Creating an Online Account
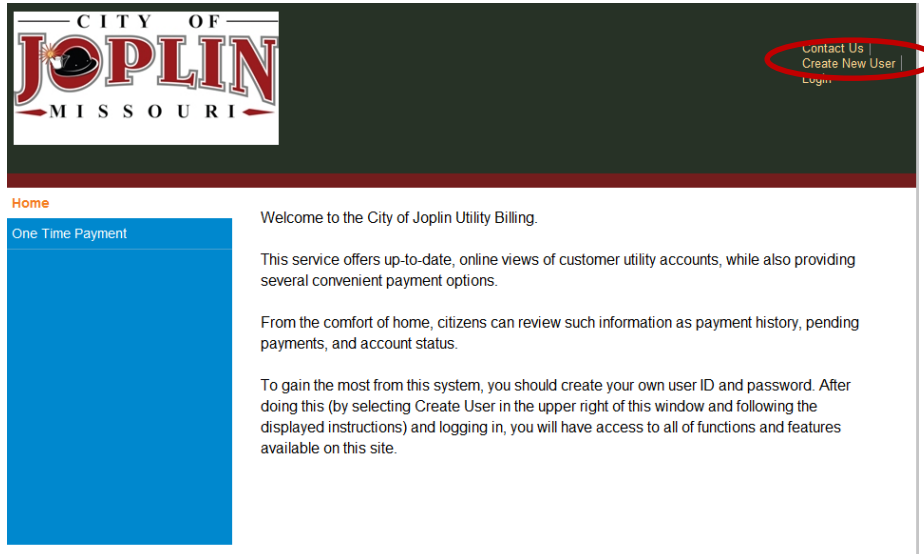
1) Go to joplinmo.org/payments
2) Click on <u>Online Payment Server</u>
3) Click on Create New User


4) Enter the requested information:
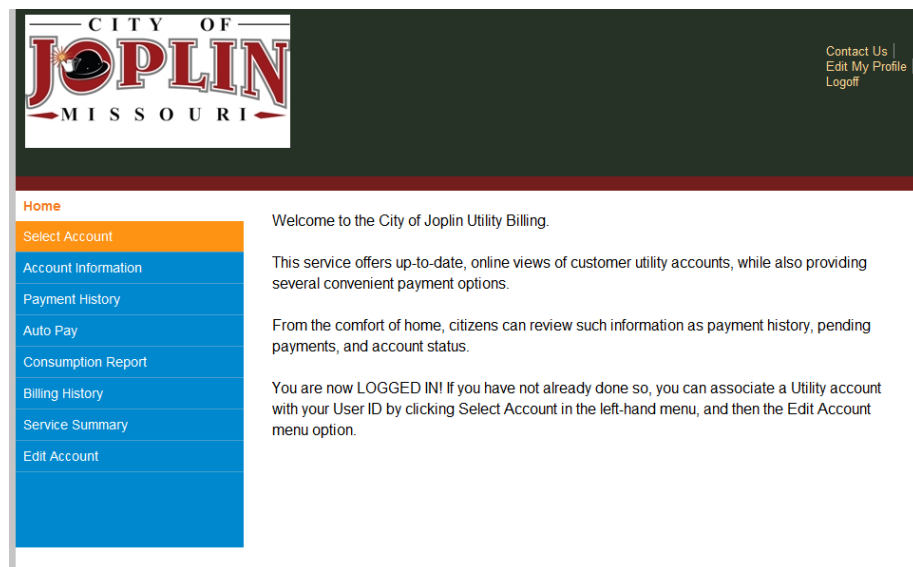

5) A message will appear indicating your account has been created and an e-mail from GovNow will be sent to the user. Click on link provided in the e-mail to enable the user.
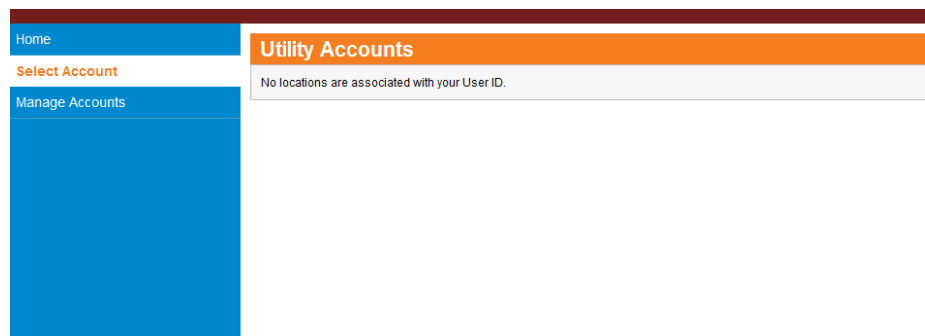
6) The link will take you to the online server and a message will appear that your account has been enabled. You will need to now login to the account and enter the users email address and password.
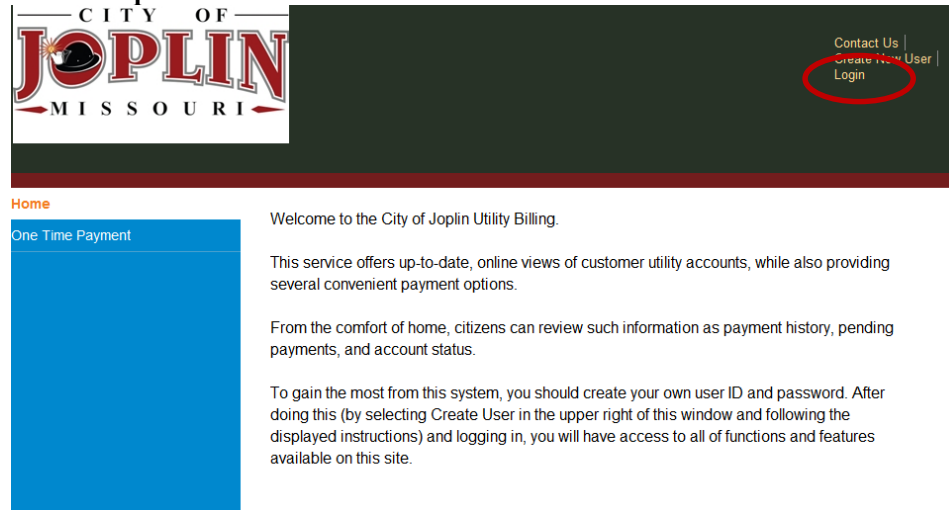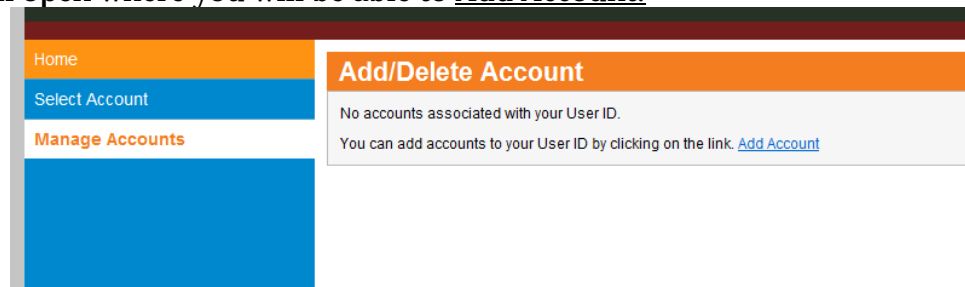

7) Click on Select Account.

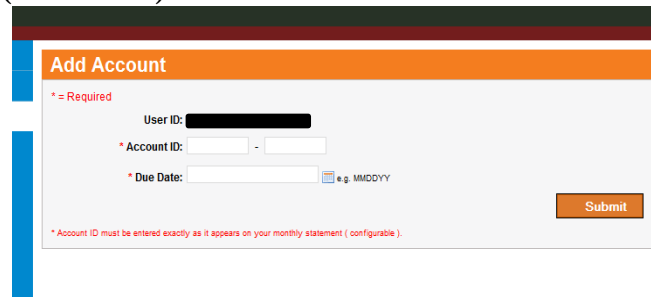8) A message will appear that No locations are associated with your User ID.

9) To associate the users account with their utility bill click on Manage Accounts. A screen will open where you will be able to Add Account.

Add/Delete Account

Home
Select Account
Manage Accounts

No accounts associated with your User ID.

You can add accounts to your User ID by clicking on the link. Add Account

10) Enter your account number and the most current due date on your bill:

- The date is entered MMDDYY (no slashes).

Add Account

* = Required

         User ID:

   * Account ID: -

   * Due Date: e.g. MMDDYY

         Submit

* Account ID must be entered exactly as it appears on your monthly statement (configurable).

11) A pop up will appear indicating that an account has been added successfully.

12) Click on Select Account. Click on the account number you want to work with. The user will now have the ability to view and manage the utility billing account using the options on the left of the menu bar.

Home
Select Account
Account Information
Payment History
Make Payments
Auto Pay
Consumption Report
Billing History
Service Summary
Edit Account
Manage eBilling

Account Information

Account Number: Location Address:

Customer Name:

         Phone Number:

Account Status

Account Status: ACTIVE Payments are allowed

Account Balance:

Amount Past Due: $0.00

Cash Only: No

Your last bill was sent on 08/08/2016 in the amount of $37.71 due on 08/23/2016. You can view your last bill by clicking here.
Your last payment was received on 08/22/2016 in the amount of -

* Transactions that have been authorized but not yet posted may be included.

Pay Now