

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

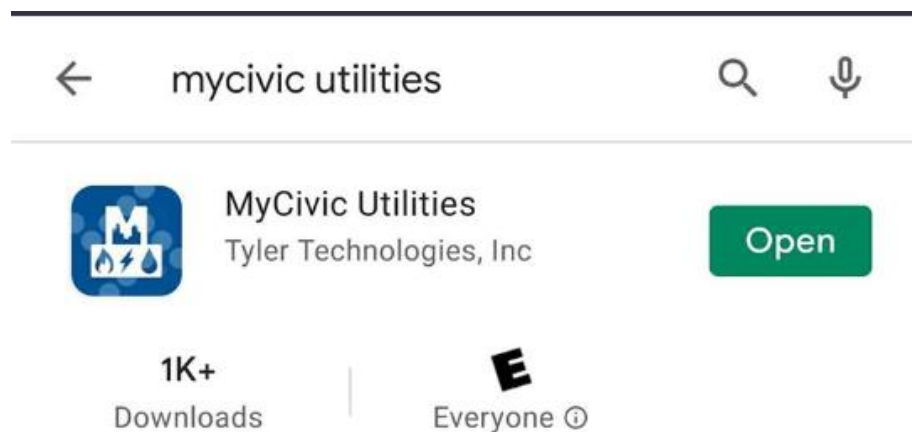
How do you install the app?

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

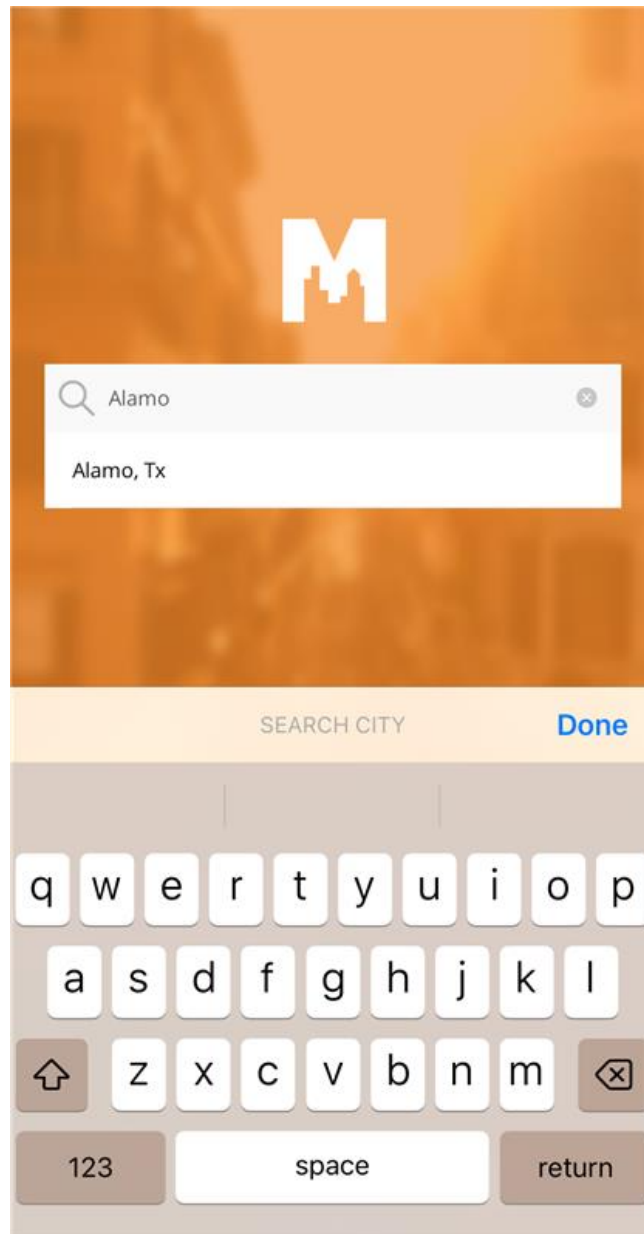
IOS



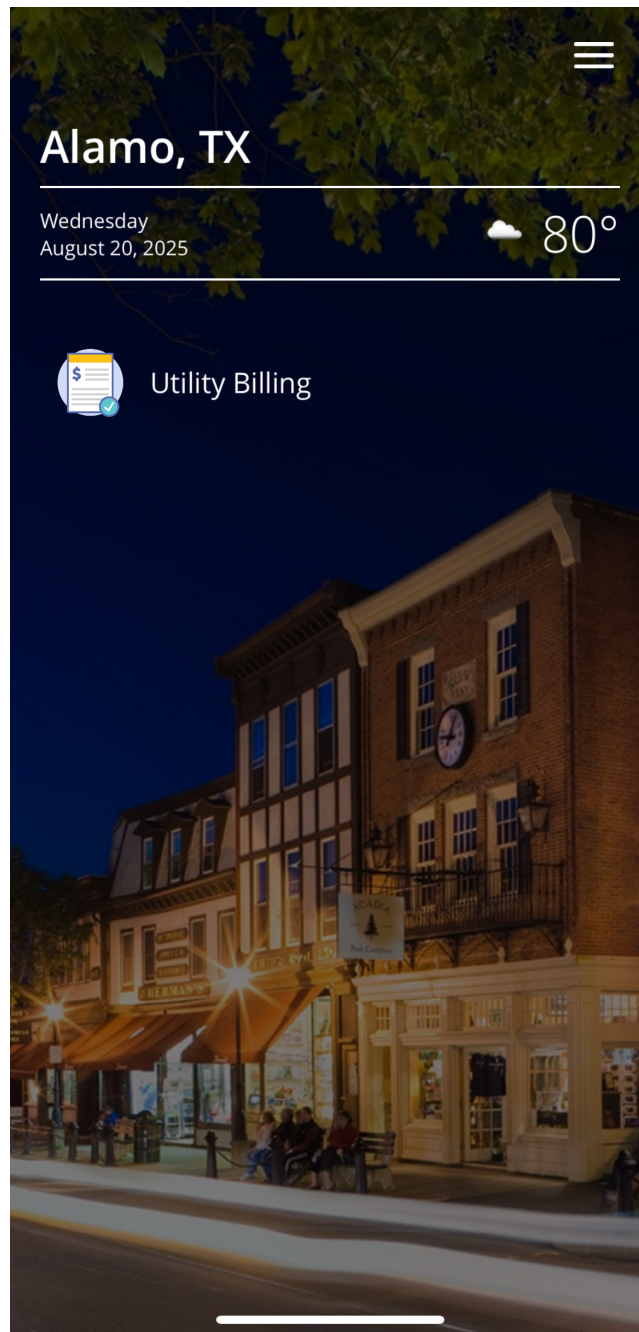
Android



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.

 Alamo, TX

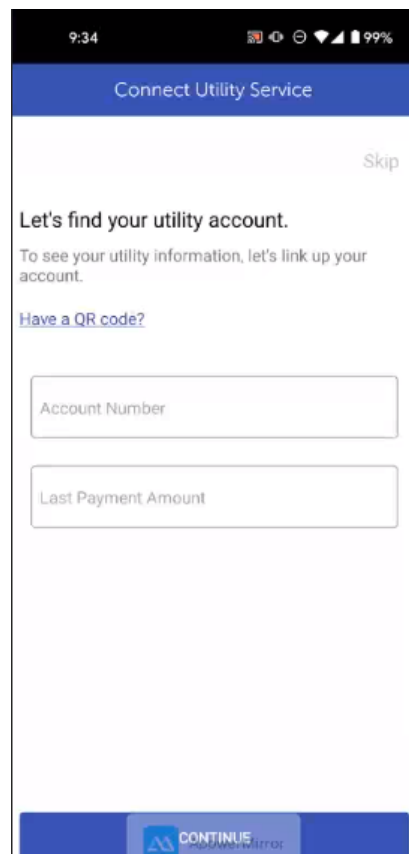
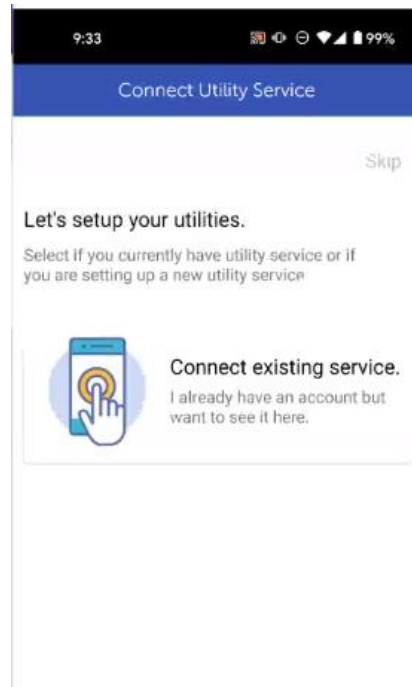


Sign in with your account

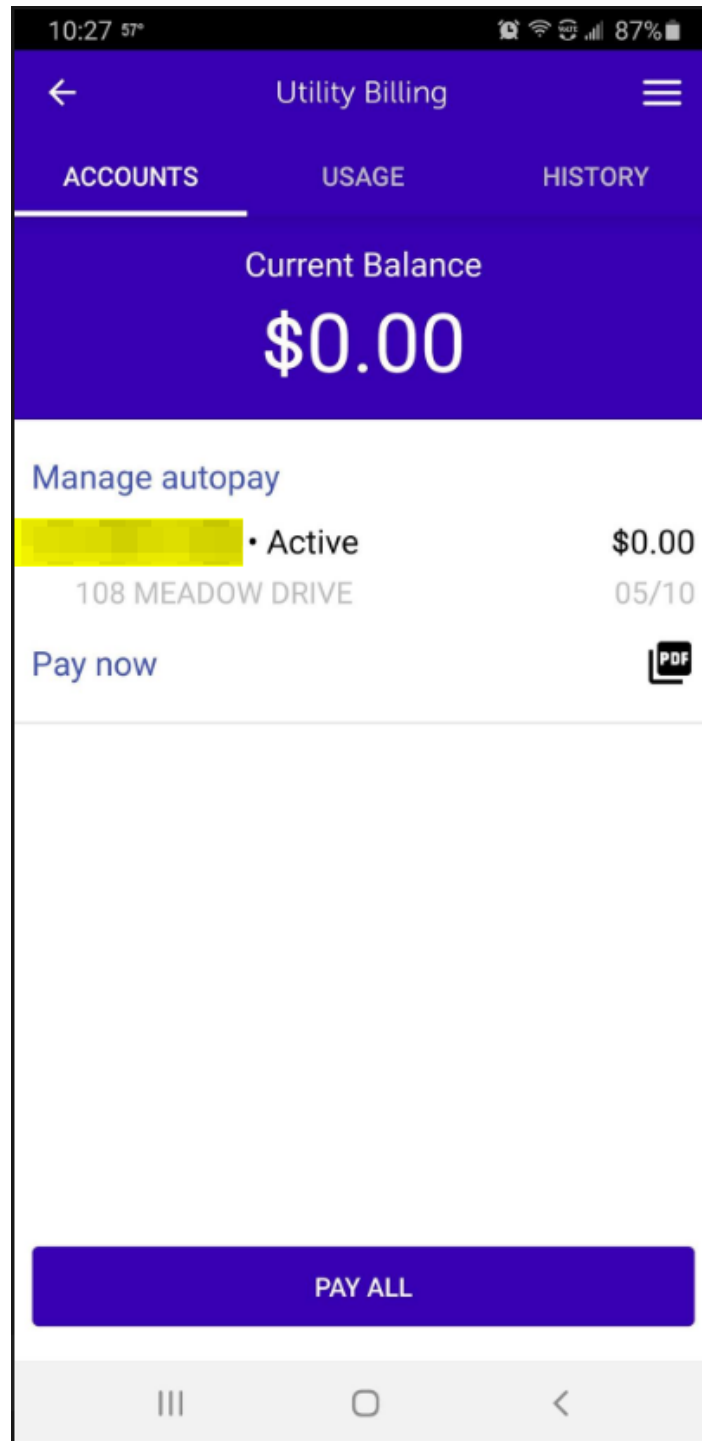
[Forgot password?](#)

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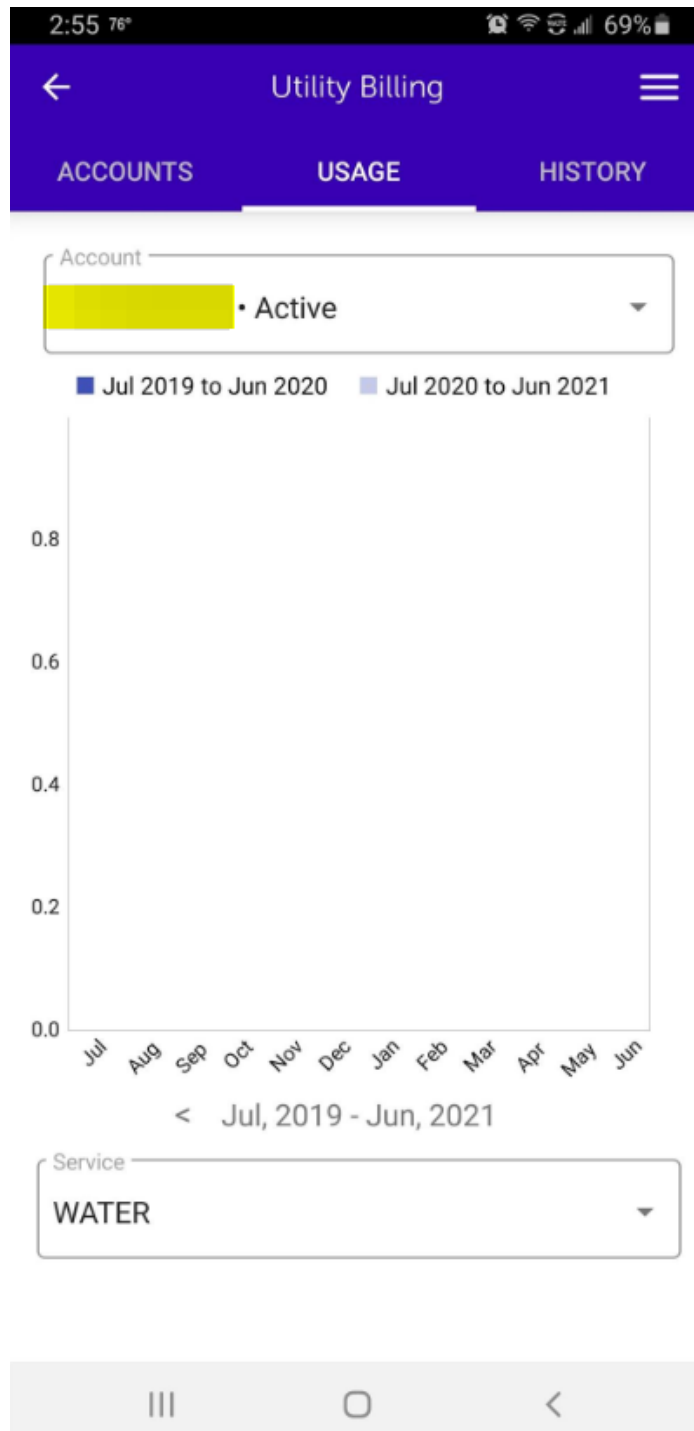
5. If no account is linked, you will see this next screen. You will just need to enter in the account number with dashes and last payment amount made.



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.



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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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