City of Alamogordo

New Customer Portal User Guide

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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.

Getting Started: Set up a New User – 3

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

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Link Utility Accounts to User Login – 1

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

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

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

Payment Methods:

Select 'Add Payment Method'

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

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Add Payment Methods – 3

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

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'.

Set Up Autopay – 2

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

Set Up Paperless Statements – 1

Paperless Statements:

 You can also sign up for eStatment 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

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.

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Set Up Paperless Statements – 3

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

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

Statement & Payment History – 3

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.

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Update Account Info & Add Phone # - 1

View & Update Account Info:

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

Update Account Info & Add Phone # - 2

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

Make a One-Time Payment – 2

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

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

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.

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Set Up Pay by Text – 2

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