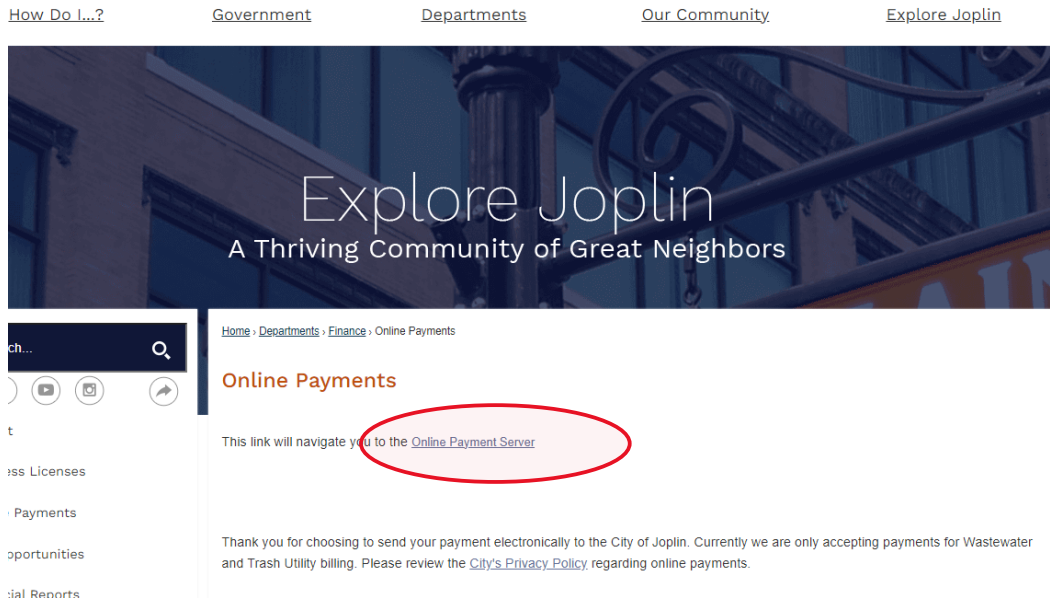
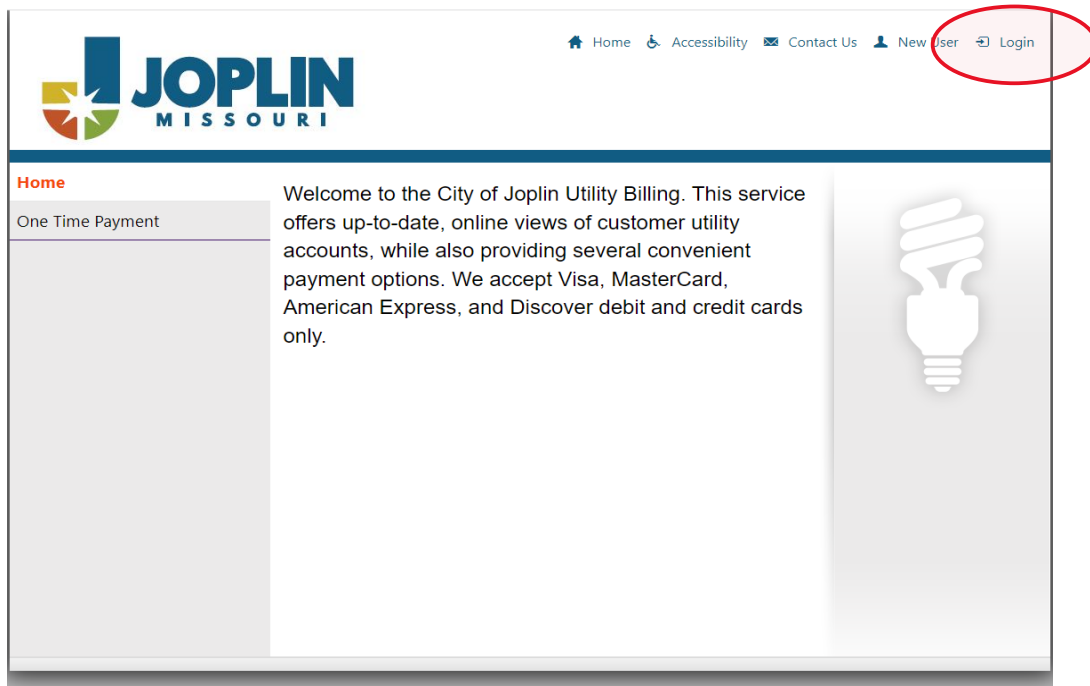


Creating an Online Account

- 1) Go to www.joplinmo.org/payments
- 2) Click on Online Payment Server



- 3) Click New User



4) Enter the requested information:

Create New User

* = Required

Login

Use Google for Login:

* eMail Address:

* Confirm eMail Address:

* Password:

* Confirm Password:

Name and Address

* First Name:

* Last Name:

* Address 1:

Address 2:

5) A message will appear indicating your account has been created and an email from GovNow will be sent to the user. Go to your email and open the message then click the link provided in the email 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 now need to login to the account and enter the users email address and password.

[Home](#) [Accessibility](#) [Contact Us](#) [New User](#) [Login](#)

Home

[One Time Payment](#)

Welcome to the City of Joplin Utility Billing. This service offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options. We accept Visa, MasterCard, American Express, and Discover debit and credit cards only.

7) Click on Add Account

The screenshot shows the Joplin Missouri website. At the top left is the logo with the text "JOPLIN MISSOURI". At the top right are navigation links: Home, Accessibility, Contact Us, My Profile, and Logoff. On the left side, there is a navigation menu with "Home" and "Add Account" (circled in red). The main content area features a welcome message: "Welcome to the City of Joplin Utility Billing. This service offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options. We accept Visa, MasterCard, American Express, and Discover debit and credit cards only." To the right of the text is a large, faint lightbulb icon.

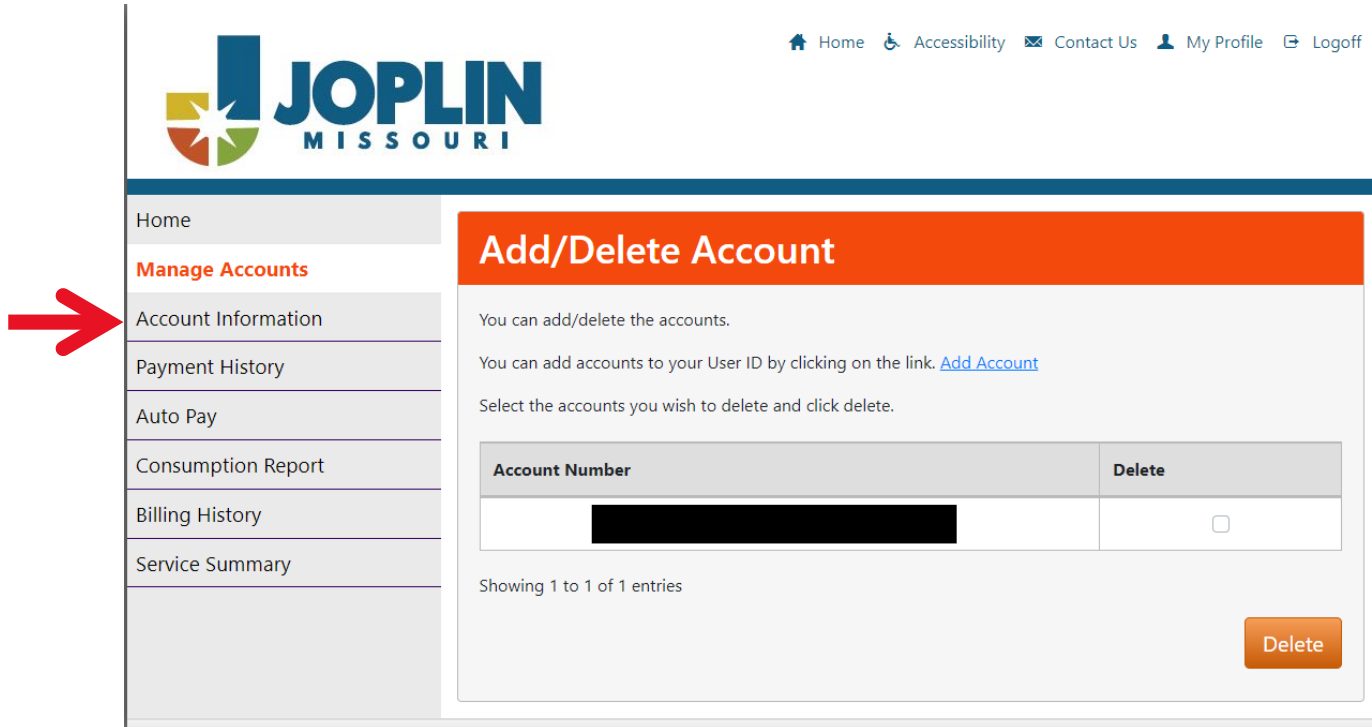
8) To associate the users account with their utility bill you will need to enter your account number and the most current due date on your bill.

- The account number will need to be separated in the two boxes, what is before the dash in the first box and what is after in the second. (example: 123456 – 246800)
- The date is entered MMDDYY (no slashes).

The screenshot shows the "Add Account" form on the Joplin Missouri website. The form has a red header with the text "Add Account". Below the header, there is a red asterisk and the text "* = Required". The form contains three main input fields: "User ID:" with a blacked-out box; "* Account ID:" with two input boxes containing "123456" and "246800" separated by a dash, and a red "x" icon next to the first box with the text "Must not be empty." below it; and "* Due Date:" with an input box containing "102022" and a calendar icon. At the bottom right of the form is an orange "Submit" button. At the bottom left, there is a red asterisk and the text "* Account ID must be entered exactly as it appears on your monthly statement (configurable).".

9) A pop up will appear indicating that the account has been added successfully.

10) Click on Account Information. The user will now view and manage the utility billing account using the options on the left in the menu bar.



The screenshot shows the Joplin Missouri website interface. At the top left is the Joplin Missouri logo. At the top right are navigation links: Home, Accessibility, Contact Us, My Profile, and Logoff. On the left is a vertical menu with the following items: Home, Manage Accounts (highlighted in red), Account Information (indicated by a red arrow), Payment History, Auto Pay, Consumption Report, Billing History, and Service Summary. The main content area is titled 'Add/Delete Account' and contains the following text: 'You can add/delete the accounts.', 'You can add accounts to your User ID by clicking on the link. [Add Account](#)', and 'Select the accounts you wish to delete and click delete.' Below this is a table with two columns: 'Account Number' and 'Delete'. The table contains one row with a redacted account number and a checkbox. At the bottom of the table area, it says 'Showing 1 to 1 of 1 entries' and there is a 'Delete' button.

Home Accessibility Contact Us My Profile Logoff

JOPLIN MISSOURI

Home

Manage Accounts

Account Information

Payment History

Auto Pay

Consumption Report

Billing History

Service Summary

Add/Delete Account

You can add/delete the accounts.

You can add accounts to your User ID by clicking on the link. [Add Account](#)

Select the accounts you wish to delete and click delete.

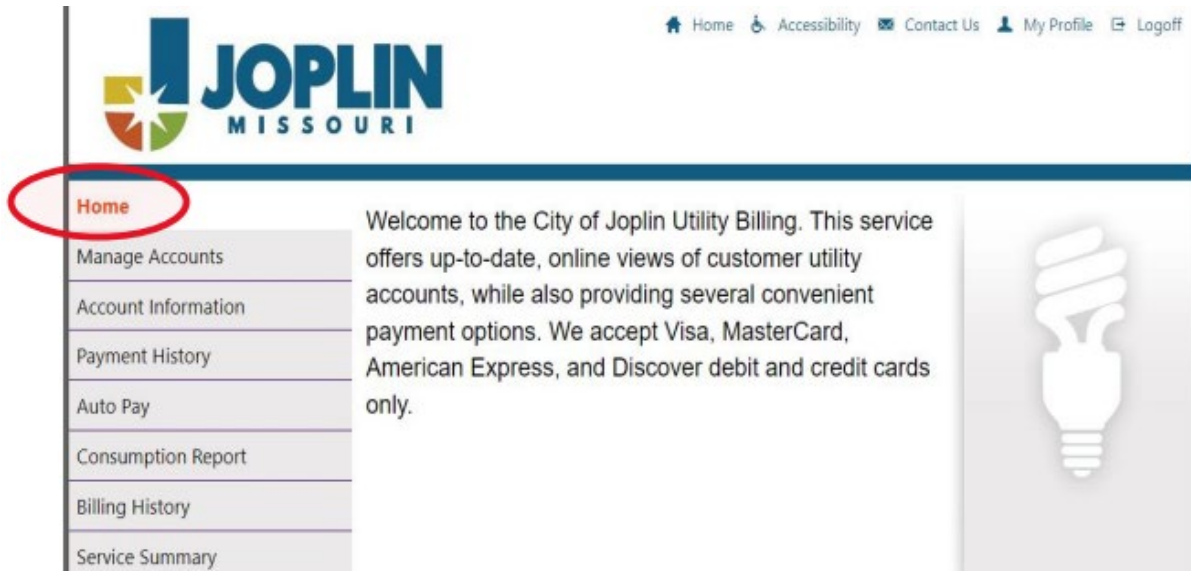
Account Number	Delete
[REDACTED]	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

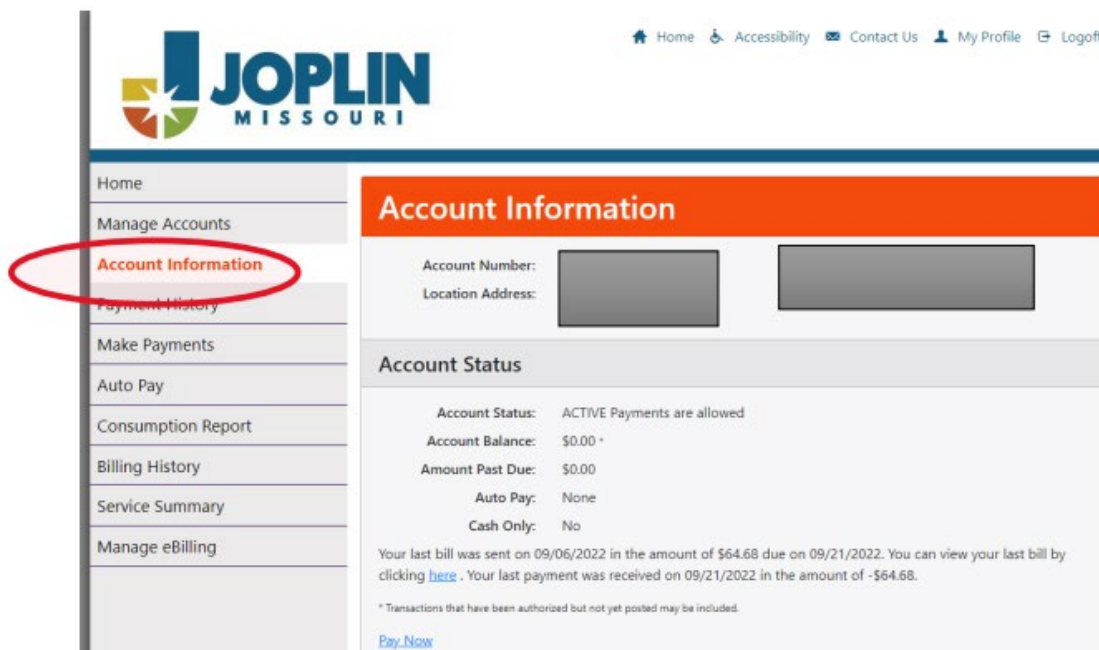
Delete

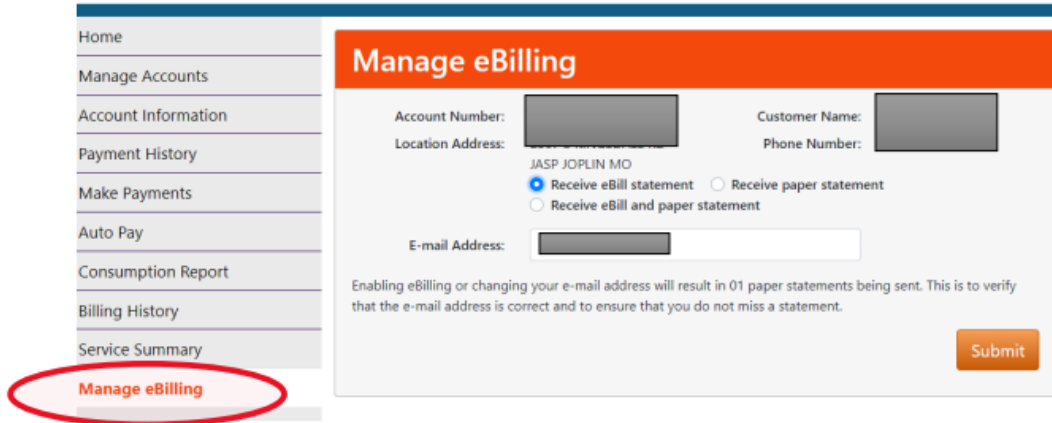
The following instructions are to manage eBilling notifications

- 1) Log-in to your profile at www.joplinmo.org/payments and make the following selections.



- 2) Click on Account information. Then, select Manage eBilling.





Home

Manage Accounts

Account Information

Payment History

Make Payments

Auto Pay

Consumption Report

Billing History

Service Summary

Manage eBilling

Manage eBilling

Account Number:

Location Address:

Customer Name:

Phone Number:

JASP JOPLIN MO

Receive eBill statement Receive paper statement

Receive eBill and paper statement

E-mail Address:

Enabling eBilling or changing your e-mail address will result in 01 paper statements being sent. This is to verify that the e-mail address is correct and to ensure that you do not miss a statement.

Submit

- 3) Once selecting Manage eBilling you will have the option to select how you are wanting to receive your bills and the email address you would like to receive the eBilling notifications to.