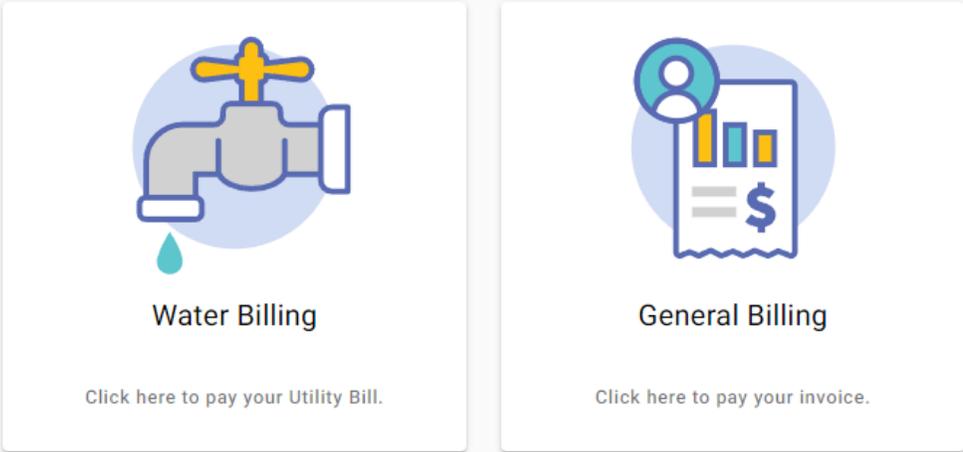


# CITY OF BOSSIER CITY – RESIDENT ACCESS PORTAL UTILITY BILLING

New Resident Access Portal for the City of Bossier City. This document will walk you through using the new Access portal and its current features. Please click the link below to access the new portal or you may copy and paste it into your browser.

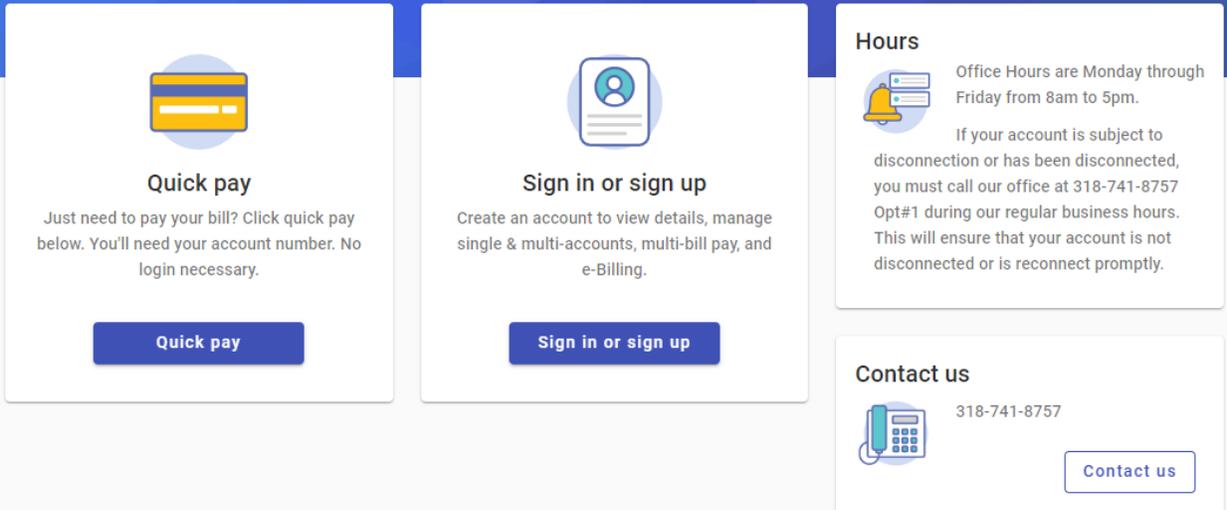
<https://cityofbossiercityla.tylerportico.com/navigator/public/selections/navigator>

Select the Tile/Icon of the Portal you wish to visit. For Utility Billing, please click Water Billing.



The image shows two large white tiles with rounded corners. The left tile features a blue and yellow water faucet icon with a single drop of water falling from it. Below the icon, the text reads "Water Billing" and "Click here to pay your Utility Bill." The right tile features a blue icon of a document with a bar chart and a dollar sign. Below the icon, the text reads "General Billing" and "Click here to pay your invoice."

On the next page, you can select the Quick Pay option to make a onetime payment without needing to register an account or sign in. You can also click Sign-in or sign up to create an account, manage single or multiple accounts, and enroll in e-Billing.



The image shows a row of four white tiles with blue borders. The first tile is titled "Quick pay" and includes a credit card icon, a description: "Just need to pay your bill? Click quick pay below. You'll need your account number. No login necessary.", and a blue "Quick pay" button. The second tile is titled "Sign in or sign up" and includes a person icon, a description: "Create an account to view details, manage single & multi-accounts, multi-bill pay, and e-Billing.", and a blue "Sign in or sign up" button. The third tile is titled "Hours" and includes a bell icon, office hours: "Office Hours are Monday through Friday from 8am to 5pm.", and a note: "If your account is subject to disconnection or has been disconnected, you must call our office at 318-741-8757 Opt#1 during our regular business hours. This will ensure that your account is not disconnected or is reconnect promptly." The fourth tile is titled "Contact us" and includes a telephone icon, the phone number "318-741-8757", and a blue "Contact us" button.

FOR QUICK PAY USERS:

To Quick Pay your bill, please refer to your Water Bill for Customer Number and Account Number. The first six digits will go in the bottom box labeled Customer Number. The second set of digits will go in the top box labeled Account Number.

## UTILITY STATEMENT

### IMPORTANT INFORMATION

FOR INQUIRIES REFERENCE ACCOUNT NUMBER	<b>123123</b>	<b>456456</b>
BILLING QUESTIONS		741-8757
AFTER HOURS WEDNESDAY ONLY (5:00 to 8:30)		741-8757
WATER & SEWER AFTER HOURS EMERGENCY		741-8466
SOLID WASTE QUESTIONS		741-8461
EMERGENCY AMBULANCE SERVICE – FIRE DEPARTMENT		741-8711

\* Account Number **Type in second number, no dashes.**

Use your Account Number and Customer ID Number to create your account. Both numbers can be found on your Utility Bill.

\* Customer Number **Type in first number, no dashes.**

FOR SIGN IN OR SIGN-UP:

Click Sign in or sign-up.



## Login

Login

[Forgot password?](#)

Don't have an account? [Register](#)

At the login screen you will have the ability to login if you already have an account setup. If you don't have an account, you will need to click Register. When registering for an account you will need to provide an email address, name, and phone number.

After creating an account, you will need to click Add account on the next page.

## Accounts

You do not have any Utility Billing accounts associated with your login.  
Add an account to access account details, pay your bills, and manage accounts.

[Add account](#)

Please refer to your Water Bill for Customer Number and Account Number. The first six digits will go in the bottom box labeled Customer Number. The second set of digits will go in the top box labeled Account Number.

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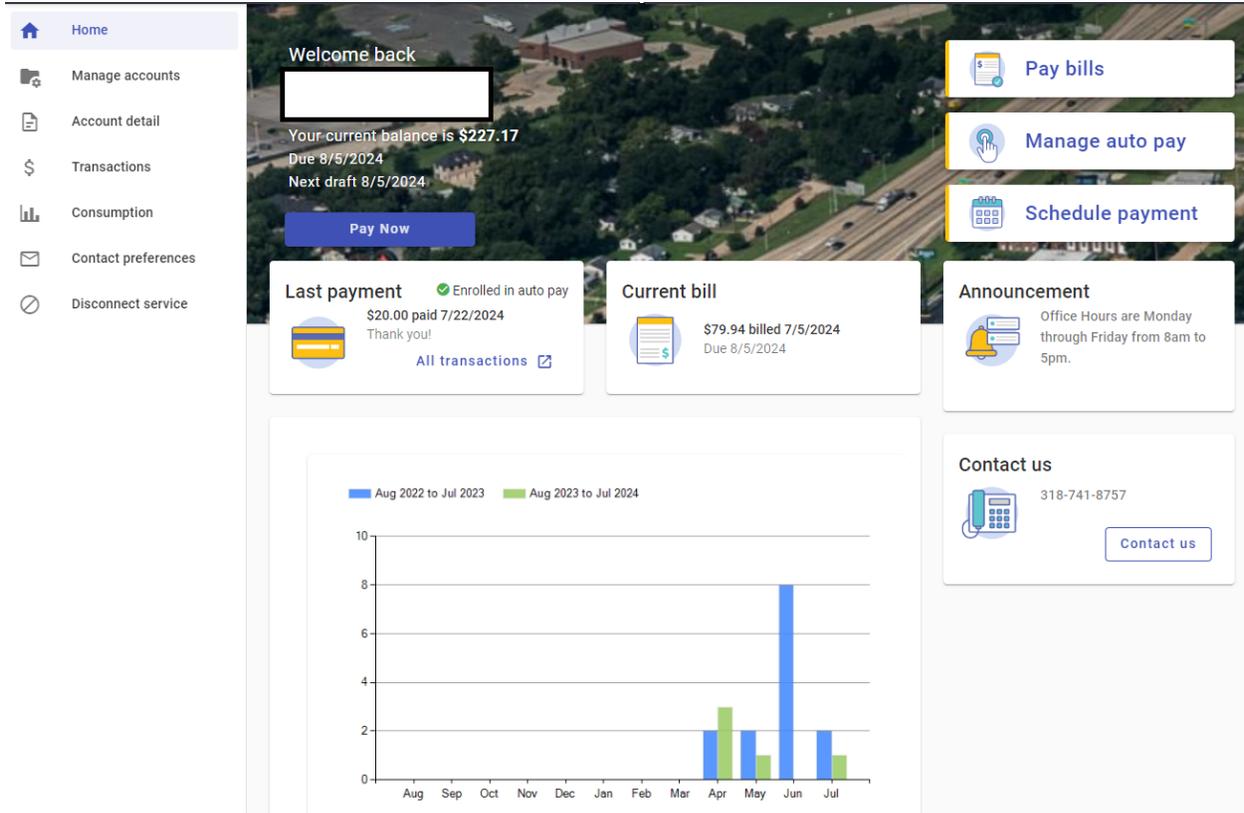
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The left side navigation menu allows you access information on your account. On the home page your current balance owed will display at the top of the screen. You will also have direct access to your Current Bill and Last payment as well as a consumption graph of water usage.



**Manage Accounts:** Will give you access to your account(s). If you have multiple water accounts in the City you will be able to toggle between the accounts or add additional accounts or remove accounts as needed.

**Account Detail:** Will give you full details of your account broken up into sections. Account Summary of account details for billing, Metered services, Non-metered services, and recent bills.

**Transactions:** Will show a history of all payments and bills associated to the linked account. By default, this will filter for the last year the date range selector at the top will allow to filter for less or more time.

**Consumption:** Will show a graph of water consumption on the linked account. The consumption is tracked in thousand gallons.

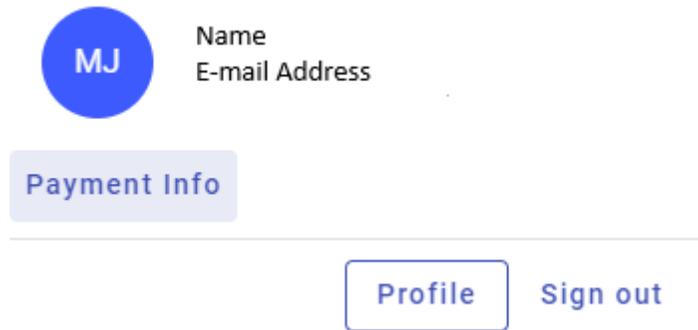
**Contact Preferences:** You can use this screen to enroll in e-Billing, manage your e-mail reminders as well as auto pay reminders if enrolled.

**Disconnect Service:** You can use this to send an e-mail requesting disconnection.

CITY OF BOSSIER CITY – RESIDENT ACCESS PORTAL UTILITY BILLING

You will be able to make a payment on your account at any time using the “Pay Now” button through out the program when you are logged in. You may also make a “Quick Payment” using the link on the main login page. Note you will need your Account number and CID to locate your bill.

When logged in you will also be able to add a “Payment Method” such as Credit Card or eCheck (Coming Soon) by clicking the icon in the top right of the screen and clicking “Payment Info”. You may also “Schedule a Payment” this payment will be drafted automatically by the system on the date selected. This is a one-time automated payment that will only pull on the selected date.



A user profile summary section. On the left is a blue circular profile picture containing the initials 'MJ'. To its right, the text 'Name' and 'E-mail Address' is displayed. Below the profile picture is a light blue button labeled 'Payment Info'. At the bottom of the section are two buttons: 'Profile' (enclosed in a blue border) and 'Sign out'.

Select the appropriate option that you would like to proceed with. And then click “Add Payment Method”.

**Add payment method** ×

Enter new credit card

Card number  MM  YYYY

Cardholder name

Address

Billing ZIP code

Enter new eCheck

[Cancel](#) [Save](#)