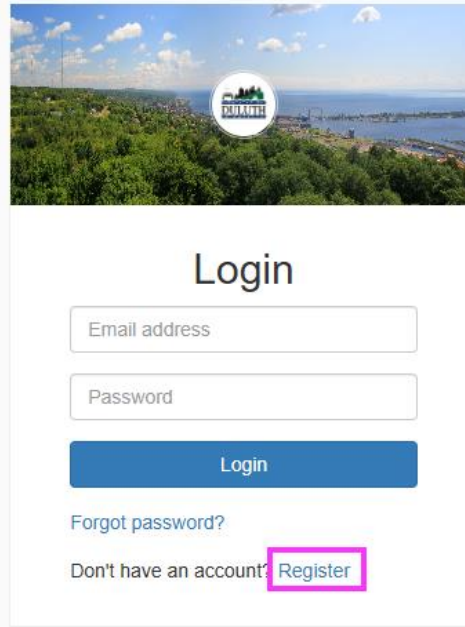


## 1. Creating a Utility Access Account

1

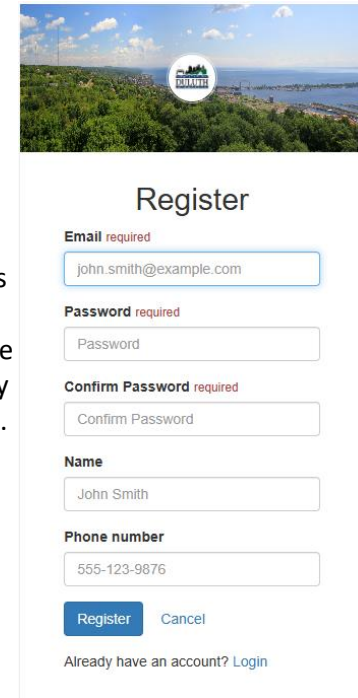
If you are a first-time user navigate to the Portal and select Register



The screenshot shows the 'Login' page of a utility portal. At the top is a banner image of a city skyline with a circular logo. Below the banner, the word 'Login' is centered. There are two input fields: 'Email address' and 'Password'. Below these is a blue 'Login' button. At the bottom, there is a link 'Forgot password?' and a text 'Don't have an account?' followed by a 'Register' button, which is highlighted with a pink rectangle.

2

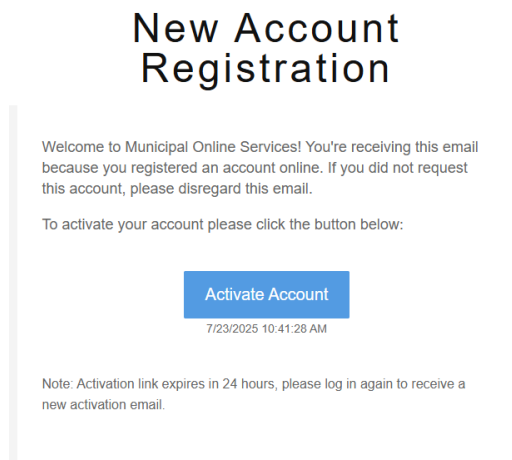
Enter the email address you would like to use (this does not have to be the email on your utility account) and password.



The screenshot shows the 'Register' page. At the top is a banner image of a city skyline with a circular logo. Below the banner, the word 'Register' is centered. There are four input fields: 'Email required' (with 'john.smith@example.com' entered), 'Password required', 'Confirm Password required', 'Name' (with 'John Smith' entered), and 'Phone number' (with '555-123-9876' entered). Below these fields are 'Register' and 'Cancel' buttons. At the bottom, there is a link 'Already have an account? Login'.

3

Click Register. After clicking Register, an email from [noreply@municipalonlinepayments.com](mailto:noreply@municipalonlinepayments.com) is sent to the email address. The email address contains an activation button, click the Activate Account button.



The screenshot shows an email titled 'New Account Registration'. The body text reads: 'Welcome to Municipal Online Services! You're receiving this email because you registered an account online. If you did not request this account, please disregard this email.' Below this is a line 'To activate your account please click the button below:' followed by a blue 'Activate Account' button. Below the button is the timestamp '7/23/2025 10:41:28 AM'. At the bottom, there is a note: 'Note: Activation link expires in 24 hours, please log in again to receive a new activation email.'

4

The account is now active. Login using the username and password created.

## 2. Adding the first Utility Account

1

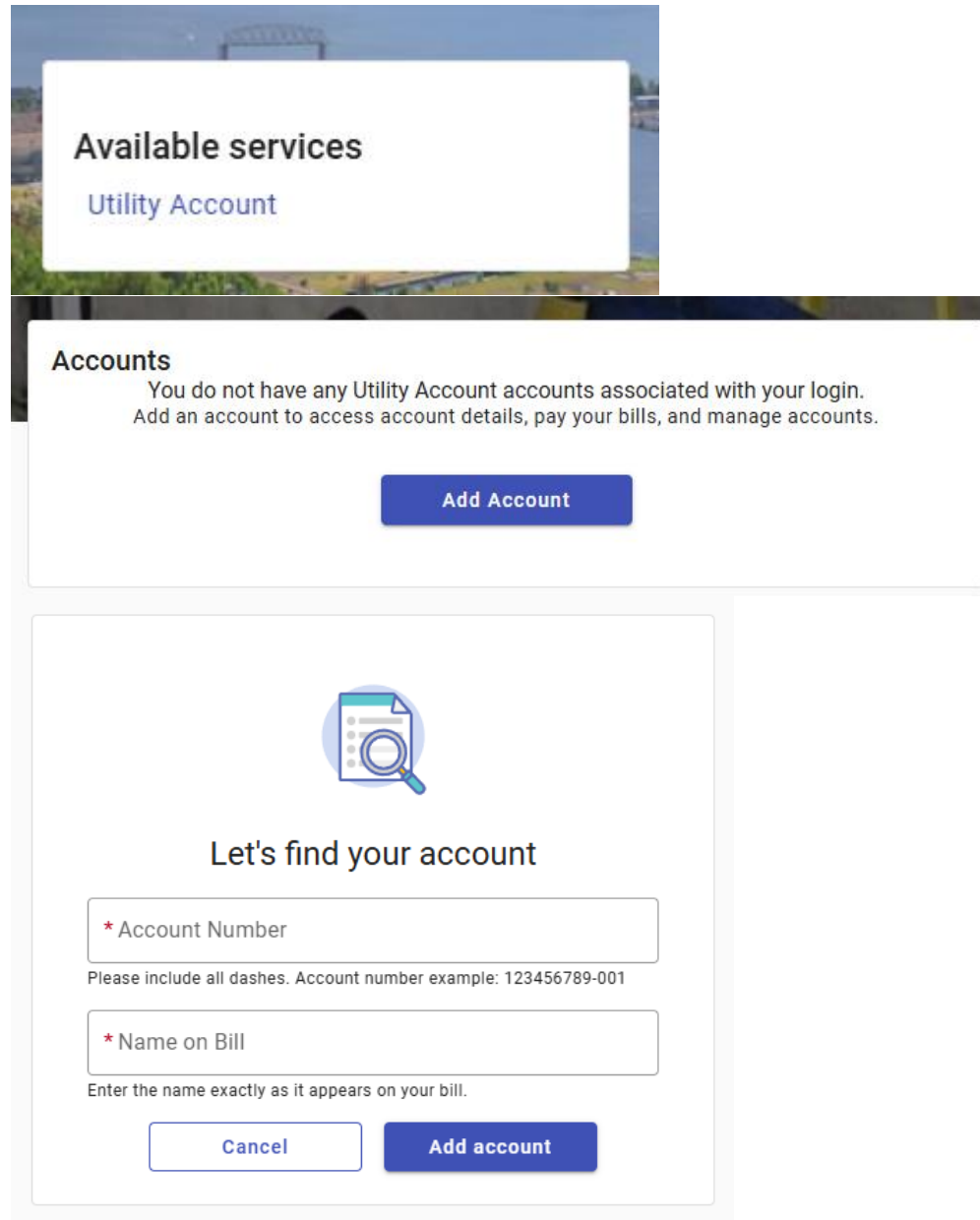
Login to the Utility Access Portal using your username and password. Select Utility Account

2

After logging in the first time, the user will be prompted with a box to add an account. Click the Add Account button.

3

Enter the account credentials. ComfortSystems account numbers are formatted 12345679-001 or 123456789S-001. Enter the name exactly as it appears on the bill. Click Add Account




**Available services**

Utility Account

**Accounts**

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

Add Account



**Let's find your account**

\* Account Number

Please include all dashes. Account number example: 123456789-001

\* Name on Bill

Enter the name exactly as it appears on your bill.

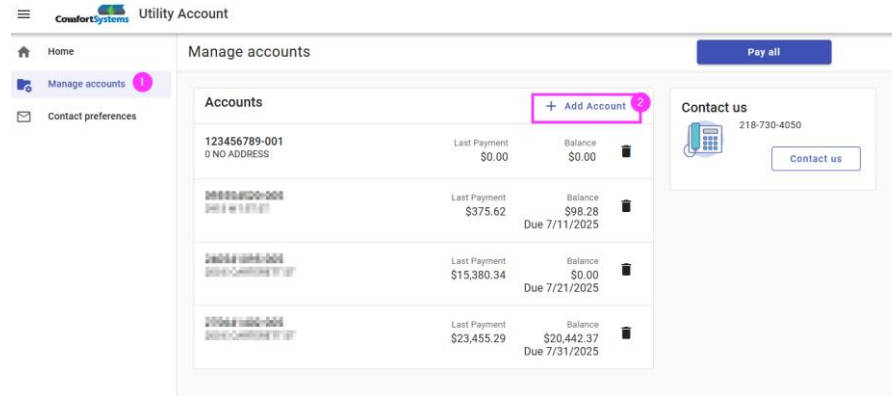
Cancel Add account

### 3. Adding Additional Utility Accounts

## Desktop

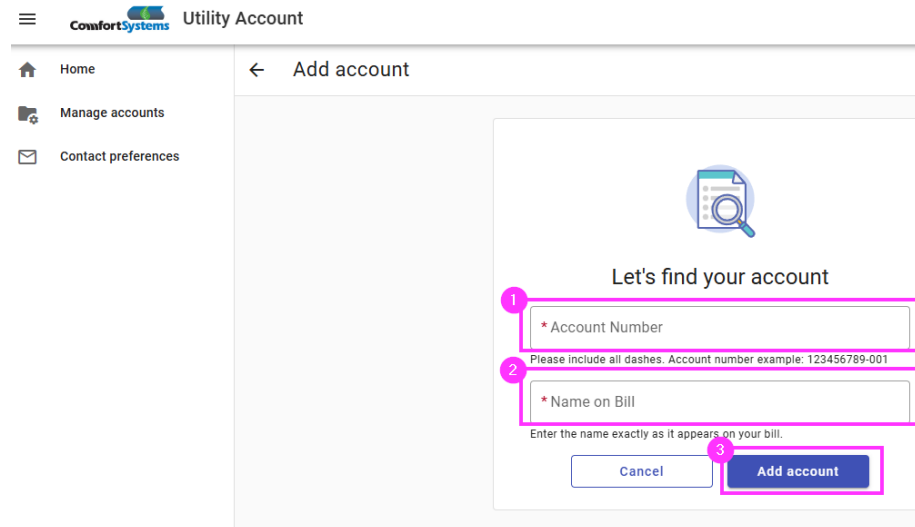
1

Select Manage accounts from the left sidebar navigation. Click Add Account



2

Enter the account credentials. Click Add account



3

Repeat for all utility and sundry\* accounts.

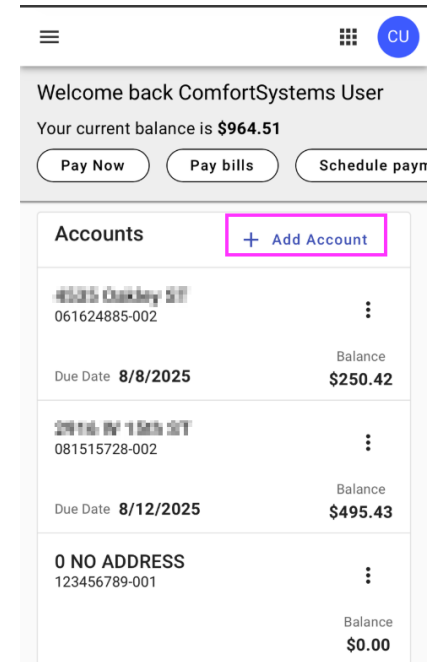
\*Sundry accounts are for appliance service work and or for Comfort Policy accounts and contain an S in the account number (i.e., 123456789S-001)

### 3. Adding Additional Utility Accounts

## Mobile

1

Select Add Account



2

Enter the account credentials. Click Add account

ComfortSystems Utility Account - Add account screen. The screen shows a form to enter account credentials. The 'Add account' button is highlighted with a pink box.

Let's find your account

\* Account Number

Please include all dashes. Account number example: 123456789-001

\* Name on Bill

Enter the name exactly as it appears on your bill.

Cancel Add account

3

Repeat for all utility and sundry\* accounts.

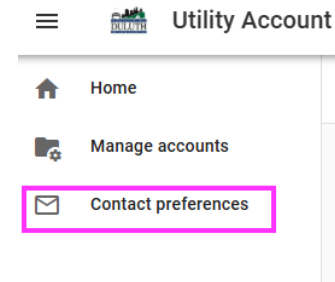
\*Sundry accounts are for appliance service work and or for Comfort Policy accounts and contain an S in the account number (i.e., 123456789S-001)

#### 4. Enrolling in eBilling

### Desktop

1

Go to Contact preferences on the left side navigation.



2

Select the radio button to enroll in paperless. Verify the email address you would like that eBill to be sent to.

A screenshot of the 'Contact preferences' form. The form is located on the right side of the page. It has a left sidebar with 'Home', 'Manage accounts', and 'Contact preferences' (highlighted with a pink box). The main content area is titled 'Contact preferences'. It features a dropdown menu for 'Account' with the value '123456789-001-386168 - 0 NO ADDRESS'. Below this is a 'Billing' section with a 'Bill delivery preference' subsection. It contains two radio buttons: 'Enroll in paperless' (highlighted with a pink box) and 'Mail paper bill' (selected). There is also a checkbox for 'Apply to all accounts'. To the right of the radio buttons is an email input field with the value 'pwucustomerservice@duluthmn.gov' (highlighted with a pink box). At the bottom right is an 'Update' button.

3

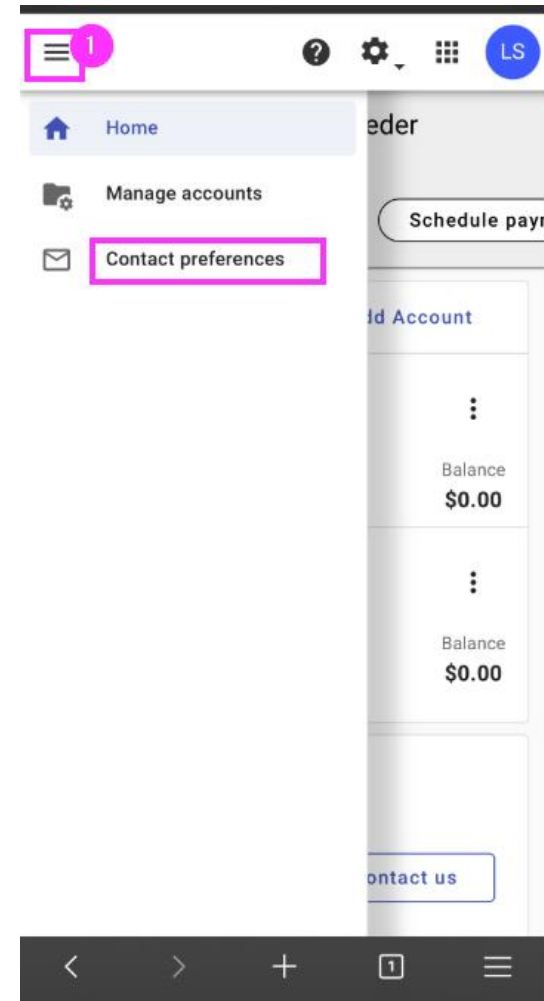
If you have multiple accounts linked, you can apply these settings to all of the utility accounts by checking the *Apply to all accounts* button. Or, adjust the enrollment and email address for each account individually with the dropdown.

A screenshot of the 'Contact preferences' form, similar to the one above. The 'Contact preferences' item in the left sidebar is highlighted with a pink box. The 'Account' dropdown menu is also highlighted with a pink box. In the 'Billing' section, the 'Apply to all accounts' checkbox is highlighted with a pink box. The 'Enroll in paperless' radio button is selected. The email field contains 'pwucustomerservice@duluthmn.gov'. The 'Update' button is at the bottom right.

#### 4. Enrolling in eBilling

### Mobile

- 1 On mobile, the sidebar is hidden until it is expanded. Click the 3 lines to expand the sidebar.



#### 4. Enrolling in eBilling

2

Select the radio button to enroll in paperless. Verify the email address you would like that eBill to be sent to.

3

If you have multiple accounts linked, you can apply these settings to all of the utility accounts by checking the *Apply to all accounts* button. Or, adjust the enrollment and email address for each account individually with the dropdown.

Utility Account

Home

Manage accounts

Contact preferences

Contact preferences

\* Account  
123456789-001-386168 - 0 NO ADDRESS

Billing

Bill delivery preference

☐ Enroll in paperless

☒ Mail paper bill

☐ Apply to all accounts

Email  
pwucustomerservice@duluthmn.gov

Update

Utility Account

Home

Manage accounts

Contact preferences

Contact preferences

\* Account  
123456789-001-386168 - 0 NO ADDRESS

Billing

Bill delivery preference

☐ Enroll in paperless

☒ Mail paper bill

☐ Apply to all accounts

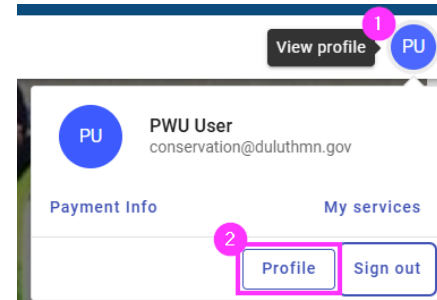
Email  
pwucustomerservice@duluthmn.gov

Update

## 5. Updating the Login Email Address

1

Want to change the address associated with your login credentials? Click on the circle with the user initials in the upper righthand corner and select profile.



2

Select change next to the email field. Enter the new email address. Click Request Email Change.

A screenshot of the 'Account Profile' page. At the top, there is a photo of two people in a workshop. Below the photo, the title 'Account Profile' is centered. The page contains several fields: 'Email' with the value 'conservation@duluthmn.gov' and a 'Change' button next to it; 'Password' with a masked value and a 'Change' button; 'Name' with the value 'PWU User'; and 'Phone number' with the value '2187304050'. At the bottom, there is an 'Update' button and a 'Back to Site' button.A screenshot of the 'Change Email' page. At the top, there is a photo of two people in a workshop. Below the photo, the title 'Change Email' is centered. The page contains two sections: 'Current Email' with the value 'conservation@duluthmn.gov' and 'New Email' with an empty text input field. At the bottom, there are two buttons: 'Request Email Change' and 'Cancel'.




## 5. Updating the Login Email Address

3

An email is sent to the new email address confirming the change. Navigate to email and select “Change Email Address”

4

After selecting the Change Email Address button, the customer is redirected back to the portal and a confirmation message appears



**Account Profile**

An email has been sent to the new address to confirm the change. Please check your email to complete the change. ✕

**Email**  
pwucustomerservice@duluthmn.gov [Change](#)


**Password**  
\*\*\*\*\* [Change](#)

**Name**  
PWU User

**Phone number**  
2187304050

[Update](#)

[← Back to Site](#)



**Account Profile**

Email address successfully changed. ✕

**Email**  
conservation@duluthmn.gov [Change](#)


**Password**  
\*\*\*\*\* [Change](#)

**Name**  
PWU User

**Phone number**  
2187304050

[Update](#)

[← Back to Site](#)



**Change Email**

A request has been submitted to change your email address.

**Current Email**  
pwucustomerservice@duluthmn.gov

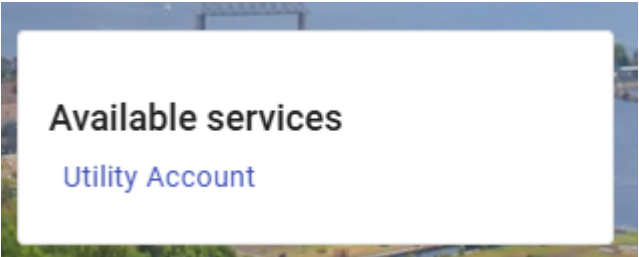
**New Email**  
conservation@duluthmn.gov

If you did not make this request, please disregard this email. To confirm the email address change, click the button below:

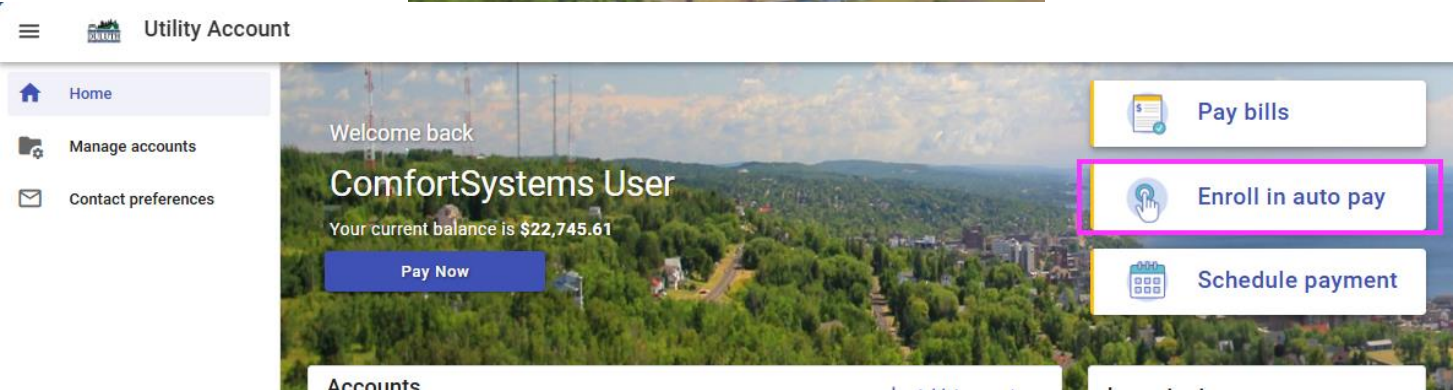
[Change Email Address](#)

6. Enrolling in Auto Pay

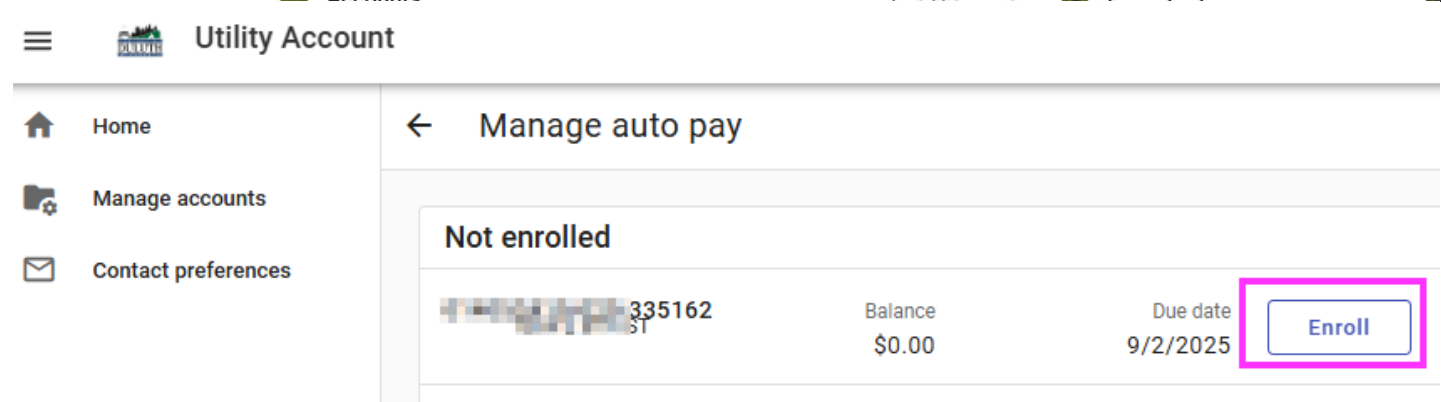
1 Login to the Utility Access Portal & Select Utility Account



2 Select Enroll in Auto Pay



3 Select Enroll next to the account number




## 6. Enrolling in Auto Pay

4

To manage your payment information, you are directed to a payment portal.

If you have never created credentials in this portal, select Create an Account.

**\*\*\*Important:**  
**Register with the same email used for the Utility Access Portal**







Sign in to community access services for City of Duluth.

Email address

☐ Keep me signed in

Next

OR



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

Create an account

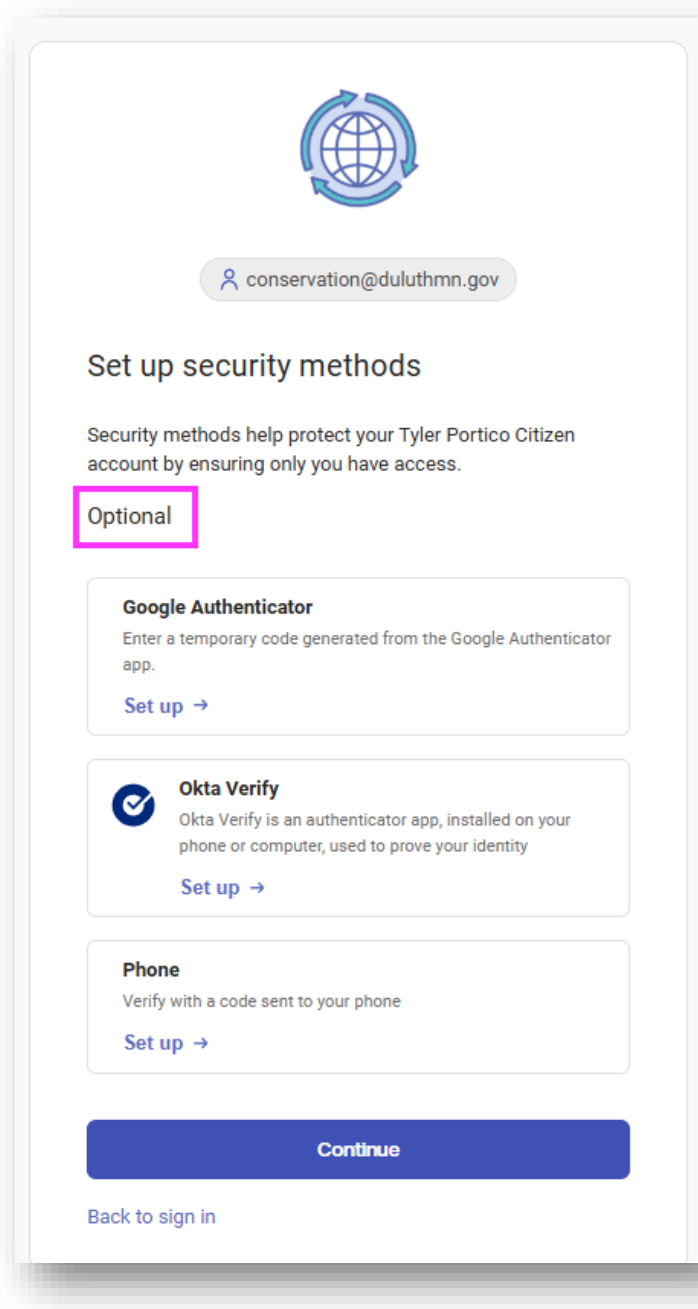
Password Requirements:


- At least 8 Characters
- A lowercase Letter
- A number


## 6. Enrolling in Auto Pay

5

Option to Use  
Multi-Factor  
Authentication  
This is  
optional, click  
continue to  
skip this  
feature.






 conservation@duluthmn.gov

### Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

**Optional**

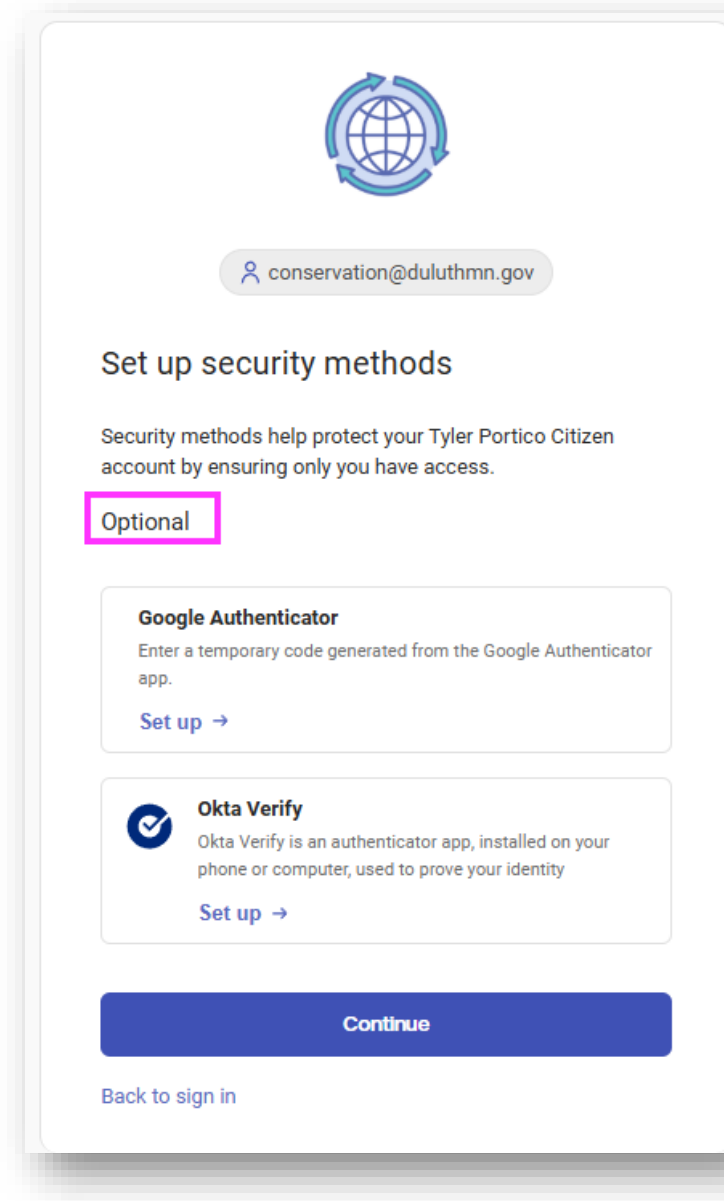
**Google Authenticator**  
Enter a temporary code generated from the Google Authenticator app.  
[Set up →](#)


 **Okta Verify**  
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity  
[Set up →](#)


**Phone**  
Verify with a code sent to your phone  
[Set up →](#)

[Continue](#)

[Back to sign in](#)






 conservation@duluthmn.gov

### Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

**Optional**

**Google Authenticator**  
Enter a temporary code generated from the Google Authenticator app.  
[Set up →](#)

 **Okta Verify**  
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity  
[Set up →](#)

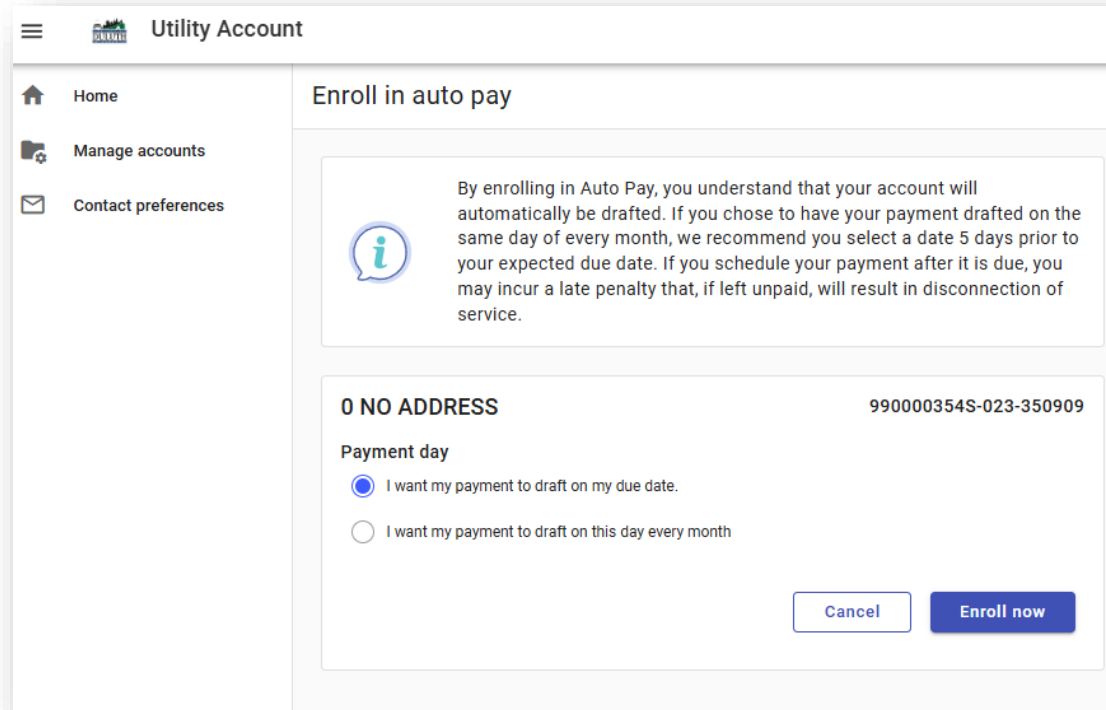
[Continue](#)

[Back to sign in](#)

## 6. Enrolling in Auto Pay

6

Once you are  
logged in or  
login the first  
time you are  
directed to  
manage the  
auto pay



The screenshot shows a web interface for a 'Utility Account'. On the left is a sidebar with three menu items: 'Home' (with a house icon), 'Manage accounts' (with a folder and gear icon), and 'Contact preferences' (with an envelope icon). The main content area is titled 'Enroll in auto pay'. It features an information icon (a blue circle with a white 'i') followed by a paragraph: '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.' Below this is a section for '0 NO ADDRESS' with the account number '990000354S-023-350909'. Under the heading 'Payment day', there are two radio button options: 'I want my payment to draft on my due date.' (which is selected) and 'I want my payment to draft on this day every month'. At the bottom right of the form are two buttons: 'Cancel' and '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** 990000354S-023-350909

**Payment day**

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

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

Cancel Enroll now

6. Enrolling in Auto Pay

7

Enter payment  
Information  
and Receive a  
Confirmation  
on Screen and  
in 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

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

Continue

Finish

Online Payments <noreply@tylerportico.com>

Reply Reply all Forward

To: [redacted]

City of Duluth, MN auto pay registration confirmation

Hi [redacted],

You have successfully set up auto pay.

Payments will appear on the account statement for your AmericanExpress ending in [redacted]. You will receive receipts when payments are processed.

Account 990000354S-023-350909

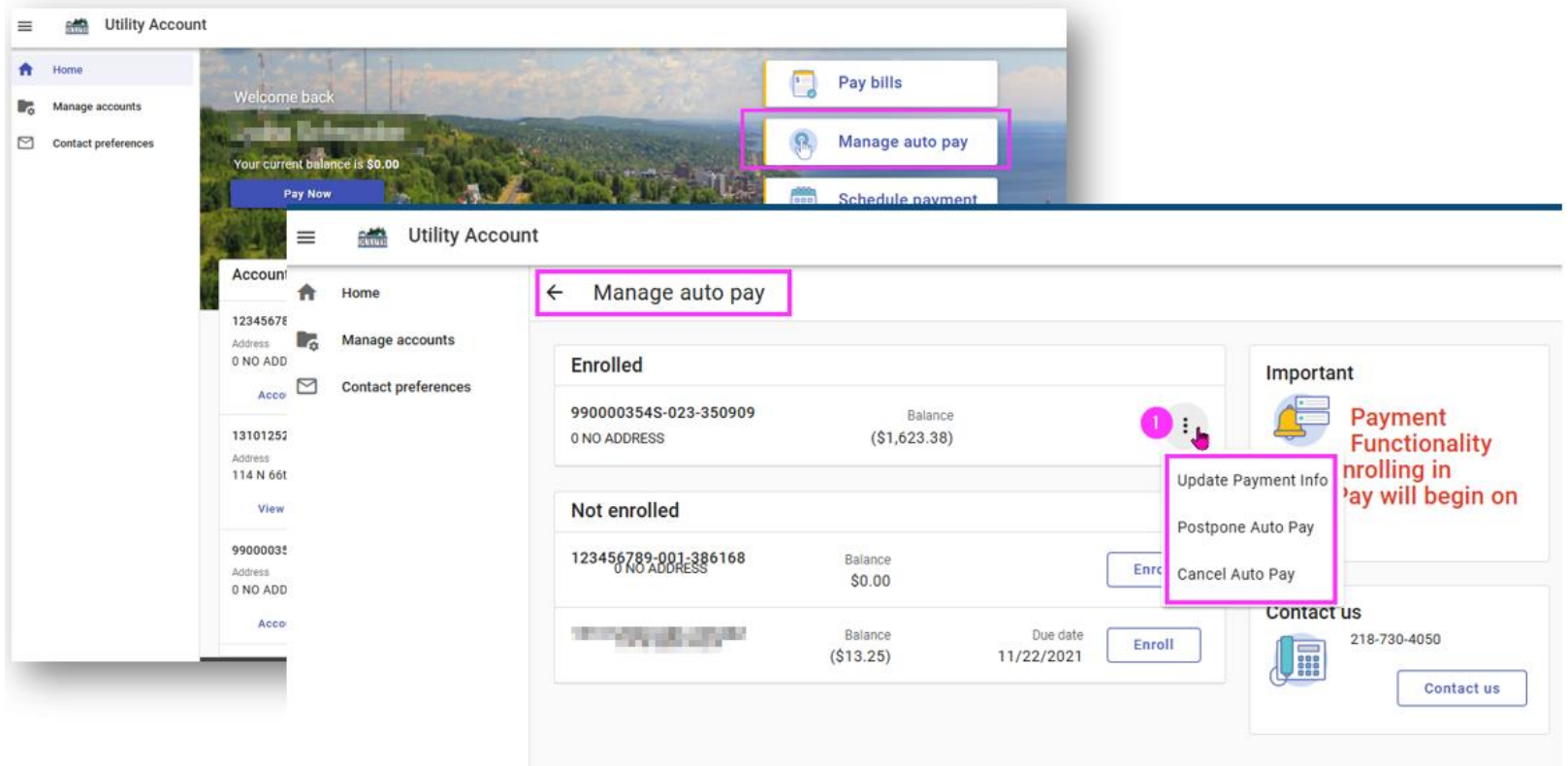
Account Description Utility Billing Account

Cancel automatic payments

August 25, 2025 12:53 PM CDT

## 7. Managing Auto Pay

To Manage Your Auto Pay, select the manage auto pay button. Click the ellipses (3 dots) to the right of the enrolled account number. This will bring up three options, Update Payment Info, Postpone Auto Pay or Cancel Auto Pay. Select the Option Needed.



**Did you know? You can have different auto pay payment methods for each linked utility account?**