

City of Alamogordo

New Customer Portal User Guide



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Getting Started: Set up a New User – 1

The screenshot shows the City of Alamogordo Billing Portal login page. The browser address bar displays 'alamogordo.billingdoc.net/login'. The page header includes the City of Alamogordo logo and a 'Create an Account' button. The main content area is divided into two panels. The left panel, titled 'Welcome to the City of Alamogordo Portal', contains a 'Create An Account' button circled in blue. A blue callout box with an arrow points to this button, containing the text: 'New Users: Start by selecting 'Create An Account''. The right panel is the login form, featuring fields for 'Email' and 'Password', a 'Remember me' checkbox, a 'Forgot Password?' link, and a 'Sign In' button. A link for 'Create An Account' is also present at the bottom of the login form. The footer shows 'Current branch: AMGO' and a language selection dropdown.

City of Alamogordo Portal

alamogordo.billingdoc.net/login

City of ALAMOGORDO

Create an Account

New Users:
Start by selecting 'Create An Account'

City of ALAMOGORDO

Welcome to the City of Alamogordo Portal

ALL PAYMENTS ARE POSTED NEXT BUSINESS DAY.

ATTENTION: If your water has been disconnected for non-payment, please call Customer Service at (575) 439-4260 to inform us your recent payment.

Create An Account One-Time Payment

City of ALAMOGORDO

Email Email Address

Password Password 6-30 characters

Remember me Forgot Password?

Sign In

Don't have an account? [Create An Account](#)

Current branch: AMGO

Select Language

Powered by Google Translate

Getting Started: Set up a New User – 2

The screenshot shows a web browser window with the URL alamogordo.billingdoc.net/register. The page header includes the City of Alamogordo logo and navigation buttons for "Create an Account" and "Sign In". The main content area features a registration form with the following fields:

- Name:** A text input field with a person icon and the placeholder text "Enter Full Name".
- Email Address:** A text input field with an envelope icon and the placeholder text "Enter Email".
- Password:** A text input field with a lock icon and the placeholder text "Password 6-30 characters".
- Confirm Password:** A text input field with a lock icon.

At the bottom of the form are two buttons: "Submit" (dark blue) and "Cancel" (light blue). Below the buttons is a link: "Already have an account? [Sign In](#)".

A callout box on the left side of the page contains the following text:

New Users:
Making a new user account is easy! Simply enter your name, the email address you want to use, and a password.
Once you fill in your information and hit submit, the system will send you an email to confirm your email address.

A blue arrow points from the callout box to the "Submit" button.

Getting Started: Set up a New User – 3

The screenshot shows the City of Alamogordo Billing Portal login page. The browser address bar shows the URL alamogordo.billingdoc.net/login. The page header includes the City of Alamogordo logo and a "Create an Account" button. The main content area features the City of Alamogordo logo, a welcome message, and two buttons: "Create An Account" and "One-Time Payment". A callout box titled "New Users:" provides instructions for new users and lists features available after linking an account. The login form on the right includes fields for "Email" and "Password", a "Remember me" checkbox, a "Forgot Password?" link, and a "Sign In" button. A "Create An Account" link is also present below the "Sign In" button. The footer shows "Current branch: AMGO" and a language selection dropdown.

New Users:

Once you have created an account and confirmed your email address, you can log in to the payment portal and link your Utility Account(s).

With your account(s) linked you can:

- Sign up for eStatements
- View Statement & Payment History
- Save Credit Card & ACH Info
- Sign up for Autopay

City of ALAMOGORDO

Welcome to the City of Alamogordo Portal
ALL PAYMENTS ARE POSTED NEXT BUSINESS DAY.
ATTENTION: If your water has been disconnected for non-payment, please call inform us your recent payment.

Create An Account One-Time Payment

City of ALAMOGORDO

Email Email Address

Password Password 6-30 characters

Remember me Forgot Password?

Sign In

Don't have an account? [Create An Account](#)

Current branch: AMGO

Select Language

Powered by Google Translate

Link Utility Accounts to User Login – 1

City of Alamogordo Portal | coacis@ci.alamogordo.nm.us | 575-439-4260

Current branch: **AMGO**

Select Language
Powered by Google Translate

Account Setup:
Now that you've created an account and logged in, you can link your Utility Account(s) to this login.
Simply select 'Add Account Number' and you will be able to add as many accounts as you need for this login.

Link Utility Accounts to User Login – 2

City of Alamogordo Portal
alamogordo.billingdoc.net/user_accounts

City of ALAMOGORDO

Dashboard / Add New Account Number

Add New Account Number

Fill in the form below to attach a new account.

First 3 characters of the first or last name printed on your paper statement

Statement Name

Account Number

Account Number

Location of your account on your paper statement:

City of Alamogordo
Utility Billing Division
1376 E. Ninth Street
Alamogordo, New Mexico 88310
(505) 436-4260

Bills are due fifteen (15) days from the billing date and are considered delinquent (10) days from the due date. A late fee of \$10.00 will appear on your next bill.

Billing Date	Due Date	ENTER AMOUNT PAID
08/13/2013	08/28/2013	

ACCOUNT NUMBER → 90099-0099 → NAME → JOHN H. SMITH
123 MAIN ST.
ALAMOGORDO, NM 88310

PREVIOUS BALANCE 0.00
CURRENT CHARGES 54.89
TOTAL AMOUNT NOW DUE 54.89

00001022500000759200000005489

Submit Cancel

Current branch: AMGO

Account Setup:
To link a Utility account, simply enter the Customer# and Account# printed on your utility bill and click 'Submit'.

Repeat this process to add more accounts if necessary. You can link as many accounts as you need.

Add Payment Methods – 1

The screenshot shows the City of Alamogordo Billing Portal interface. The browser address bar displays 'alamogordo.billingdoc.net/home'. The page title is 'Account Number Dashboard'. The left sidebar contains navigation options: Dashboard, Pay My Bill, History, Payment Methods (circled in blue), Settings, and Log Out. A blue arrow points from the 'Payment Methods' link to a callout box on the right. The main content area displays account information for 'ACCOUNT NUMBER 91959-659' at 'SERVICE ADDRESS: 18 CRESCENT DR'. It shows the account holder's name as 'JOHN SMITH' and the statement date as '2021-07-14'. The current due amount is '\$0.00' and the total due is '\$0.00 (Paid \$0.00)'. Below this information are buttons for 'View Bill', 'Pay Bill', 'Paperless', and 'AutoPay'. A note at the bottom states: 'NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.' The footer includes 'Current branch: AMGO', a language selection dropdown, and 'Powered by Google Translate'.

Account Setup:
You now have a Utility Account linked to your user login. Nice work!
Next you can save a payment method to your account to make payments and set up autopay.
Select 'Payment Methods'

Add Payment Methods – 2

City of Alamogordo Portal

alamogordo.billingdoc.net/paymentmethods

City of ALAMOGORDO

Payment Methods

Dashboard / Payment Methods

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Current branch: **AMGO**

City of Alamogordo Portal | coacis@ci.alamogordo.nm.us | 575-439-4260

Payment Methods:

Select 'Add Payment Method'

Note: You can save as many payment methods as you need for your account(s).

Add Payment Methods – 3

The screenshot shows the 'Add Payment Method' form in the City of Alamogordo Billing Portal. The form includes the following fields:

- Description**: Text input field.
- Credit Card Number**: Text input field.
- Type**: Dropdown menu with 'Visa' selected.
- Name on Credit Card**: Text input field.
- Zip Code (Postal Code)**: Text input field.
- Expiration Date**: Two dropdown menus for month (January) and year (2021).

The 'Add Credit Card' and 'Add Check' buttons are circled in blue. A callout box on the right contains the following text:

Payment Methods:
You can save a Credit Card and/or ACH payment information. Enter all of the required information and select 'Save' at the bottom.
Repeat this process to save more payment methods.

Set Up Autopay – 1

The screenshot shows the City of Alamogordo Portal interface. The browser address bar displays alamogordo.billingdoc.net/paymentmethods. The left sidebar contains navigation options: Dashboard, Pay My Bill, History, Payment Methods, Settings, and Log Out. The main content area is titled "Payment Methods" and shows a list of saved payment methods. One method is visible: a MasterCard with the following details:

- CREDIT CARD #:** ****9180
- Description:** Card
- Name on Credit Card:** Brooks D Ney
- Expires on:** 02/2024

To the right of the list is a button labeled "Add Payment Method" with a plus sign icon. A callout box on the right side of the page provides the following instructions:

Make Payments:
Now that you have payment method saved, you can make one-time payments and sign up for Autopay. (Note: You do not need to save a payment method to make a one-time payment)
To make a one-time payment select 'Pay My Bill'.
To set up Autopay select 'Settings'.

At the bottom of the page, the text "Current branch: AMGO" is displayed on the left, and "City of Alamogordo Portal | coacis@ci.alamogordo.nm.us | 575-439-4260" is displayed on the right.

Set Up Autopay – 2

The screenshot shows the 'Settings' page for Autopay. At the top, there are navigation tabs for 'AutoPay', 'Paperless', 'Account', 'Password', and 'Pay By Text'. The 'AutoPay' tab is selected and highlighted with a red underline. Below the tabs, there is a text area with instructions: 'Update your AutoPay settings here: (Must have a Payment Method First). Accepted credit cards: Visa, MasterCard, Discover and American Express. Terms: By authorizing this transaction you agree to paying the amount listed.' Below this is a table with the following data:

Account Number	Payment Method	Next Payment	
91959-6596	Not set	Not set	

Autopay:
To set up automatic recurring payments, select the [+] box.

Note: You must have at least one saved payment method to set up Autopay.

Set Up Autopay – 3

Autopay:

Select the day of the month you want payments to come out, select the month that you want autopay to begin, and select the saved Credit Card or eCheck (ACH) payment method that you wish to use for this Utility Account. Then hit 'Save Autopay Plan'.

Note: Once Autopay is set up, payments will automatically come out for the account balance, on the day of the month you that you selected.

Repeat this process to set up additional accounts on Autopay.

Return to the Dashboard

City of Alamogordo Portal | coacis@ci.alamogordo.nm.us | 575-439-4260

Set Up Paperless Statements – 1

City of Alamogordo Portal | alamogordo.billingdoc.net/home

City of ALAMOGORDO

Account Number Dashboard

Dashboard

ACCOUNT NUMBER 91959-659

SERVICE ADDRESS: 18 CRESCENT DR

Name: JOHN SMITH

Statement Date: 2021-07-14

Current Due: \$0.00

Total Due: \$0.00 (Paid \$0.00)

View Bill | Pay Bill | Paperless | AutoPay

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

See Statement History
See Payment History

Current branch: AMGO

Powered by Google Translate

Paperless Statements:

You can also sign up for eStatement notifications!

Rather than receiving a paper bill in the mail, you will receive an email notification letting you know that a pdf version of your statement is available on the Alamogordo Customer Portal.

To get started, select 'Paperless' on the customer dashboard page.

Set Up Paperless Statements – 2

City of Alamogordo Portal

alamogordo.billingdoc.net/settings#paperless

City of ALAMOGORDO

Settings

Dashboard / Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Update your Paperless settings here:

By checking the "Check for Notification" boxes on either email or text notifications you agree to receive notification bill is available to view at this site once you have logged on with your user name and password.

Account Number	Email Notification to Bney@valli.com	Text Notification
91959-6596	<input type="checkbox"/> Check for Notification	No confirm number avai

Current branch: AMGO

Paperless Statements:

To sign up for eStatement notifications simply check the box next to the utility account # you want to set up.

Note: You can set up email notifications for as many UB accounts as you want/need.

Alternatively, you can add a phone number and sign up for text notifications.

If you sign up for email or text notifications, you will no longer receive a paper bill.

Set Up Paperless Statements – 3

City of Alamogordo Portal | alamogordo.billingdoc.net/home

City of ALAMOGORDO

Account Number Dashboard Dashboard

ACCOUNT NUMBER 91959-6596 Edit Nickname

SERVICE ADDRESS: 1817 CRESCENT DR

Name: BENITEZ, ABRAHAM OR DESIREE	Statement Date: 2021-07-14
---	--------------------------------------

Current Due: \$0.00	Total Due: \$0.00 (Paid \$0.00)
-------------------------------	---

[View Bill](#) [Pay Bill](#) [Paperless](#) [AutoPay](#)

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

[See Statement History](#)
[See Payment History](#)

Current branch: **AMGO**

Select Language Powered by Google Translate

Paperless Statements:

Once you receive your eStatement notification. Log in to the Alamogordo Customer Portal, and select 'View Bill' to view your current statement.

The system will prompt you to download a pdf of your statement. You can then view a digital copy your bill, and retain for your records.

Statement & Payment History – 1

City of Alamogordo Portal
alamogordo.billingdoc.net/home

City of ALAMOGORDO

Account Number Dashboard

Dashboard

ACCOUNT NUMBER 91959-659

EDIT Nickname

SERVICE ADDRESS: 18 CRESCENT DR

Name: JOHN SMITH

Statement Date: 2021-07-14

Current Due: \$0.00

Total Due: \$0.00 (Paid \$0.00)

View Bill | Pay Bill | Paperless | AutoPay

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

See Statement History
See Payment History

Current branch: AMGO

Select Language

Powered by Google Translate

Statement & Payment History:

You can also access past statements, and payment history!

Select 'Statement History' or 'Payment History'.

Note: If you have multiple utility accounts you can access Statement/Payment History for each account.

Statement & Payment History – 2

City of Alamogordo Portal | History | Dashboard / History

City of ALAMOGORDO

Dashboard | Pay My Bill | **History** | Payment Methods | Settings | Log Out

Statement History | Payment History

Statements

Show 10 entries | Search:

#	Date	Account Number
No data available in table		

Showing 0 to 0 of 0 entries | Previous

Old Site Statements

#	Date	Account Number	Download
1	2021-07-14	91959-6596	Download
2	2021-06-17	91959-6596	Download
3	2021-05-12	91959-6596	Download

Current branch: AMGO

Statement History:
On the Statement History Tab, you can download and view past statements!

Statement & Payment History – 3

City of Alamogordo Portal

alamogordo.billingdoc.net/history

City of ALAMOGORDO

History

Dashboard / History

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Statement History

Payment History

Show 10 entries

Search:

#	Created	Account Number	Type	Total	Fee Transaction Id	Balance Transaction Id	Mask
No data available in table							

Showing 0 to 0 of 0 entries

Previous Next

City of Alamogordo Portal | coacis@ci.alamogordo.nm.us | 575-439-4260

Payment History:

On the Payment History Tab, you can review past payments made by Credit Card or eCheck.

Note: If you had a user account on the old customer portal, you will see past payment history from the old site.

Update Account Info & Add Phone # - 1

The screenshot shows a web browser window with the URL alamogordo.billingdoc.net/home. The page title is "Account Number Dashboard". The left sidebar contains a navigation menu with the following items: Dashboard, Pay My Bill, History, Payment Methods, Settings (highlighted with a blue circle and a blue arrow pointing to it), and Log Out. The main content area displays account information for "ACCOUNT NUMBER 91959-659" with a service address of "18 CRESCENT DR". It shows the account holder's name as "JOHN SMITH" and the statement date as "2021-07-14". The current due amount is "\$0.00" and the total due is "\$0.00 (Paid \$0.00)". There are buttons for "View Bill", "Pay Bill", "Paperless", and "AutoPay". A note at the bottom states: "NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details." At the bottom right, there is a "Select Language" dropdown menu and a "Powered by Google Translate" logo. The current branch is identified as "AMGO".

View & Update Account Info:

To view your Login account info, select 'Settings', and go the 'Account' tab.

Update Account Info & Add Phone # - 2

City of Alamogordo Portal

alamogordo.billingdoc.net/settings

City of ALAMOGORDO

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Current branch: AMGO

AutoPay

Paperless

Account

Password

Pay By Text

Update your account settings here:

Name

John Smith

NOTE: On email address changes all AutoPay settings as well as Paperless email notification settings will be removed.

Email Address Bney@valli.com

OPTIONAL new email address

NOTE: On phone number changes Paperless text notification settings will be removed.

Phone Number

OPTIONAL ###-###-####

Update

View & Update Account Info:

On the 'Account' tab you can update your name and change the email address associated with your account.

You can also add a cell phone number to receive text eStatement notifications, and/or sign up for Pay by Text.

Make a One-Time Payment – 1

The screenshot shows the City of Alamogordo Billing Portal interface. The browser address bar displays 'alamogordo.billingdoc.net/home'. The page title is 'Account Number Dashboard'. The left sidebar contains navigation options: Dashboard, Pay My Bill (highlighted with a blue circle and arrow), History, Payment Methods, Settings, and Log Out. The main content area displays account information for 'ACCOUNT NUMBER 91959-659' and 'SERVICE ADDRESS: 18 CRESCENT DR'. It lists the account holder as 'JOHN SMITH' with a 'Statement Date' of '2021-07-14'. The 'Current Due' amount is '\$0.00' and the 'Total Due' is '\$0.00 (Paid \$0.00)'. Below this information are buttons for 'View Bill', 'Pay Bill', 'Paperless', and 'AutoPay'. A note states: 'NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.' At the bottom of the main content area, there are links for 'See Statement History' and 'See Payment History'. A callout box on the right side of the page, titled 'One-Time Payment:', contains the text: 'You can make a one-time payment using a credit card or eCheck payment method. Select 'Pay My Bill' to make a one-time payment.' The bottom of the page shows 'Current branch: AMGO', a language selection dropdown, and 'Powered by Google Translate'.

Make a One-Time Payment – 2

City of Alamogordo Portal

alamogordo.billingdoc.net/billpay

City of ALAMOGORDO

Pay My Bill

Dashboard / Pay My Bill

Update amounts if necessary and click Next to review and pay:

Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

Account Number	Current Due	Past Due	Total Due	Want To Pay
91959-6596	\$0.00	\$0.00	\$0.00 (Paid \$0.00)	\$ <input type="text" value="30.00"/>

Next →

Current branch: AMGO

City of Alamogordo Portal | coacis@ci.alamogordo.nm.us | 575-439-4260

One-Time Payment:

On the 'Pay My Bill' tab, you will see your current balance due, for each UB account you have linked to your user login.

Simply enter in the amount you wish to pay and select 'Next'.

Note: You can pay towards multiple accounts in the same transaction.

Make a One-Time Payment – 3

City of Alamogordo Portal | alamogordo.billingdoc.net/billpay_review

City of ALAMOGORDO | Pay My Bill | Dashboard / Pay My Bill

Review Amounts, Choose payment method and click Pay to complete transaction:

Account Number	Current Due	Past Due	Total Due	Want To Pay
91959-6596	\$0.00	\$0.00	\$0.00 (Paid \$0.00)	\$30.00

Total Amount from Above:	\$30.00
(2.89% Minimum \$2.00) Fee:	\$2.00
Final Total To Pay:	\$32.00

Accepted credit cards: Visa, MasterCard, Discover and American Express.
Terms: By authorizing this transaction you agree to paying the amount listed.

Buy with Pay

Pay with Credit Card Pay with Check Pay by Card Method

Credit Card Number

Current branch: AMGO

One-Time Payment:

Once you have selected the utility account(s) you wish to make a payment for, the system will prompt you to make the payment using a credit card or eCheck.

Simply select a payment type, and enter the required information to make a payment.

You can also pay using a saved payment method, if you have a saved payment method.

Set Up Pay by Text – 1

City of Alamogordo Portal
alamogordo.billingdoc.net/home

City of ALAMOGORDO

Account Number Dashboard

Dashboard

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

ACCOUNT NUMBER 91959-659

SERVICE ADDRESS: 18 CRESCENT DR

Name: JOHN SMITH

Statement Date: 2021-07-14

Current Due: \$0.00

Total Due: \$0.00 (Paid \$0.00)

View Bill

Pay Bill

Paperless

AutoPay

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

See Statement History

See Payment History

Current branch: AMGO

Pay by Text Option:

In addition to one-time payments, and autopay, you also have the option to set up pay by text.

If you set up Pay by Text, you will receive a notification with your account(s) balance, and you will reply 'Yes' to pay that amount using your credit card on file.

To get Started, click 'Settings', then go to the 'Pay by Text' Tab.

Note: You must link a cell phone number to your account and you must have a saved credit card payment method to use this service.

Set Up Pay by Text – 2

The screenshot shows the 'Settings' page for 'Pay By Text' on the City of Alamogordo Billingdoc.net portal. The page has a dark blue header with the City of Alamogordo logo and a navigation sidebar on the left. The main content area is titled 'Settings' and contains a horizontal menu with options: AutoPay, Paperless, Account, Password, and Pay By Text. The 'Pay By Text' option is circled in red. Below the menu, the 'Set Up Pay By Text Plan' section is visible, which includes a warning about a \$0.50 fee, a dropdown for 'Payment Method' (set to 'Card - MasterCard - X9180'), a dropdown for 'Select Day of Month to Receive Text' (set to '4'), and a checkbox for 'Please Select Account(s) to Set Up' (checked for '109083-15536'). A green 'Create Plan' button is at the bottom. Three blue arrows point to the dropdowns and the checkbox. A callout box on the right provides instructions for setting up the plan.

City of Alamogordo Portal | alamogordo.billingdoc.net/settings

City of ALAMOGORDO

Settings | Dashboard / Settings

Dashboard | Pay My Bill | History | Payment Methods | **Settings** | Log Out

Current branch: AMGO

Settings

- AutoPay
- Paperless
- Account
- Password
- Pay By Text**

Set Up Pay By Text Plan

**Please note pay by text has an additional \$0.50 fee per account

Payment Method: Card - MasterCard - X9180

Select Day of Month to Receive Text: 4

Please Select Account(s) to Set Up: 109083-15536

[Create Plan](#)

Pay by Text Option:

To set up a pay by text plan, first select the saved credit card you wish to use to make payment.

Then select the day of the month that you want to receive the Pay by Text Notification.

Last, you will check the box for the UB account(s) you wish to add to this payment plan.

Note: For each UB account, you can set up either Autopay, or Pay by Text for that account. The system will not allow you to select both payment methods for the same account.