

Setting up Auto Pay in Utility Access

Setup Login

1. Navigate to <https://www.municipalonlinepayments.com/duluthmn/utilities> and select Sign in or Signup.

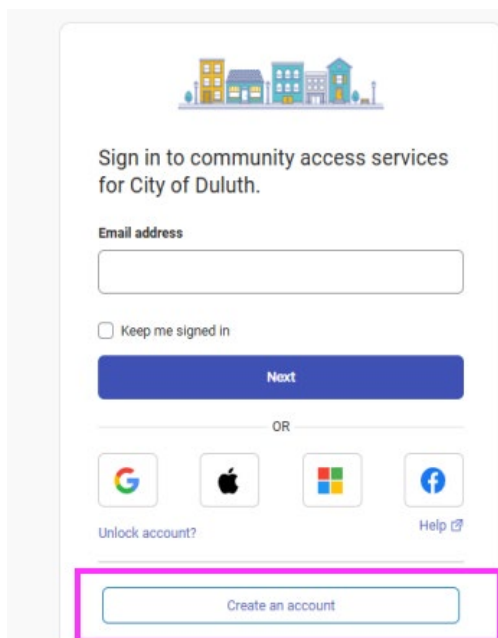


Sign in or sign up

Create an account to view details, manage single & multi-accounts, multi-bill pay, and e-Billing.

Sign in or sign up

2. If you have used the City of Duluth's ePlace portal for a permit or license, use those credentials. If you are a first-time user, select Create and Account at the bottom. Enter your credentials.



Sign in to community access services for City of Duluth.

Email address

☐ Keep me signed in

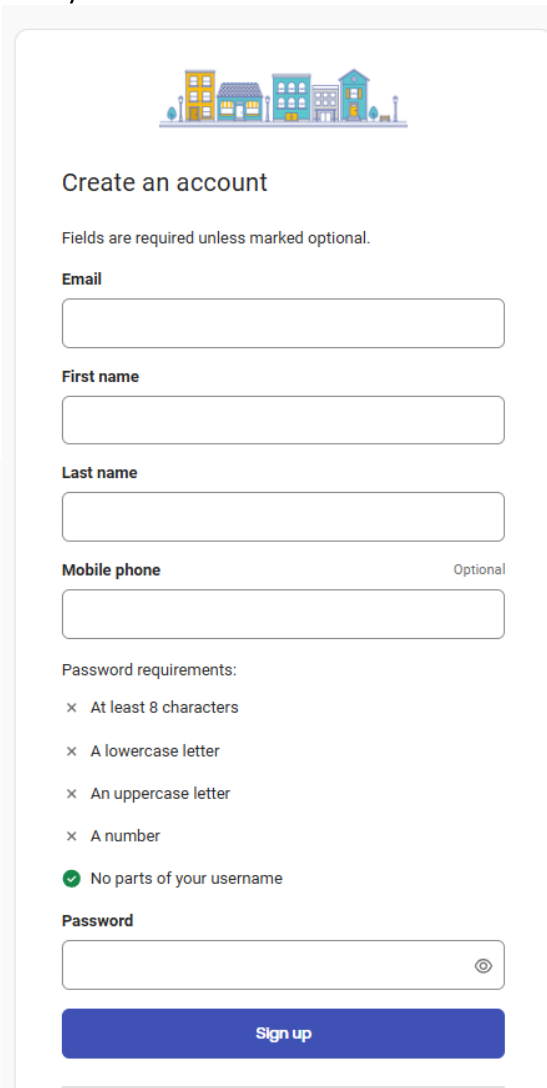
Next

OR

[Unlock account?](#) [Help](#)

Create an account



Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone Optional

Password requirements:

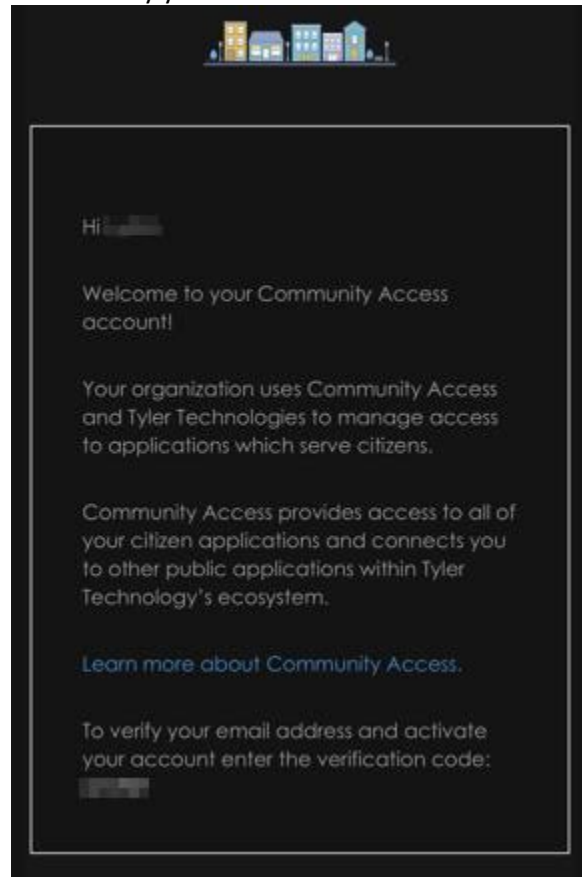
- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- ✓ No parts of your username

Password

Sign up

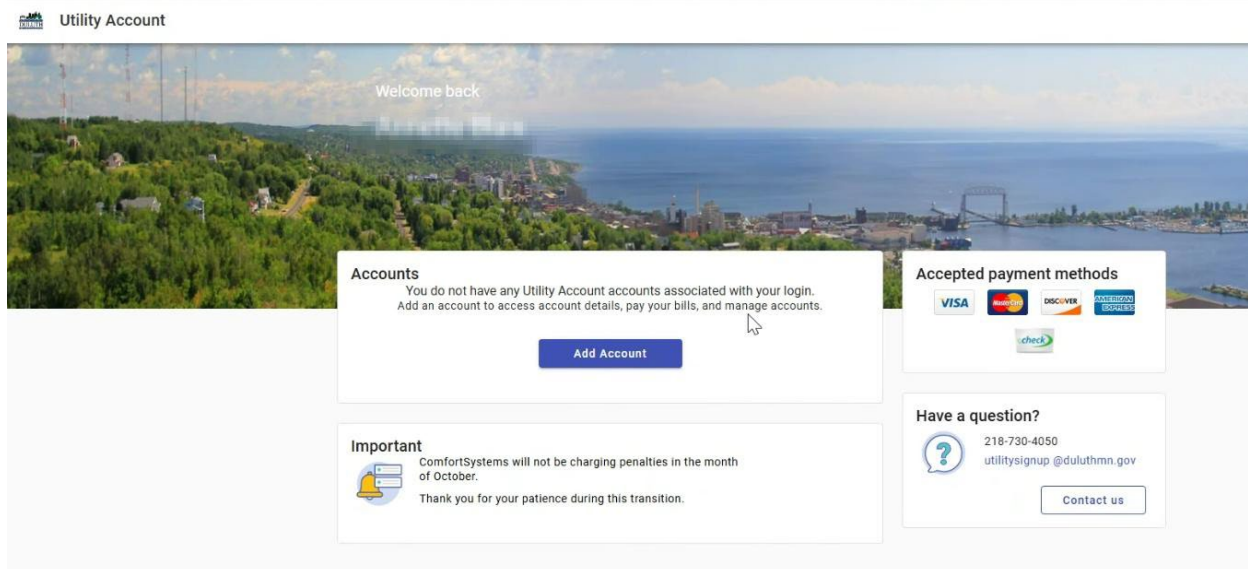
3. There is an option to use multi-factor authentication. This is optional. If you do not wish to setup MFA, select continue.

4. Enter the code from your email to verify your account creation.



Adding your Utility Account

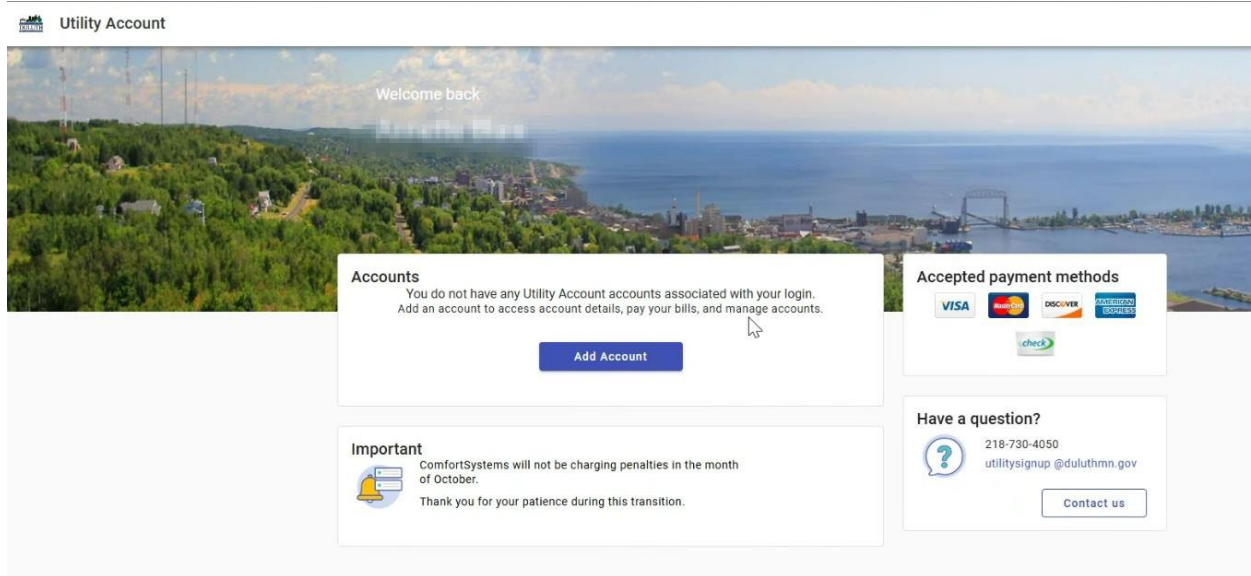
1. After registering, you are redirected to the Utility Access portal to add your utility account.



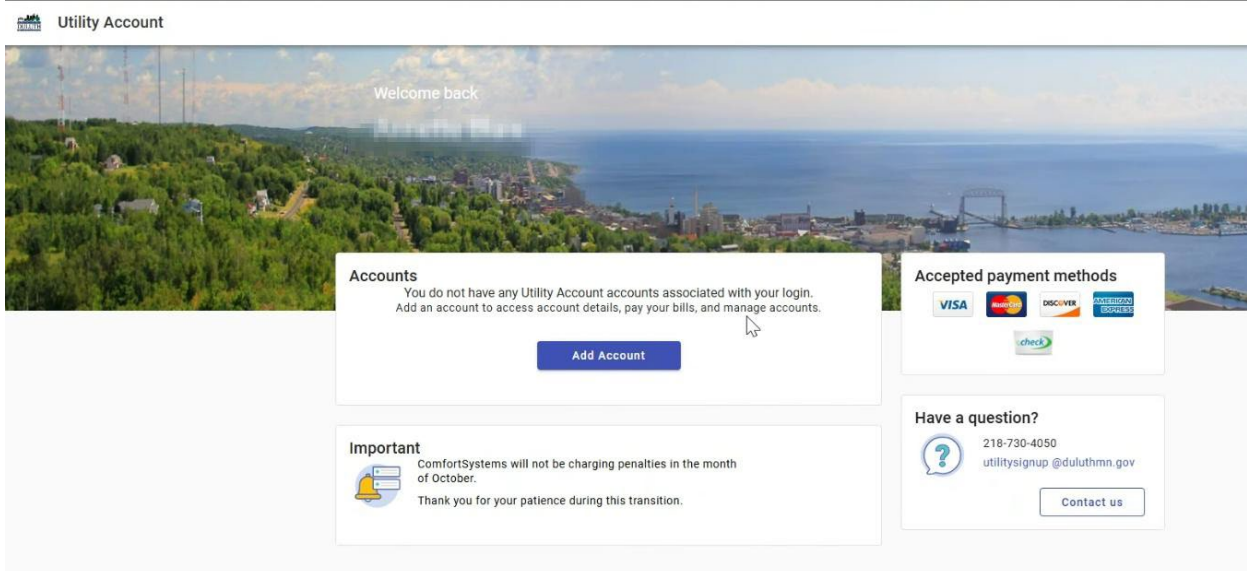
2. To add your utility account, select "Add Account". Enter the account credentials from your utility bill. ComfortSystems account numbers are formatted 123456789-001 or 123456789S-001. Enter the name exactly as it appears on the bill. Personal names are formatted First Middle Initial Last without any extra spaces or punctuation.

Enrolling in Auto Pay

1. Add your payment method(s) in the upper righthand corner of the portal by selecting the circle containing your initials. Select payment info.



2. Enter the payment method(s)
3. Back in the Utility Access Portal (this remains open in another browser tab), begin enrolling in autopay by selecting the Enroll in Auto pay button. For each account you will be able to select the appropriate saved method.



4. Select the account(s) to apply auto pay too. All your linked accounts will display in this list.

☰

Utility Account

Home

Manage accounts

Contact preferences

← Manage auto pay

Not enrolled

☐ Select all

☒ 123456789-001
0 NO ADDRESS

Balance
\$0.00

☐ 131012520-006
114 N 66th Ave W

Balance
\$0.00

Due date
11/22/2021

Enroll

Contact us

218-730-4050

Contact us

5. Select the due date and select the preferred payment method. Then click the button to Enroll Now.

☰

Utility Account

Home

Manage accounts

Contact preferences

Enroll in auto pay



By enrolling in Auto Pay, you understand that your account will automatically be drafted. If you chose to have your payment drafted on the same day of every month, we recommend you select a date 5 days prior to your expected due date. If you schedule your payment after it is due, you may incur a late penalty that, if left unpaid, will result in disconnection of service.

0 NO ADDRESS

123456789-001-386168

Payment day

☒ I want my payment to draft on my due date.

☐ I want my payment to draft on this day every month

Payment method

☐ Enter new credit card

☐ Enter new eCheck

Cancel

Enroll now

Contact us

218-730-4050

Contact us

6. Select the payment information for autopay and verify the email address for the receipt and select finish.

☰  Utility Account

Home Manage accounts Contact preferences

Enroll in auto pay

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Contact us
218-730-4050
[Contact us](#)

0 NO ADDRESS 123456789-001-386168

Payment day

☒ I want my payment to draft on my due date.

☐ I want my payment to draft on this day every month

Payment method

☐ Enter new credit card

☐ Enter new eCheck

[Cancel](#) [Enroll now](#)

7. A confirmation box displays confirming the enrollment. You will also receive an enrollment confirmation by email.

Enter your automatic payment information

To complete your enrollment, enter a new card or eCheck to charge for automatic payments on the following account.

Account 990000354S-023-350909
Account description Utility Billing Account

Reply all Forward payments will be processed on the due date of your bills

You're all set!

You have enrolled in automatic payments for the following account.

Account 990000354S-023-350909
Account description Utility Billing Account

[Policy and terms of](#)

[Continue](#) [Finish](#)