipts and to look up Business Licenses. For links to necessary local documents, please click the Resources link in the upper right corner of this page.

Log in to access

Utility Bills

User name

Password

[Forgot your password?](#)
[Register](#)

Don't have a login?

No problem, you can still quickly access:

[Other Services](#)

©2013 Tyler Technologies, Inc.

For first time users, click "Register"

https://jonescountync.munisselfservice.com/citizens/UserRegistrat Jones County Online Paym...

Jones County, NC

GUEST | Home | Log In

My Cart (0 items)

Citizen Self-Registration

- *User ID (between 1 and 20 characters)
- *Re-type user ID
- *Password (between 8 and 15 characters)
- *Re-type password
- *Password hint
- *Email address

Please type these numbers into the box below them

7875

Create a User ID and Password.

Password Policy:

- minimum of 8 characters
- at least 2 numeric values
- at least 1 upper case character
- at least 1 lower case character

A password hint is a word or small phrase to help you remember your password.

©2013 Tyler Technologies, Inc. [Help/Feedback](#)

https://jonescountync.munisselfservice.com/AccountSettings.aspx Jones County Online Paym... x

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home Account Settings

Home > My Account

Account Information

Now logged in as	SAMPLEGUEST
Last successful login	10/31/2013
Last failed login	10/31/2013
Password last changed	10/31/2013
Password expires in	91 days Change Password
E-Mail address	sampleguest@sampleguest.com Change E-Mail Address

Customer Accounts [link to account](#)

There are currently no linked accounts

Utility Billing Accounts [link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

Citizen Self Service

If you would not like to link to your account, click "Citizen Self Service" to search for your account.

Click "link to account" to link to your utility account. This allows you to quickly access your account in the future.

©2013 Tyler

https://jonescountync.munisselfservice.com/common/AccountLink Jones County Online Paym... x

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home Utility Billing Account Link Setup

To link your self-service account with your utility account, please enter your exact utility account number and customer id as they appear on the bill, as shown in the resources link on the top of this page.

What is the account ID? *

What is the CID? *

Enter your Account Number and Customer ID. Click "Update".

* Indicates required field

JONES COUNTY WATER DEPARTMENT
P.O. BOX 355 • TRENTON, N.C. 28585
252-448-8000

SERVICE FROM	SERVICE TO	METER NUMBER

PREVIOUS READING	PRESENT READING	USAGE	CODE	AMOUNT	RETURN THIS STUB WITH PAYMENT

MAIL TO:

ONLINE PAYMENT OPTION NOW AVAILABLE @ www.jonescountync.gov/utilitypayments

Customer ID (circled): CUSTOMER ID: 1234

Account Number (circled): 001234

BILL DATE	DUE DATE	ACCOUNT NUMBER	TOTAL DUE	ACCOUNT NUMBER	TOTAL DUE
		001234		001234	

https://jonescountync.munisselfservice.com/AccountSettings.aspx Jones County Online Paym...

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home **Account Settings**

Citizen Self Service

Home > My Account

Account Information

Now logged in as	SAMPLEGUEST
Last successful login	10/31/2013
Last failed login	10/31/2013
Password last changed	10/31/2013
Password expires in	91 days Change Password
E-Mail address	sampleguest@sampleguest.com Change E-Mail Address

Customer Accounts [link to account](#)

There are currently no linked accounts

Utility Billing Accounts [link to account](#)
[remove](#)

Go To Module Homepage

Once your account is linked, your account number and customer ID will appear here. Now click "Citizen Self Service" at the top left of the page to continue.

https://jonescountync.munisselfservice.com/citizens/default.aspx Jones County Online Paym...

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home **Welcome to Citizen Self Service** My Cart (0 items)

Citizen Self Service

Other Services

Utility Bills

Home > Citizen Self Service

Announcements

Welcome to Jones County, North Carolina Citizen Self Service. This site is available to citizens to look up and pay Utility Bills and Miscellaneous Receipts and to look up Business Licenses. For links to necessary local documents, please click the Resources link in the upper right corner of this page.

Profile information

Profile information not found.

Utility Billing Accounts

Click box to access your account.

©2013 Tyler Technologies, Inc. [Help/Feedback](#)

https://jonescountync.munisselfservice.com/citizens/default.aspx Citizen Self Service

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home > Citizen Self Service

Announcements

Welcome to Jones County, North Carolina Citizen Self Service. This site is available to citizens to look up and pay Utility Bills and Miscellaneous Receipts and to look up Business Licenses. For links to necessary local documents, please click the Resources link in the upper right corner of this page.

Profile information

Profile information not found.

Utility Billing Accounts

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Manage Bills

©2013 Tyler Technologies, Inc. [Help/Feedback](#)

Click "Manage Bills" to view and pay your bill.

https://jonescountync.munisselfservice.com/citizens/UtilityBilling/ Jones County Online Paym...

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home > Citizen Self Service > Utility Bills > Manage Bills

Manage Bills [Sign up for Automatic Payments](#)

Service Address [REDACTED]
Account Number [REDACTED]

Outstanding Bills [Show Past Bills](#)

Bill	Pay By	Charges	Balance Due
<input type="checkbox"/> [REDACTED]	11/12/2013	\$25.65	\$25.65 Bill Details
			Total Due: \$25.65

[Add to Cart](#)

Select bills you would like to pay now, then click "Add to Cart"

Select the bill you would like to pay and click "Add to Cart".

Tip: Click "Bill Details" to see usage.

©2013 Tyler Technologies, Inc. [Help/Feedback](#)

https://jonescountync.munisselfservice.com/citizens/UtilityBilling/

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home > Citizen Self Service > Utility Bills > Manage Bills

My Cart (1 item)

Manage Bills

✔ Utilities 579026 was added to your shopping cart

Service Address [REDACTED]
Account Number [REDACTED]

Outstanding Bills [Show Past Bills](#)

Bill	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> [REDACTED]	11/12/2013	\$25.65	\$25.65 Bill Details
			Total Due: \$25.65

[Add to Cart](#)

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

©2013 Tyler Technologies, Inc. [Help/Feedback](#)

https://jonescountync.munisselfservice.com/citizens/UtilityBilling/

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home > Citizen Self Service > Utility Bills > Manage Bills

My Cart (1 item)

Manage Bills

Service Address [REDACTED]
Account Number [REDACTED]

Outstanding Bills [Show Past Bills](#)

Bill	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> [REDACTED]	11/12/2013	\$25.65	\$25.65 Bill Details
			Total Due: \$25.65

[Add to Cart](#)

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

Utilities 579026 \$25.65
Total: \$25.65

[Review Cart](#) [Checkout](#)

Click the "Checkout" button

©2013 Tyler Technologies, Inc. [Help/Feedback](#)

https://jonescountync.munisselfservice.com/citizens/Payments/Pa Jones County Online Paym... x

Convert Select

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home Pay Bills

Home > Citizen Self Service > Payment > Shopping Cart Check Out

Step 1 of 4: Payment amount Step 1 2 3 4

Bill Description	Bill Year	Bill Number	Balance	Due Now	Payment Amount
Utilities	2014	579026	\$25.65	\$25.65	\$ 25.65 <input type="text"/>

[Continue](#)

Click the "Continue" button

©2013 Tyler Technologies, Inc. [Help/Feedback](#)

https://jonescountync.munisselfservice.com/citizens/Payments/Pa Jones County Online Paym... x

Convert Select

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home Pay Bills

Home > Citizen Self Service > Payment > Shopping Cart Check Out

Step 2 of 4: Please enter the payment information Step 1 2 3 4

Enter the details needed to process this payment.

Credit card

Card type

Card number

Card ID (CVV) number

Expiration date

Enter credit card information and click continue.

[Continue](#)

©2013 Tyler Technologies, Inc. [Help/Feedback](#)

https://jonescountync.munisselfservice.com/citizens/Payments/Bill... Jones County Online Paym... x

Convert Select

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home Pay Bills

Home > Citizen Self Service > Payment > Shopping Cart Check Out

Step 3 of 4: Billing address Step 1 2 **3** 4

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

First name

Last name

Address line 1

Address line 2

City

State two letter abbreviation

Zip code

Contact phone number

E-Mail for your e-mail confirmation

Remember my information on this computer

Continue to review your payment.

Enter billing information and click continue.

©2013 Tyler Technologies, Inc. [Help/Feedback](#)

https://jonescountync.munisselfservice.com/citizens/Payments/Re... Jones County Online Paym... x

Convert Select

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home Pay Bills

Home > Citizen Self Service > Payment > Shopping Cart Check Out

Step 4 of 4: Review Step 1 2 3 **4**

Please review the information below. Make changes if necessary, then submit your payment request.

Payment Amount [change](#)

Bill Description	Due Now	Payment Amount
Utilities 579026	\$25.65	\$25.65
Subtotal		\$25.65
Total		\$25.65

Payment Method [change](#)

Visa

Billing Address [change](#)

Name

Address

Phone Number

E-mail

Submit **Cancel**

Review your information and then click submit.

©2013 Tyler Technologies, Inc. [Help/Feedback](#)

Browser address bar: https://jonescountync.muniselfservice.com/citizens/Payments/Checkout/Checkout.aspx

Jones County, NC

SAMPLEGUEST | Home | My Account | Log Out

Home | Citizen Self Service | Other Services | Utility Bills

Pay Bills

Home > Citizen Self Service > Payment > Shopping Card Check Out

✔ Your payment has been successfully processed

Your Confirmation Number is [REDACTED]
Your Authorization Code is [REDACTED]

Thank you for your online payment.

You may want to print this page for your records.

Payment process is now complete.

Payment Amount

Bill Description	Due Now	Payment Amount
Utilities 579026	\$25.65	\$25.65
Subtotal		\$25.65
Total		\$25.65

Payment Method

Visa [REDACTED]

Billing Address

Name [REDACTED]
Address [REDACTED]
[REDACTED]
[REDACTED]

Phone Number [REDACTED]
E-mail [REDACTED]