

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 facelID 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?

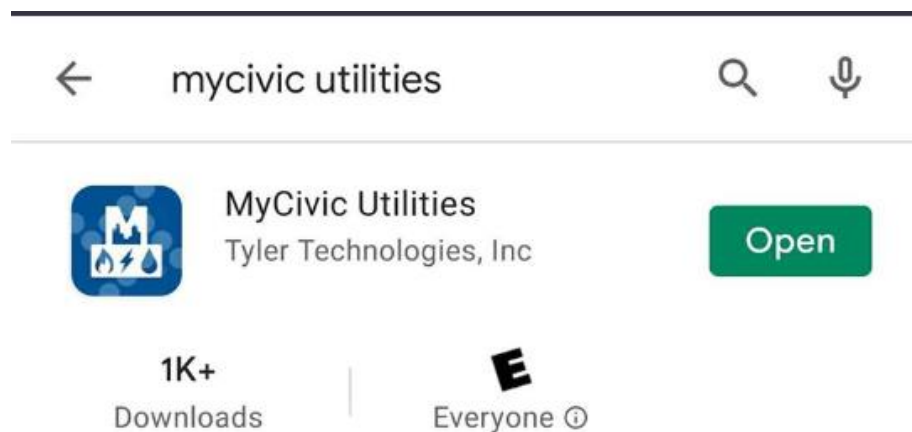
1. Download the App from Apple Store or Droid's Google Play Store.

- 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

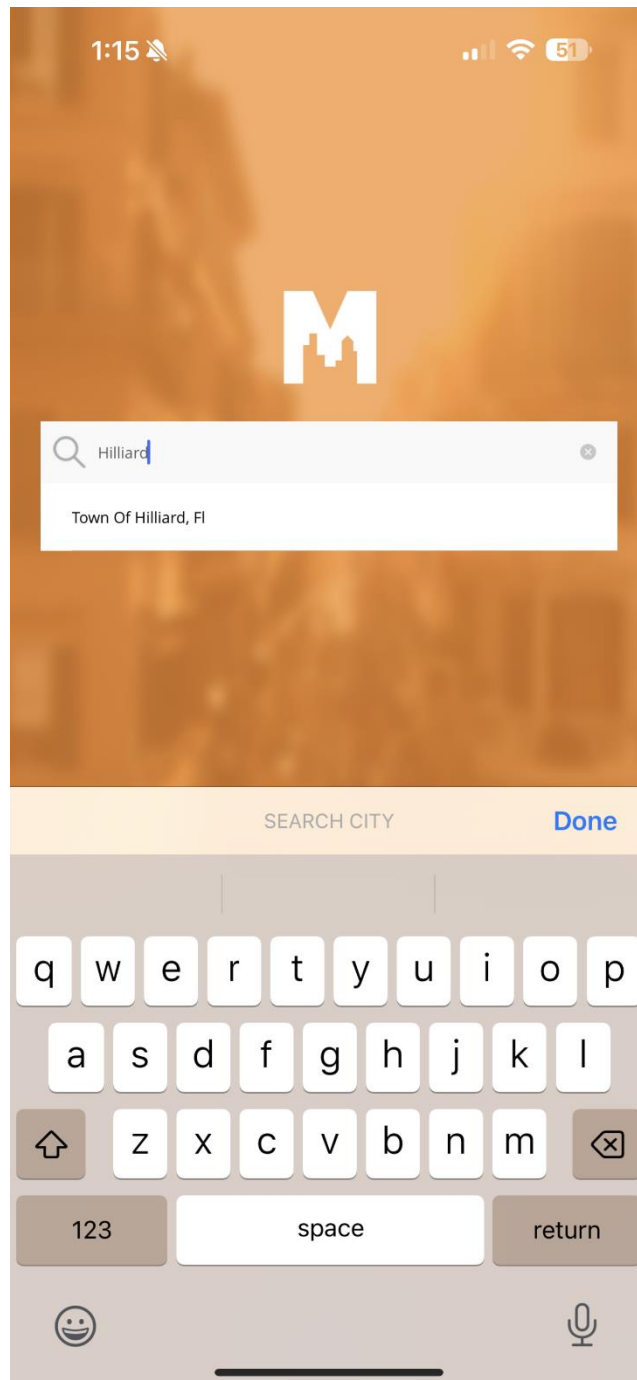
IOS



Android



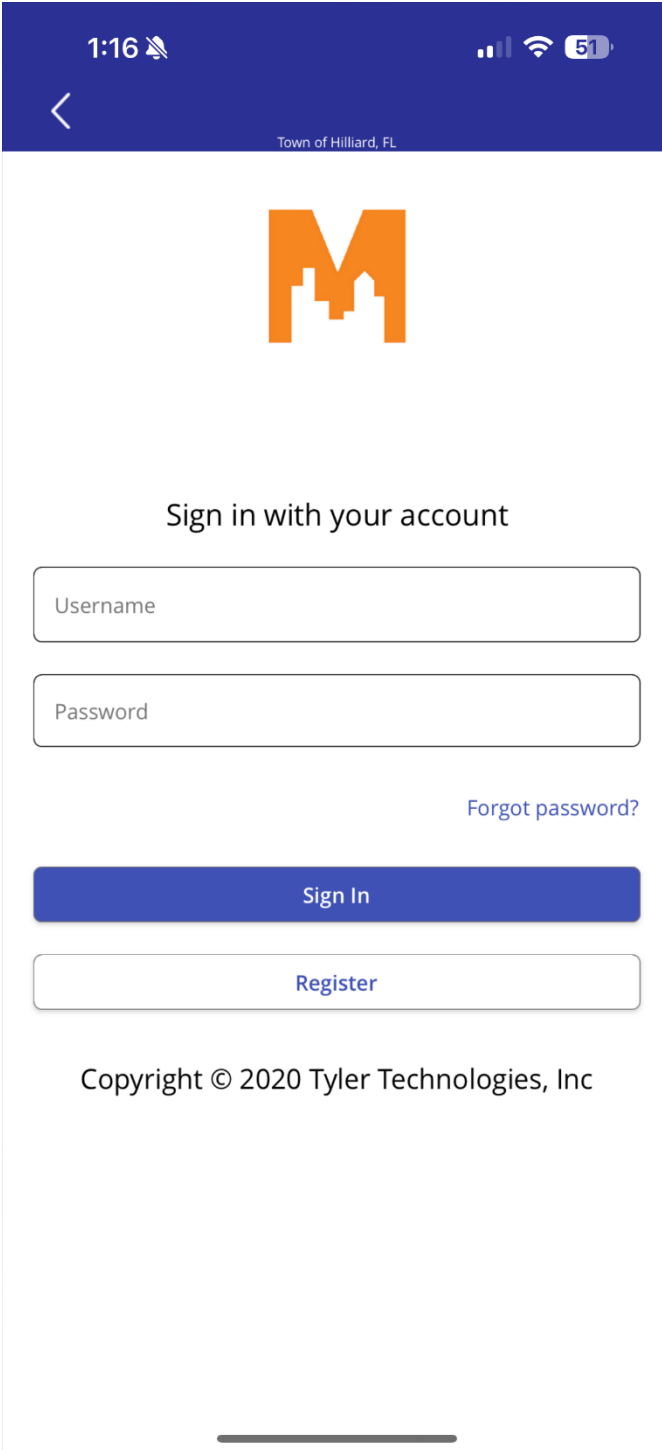
2. Search for your City Name



3. 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.



The image shows a mobile application interface for the Town of Hilliard, FL. At the top, a dark blue header bar contains a back arrow on the left, the text "Town of Hilliard, FL" in the center, and status icons (time 1:16, signal, Wi-Fi, and 51% battery) on the right. Below the header is a large orange logo consisting of a stylized 'M' with a city skyline silhouette. The main content area is white and features the text "Sign in with your account" centered. Below this are two input fields: "Username" and "Password". To the right of the "Password" field is a blue link that says "Forgot password?". Below the input fields are two buttons: a solid blue "Sign In" button and a white "Register" button with a blue border. At the bottom of the screen, the text "Copyright © 2020 Tyler Technologies, Inc" is displayed. A horizontal line at the very bottom indicates the home indicator bar of an iPhone.

1:16

Town of Hilliard, FL



Sign in with your account

Username

Password

[Forgot password?](#)

Sign In

Register

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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.


9:33

Connect Utility Service

Skip

Let's setup your utilities.

Select if you currently have utility service or if you are setting up a new utility service



Connect existing service.
I already have an account but want to see it here.

9:34


Connect Utility Service

Skip

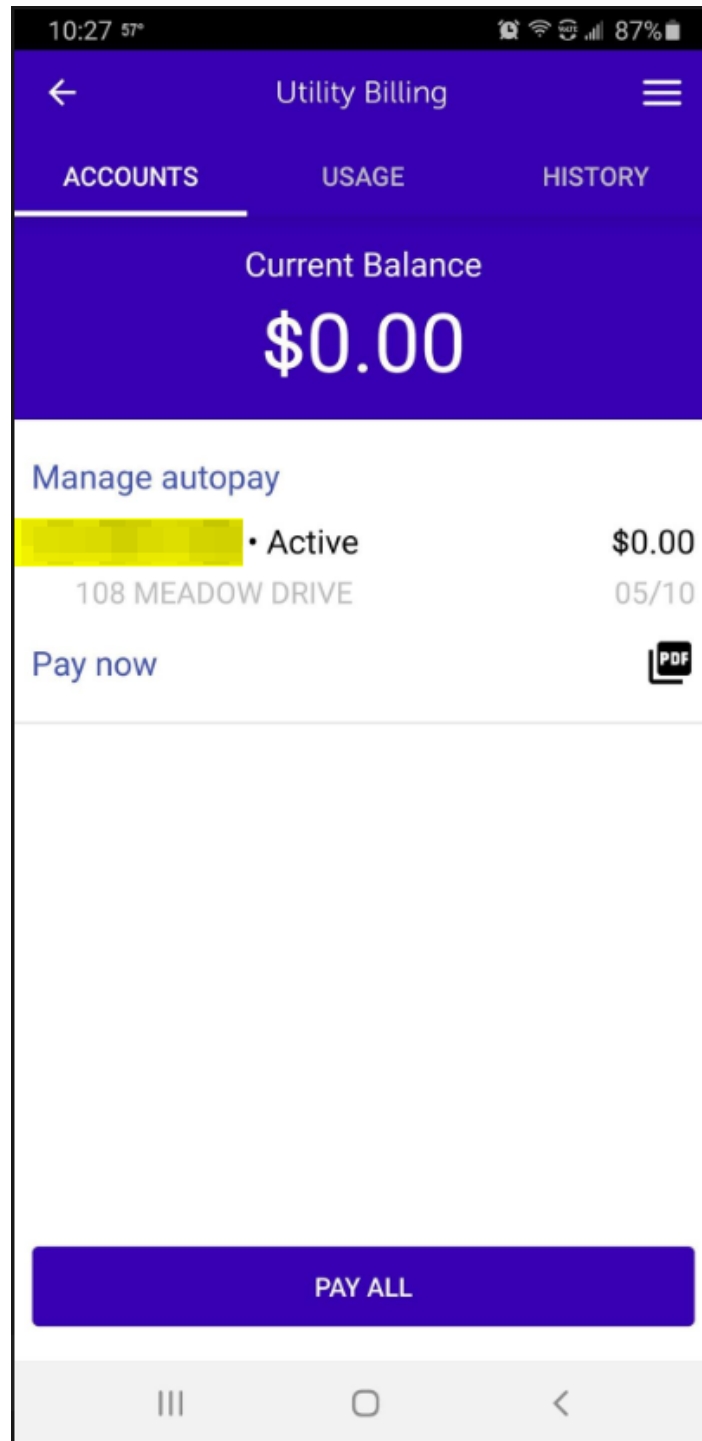
Let's find your utility account.

To see your utility information, let's link up your account.

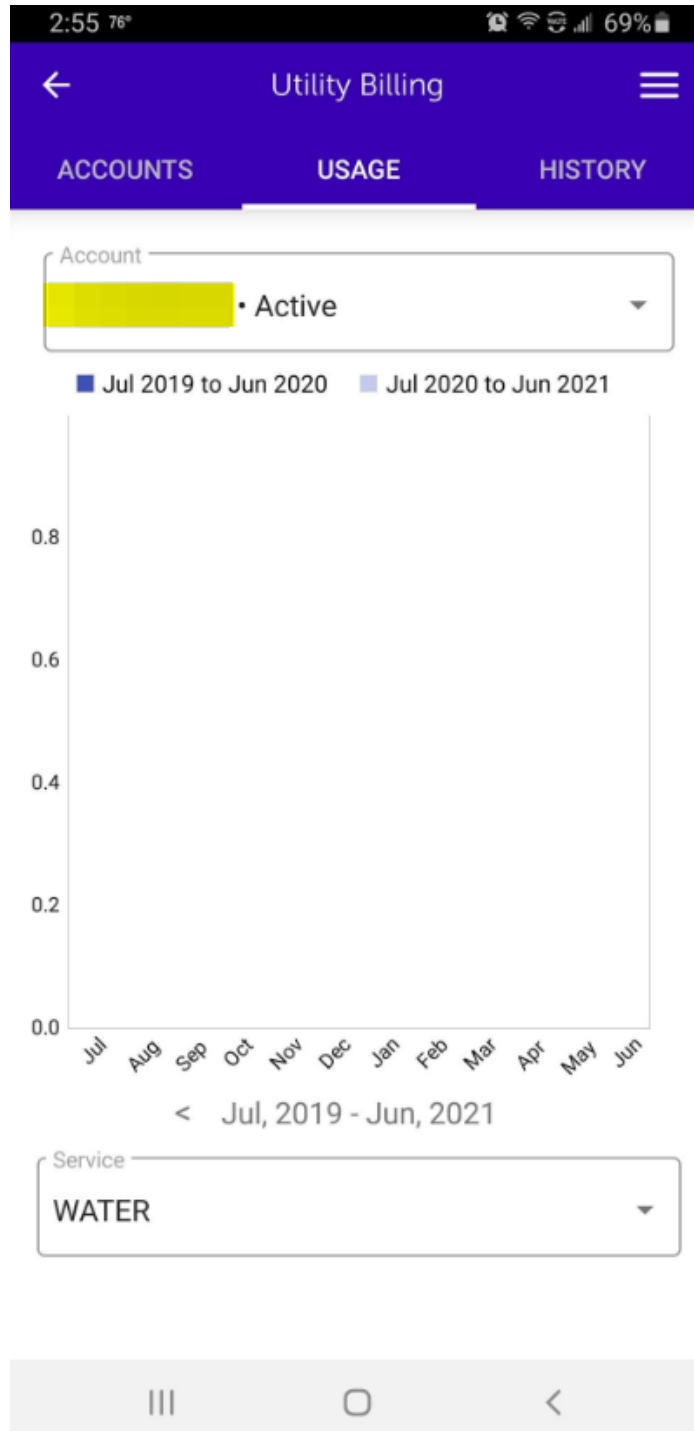
[Have a QR code?](#)

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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%

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Utility Billing

☰

ACCOUNTS

USAGE

HISTORY

Current Balance

\$256.27

Account

• 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

III

○

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