

Forest Grove Utility Billing Online

The following are basic instructions for getting set up to view and/or pay your City of Forest Grove Utility Bill with our online site. Sections include:

1. [Getting Started](#)
2. [Create a User](#)
3. [Logging In](#)
4. [Add Your Utility Account](#)
5. [Pay Your Utility Account](#)
6. [Account Information](#)
7. [Changing Your Password](#)
8. [Pay Utility Bill using Quick Pay \(no login required\)](#)
9. [Password Recovery](#)
10. [Contact Us](#)

Click on 'Ctrl' (control button on your keyboard) + use your mouse to click on one of the topics above to go directly to that section for assistance.

1. Getting Started

You may choose to either set up an account to view & pay your utility bills, or you can make a quick payment without setting up an account.

To create an online account to view and pay your utility bill over the internet, you will need to complete three steps:

1. Create a user
2. Login
3. Add your utility account(s) to your user name.

It may be helpful to have your e-mail open as you get started, since when you first create your user, a password will be e-mailed to you. Once you receive this password and login, you may change your password.

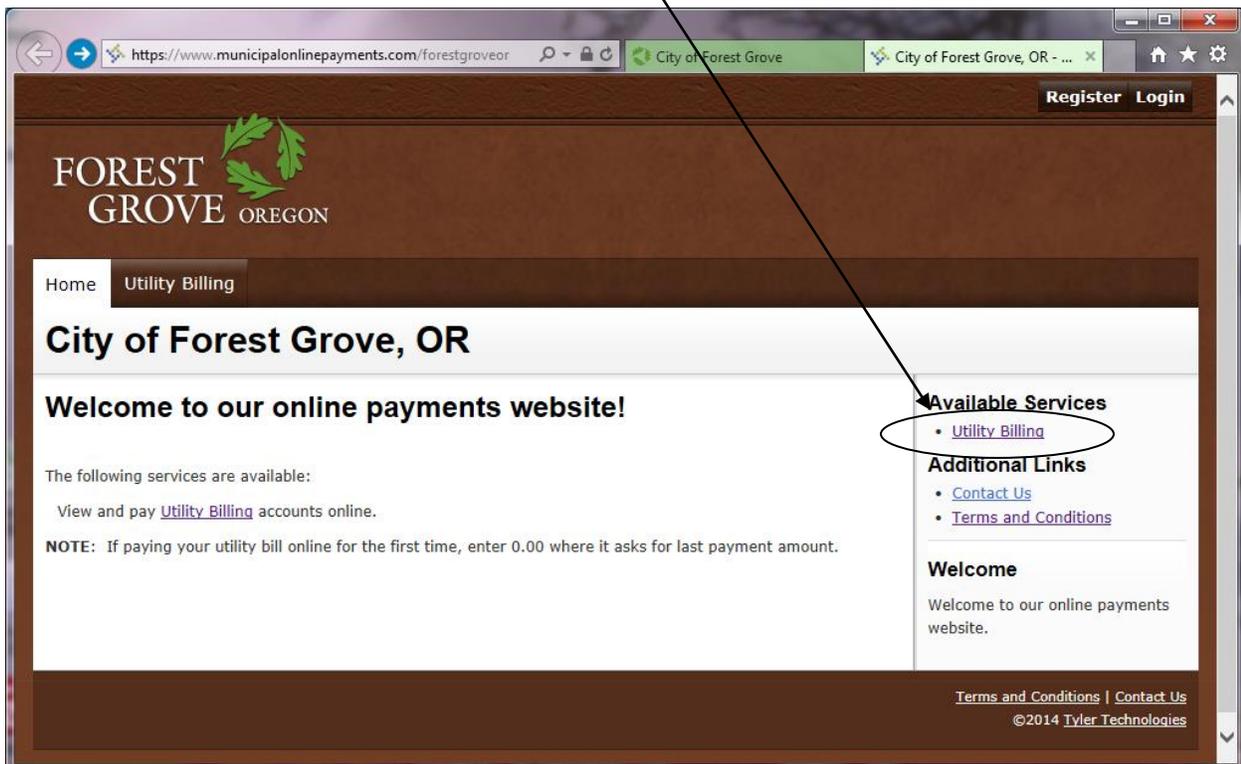
2. Create a User

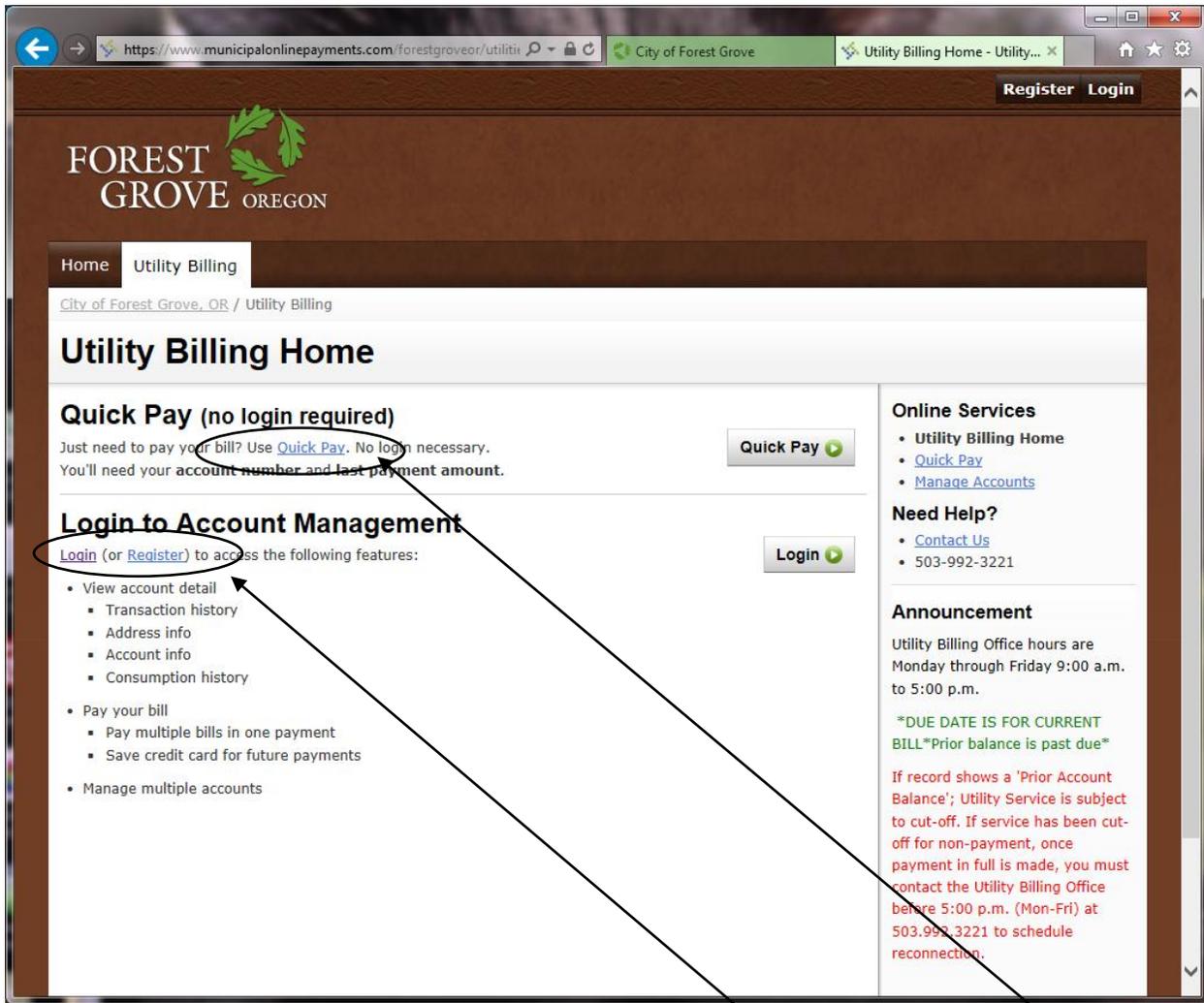
From Forest Grove's web site (www.forestgrove-or.gov), click on the quick link on the main screen 'Pay Utility Bill Online Securely'.

This will open a separate web page, a secure site apart from Forest Grove's web page.



Click on 'Utility Billing' under Available Services



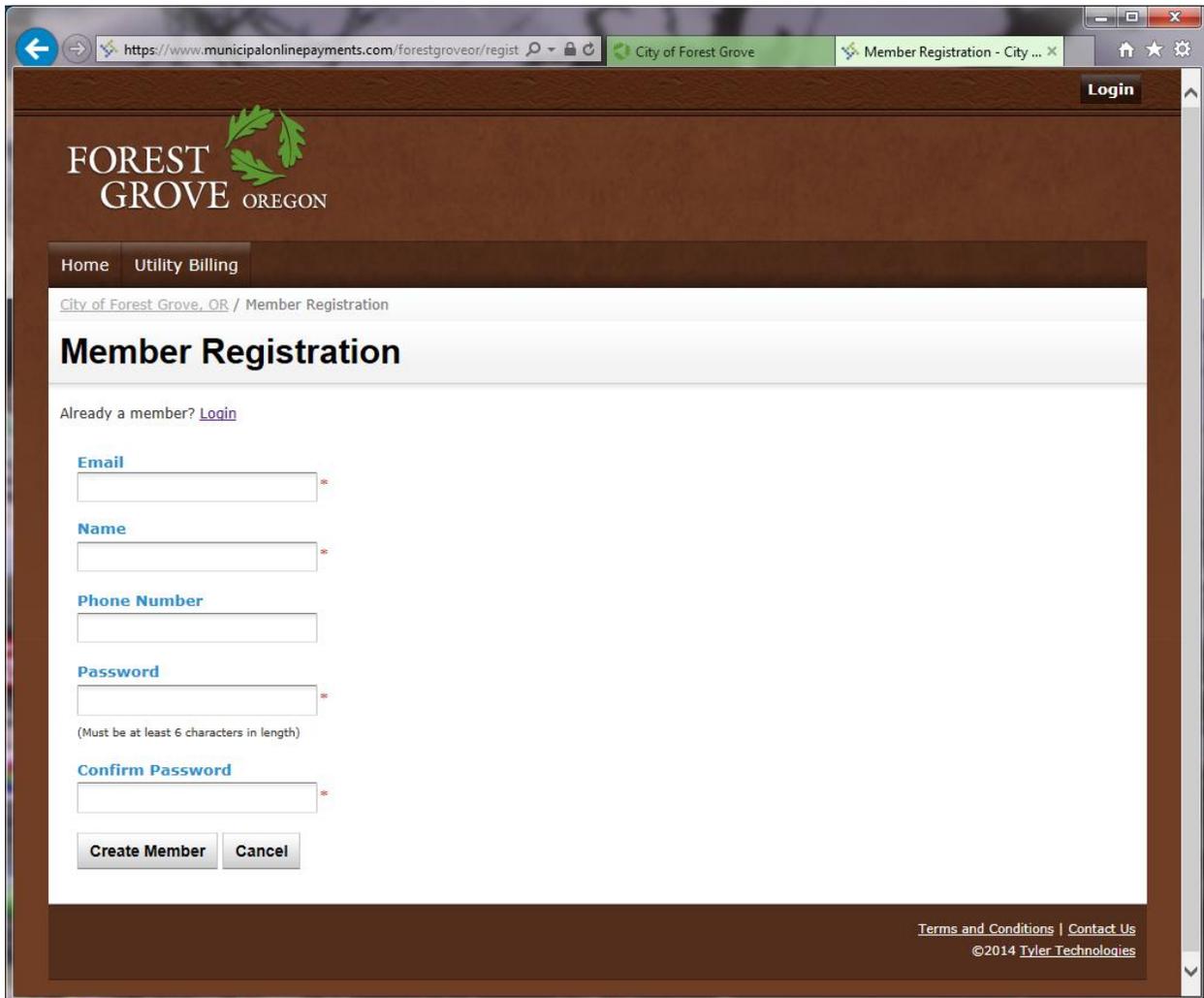


This will direct you to the next screen where you can 'Login', 'Register', or use the 'Quick Pay' link.

To register for an account, enter your email address, name, phone number, and password. The email address you enter will become your login id. It will be used for password recovery & confirmation of any activity on the site.

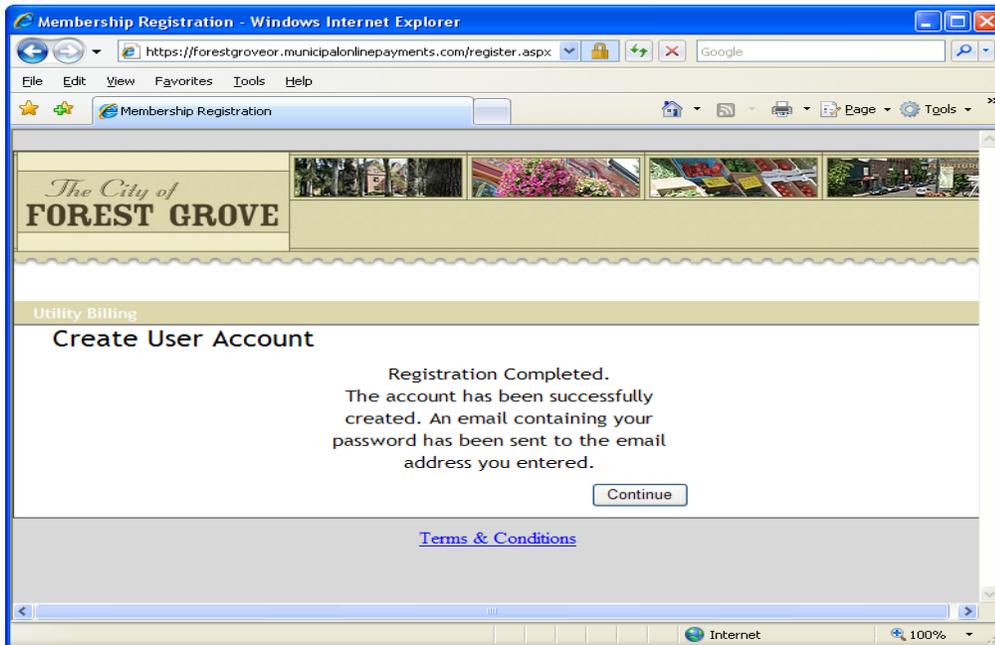
(NOTE: Secure passwords are at least six (6) characters long, including capital and lowercase letters, at least one (1) number, and one (1) special character.)

Next, click 'Create Member'.



The screenshot shows a web browser window with the URL <https://www.municipalonlinepayments.com/forestgroveor/regist>. The page header includes the City of Forest Grove logo and navigation links for Home and Utility Billing. The main heading is "Member Registration". Below the heading, there is a link for "Already a member? Login". The registration form contains five input fields: Email, Name, Phone Number, Password, and Confirm Password. Each field has a red asterisk to its right. A note below the Password field states "(Must be at least 6 characters in length)". At the bottom of the form are two buttons: "Create Member" and "Cancel". The footer contains links for "Terms and Conditions" and "Contact Us", along with the copyright notice "©2014 Tyler Technologies".

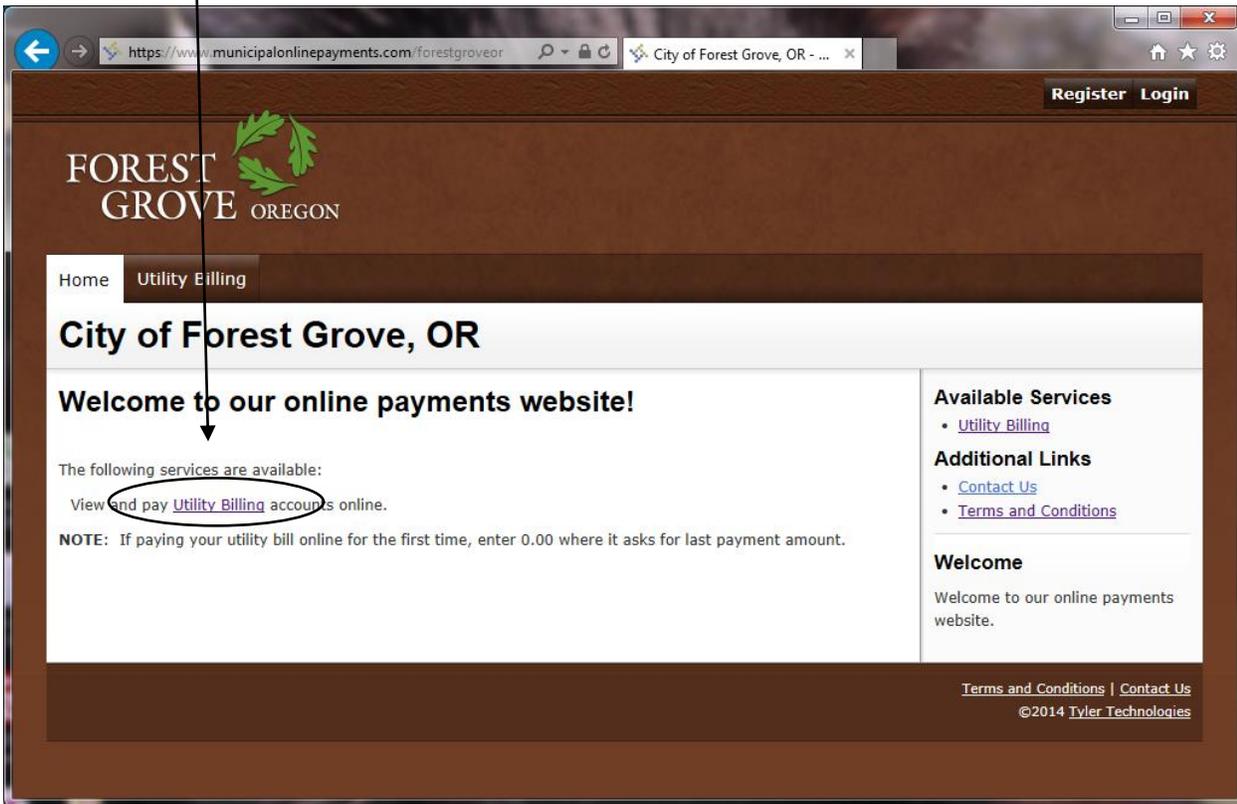
A password will be e-mailed to you, after about five (5) minutes, and a screen similar to the screen below will be displayed, confirming that you have successfully created a user. Next, click the continue button, and you will be re-directed to the initial Utility Billing online screen.



Check your email for the 'Thanks for registering!' email. Click the link in the email to confirm your email address and activate your account. The link returns you to the login page.

3. Logging In

From the Login page, when you click on the 'Utility Billing' link, you will be taken to the Utility Billing Home page.



Click on 'Login'.

City of Forest Grove, OR / Utility Billing

Utility Billing Home

Quick Pay (no login required)
Just need to pay your bill? Use [Quick Pay](#). No login necessary.
You'll need your **account number** and **last payment amount**.

Quick Pay ▶

Login to Account Management
[Login](#) (or [Register](#)) to access the following features:

- View account detail
 - Transaction history
 - Address info
 - Account info
 - Consumption history
- Pay your bill
 - Pay multiple bills in one payment
 - Save credit card for future payments
- Manage multiple accounts

Online Services

- [Utility Billing Home](#)
- [Quick Pay](#)
- [Manage Accounts](#)

Need Help?

- [Contact Us](#)
- 503-992-3221

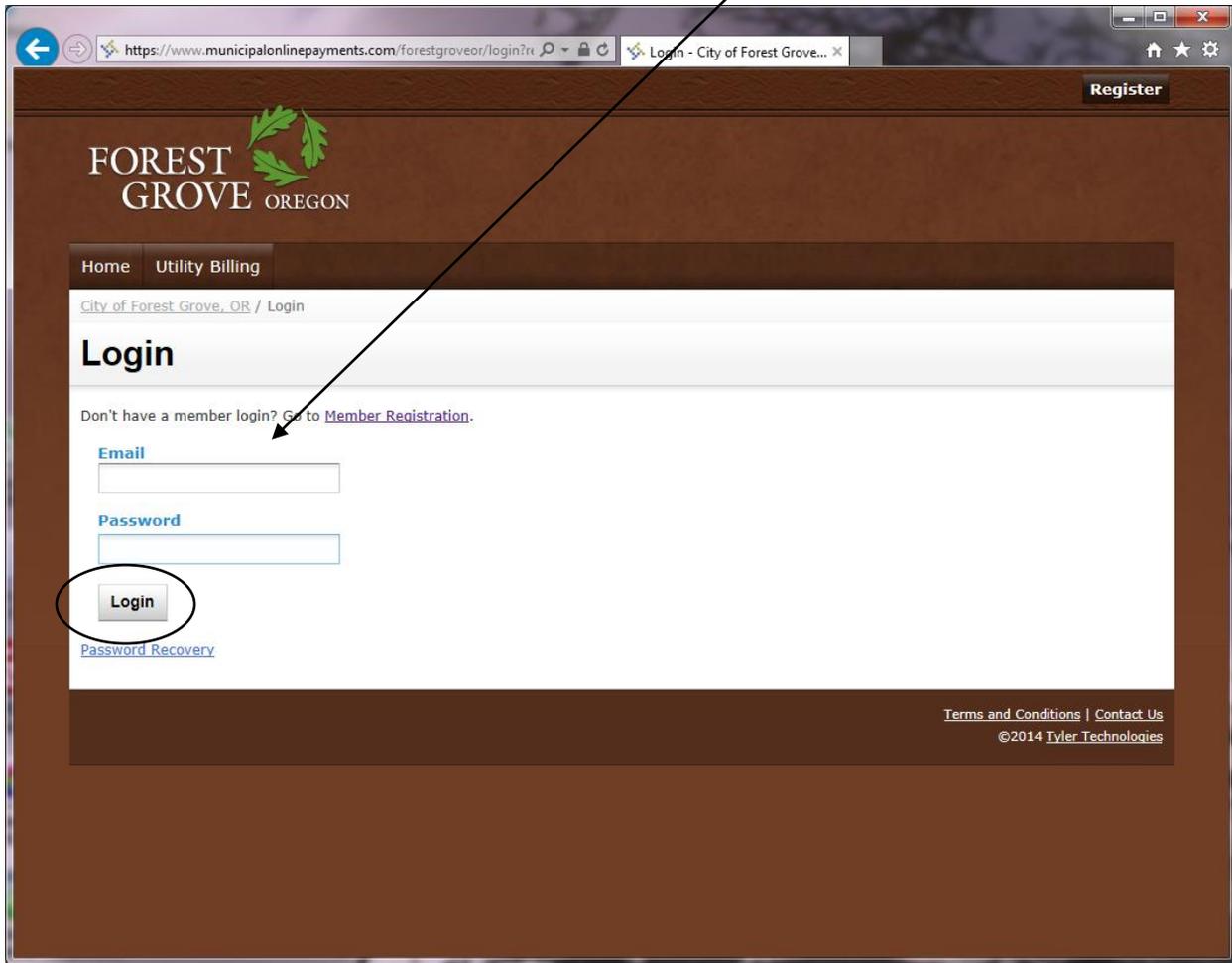
Announcement

Utility Billing Office hours are Monday through Friday 9:00 a.m. to 5:00 p.m.

DUE DATE IS FOR CURRENT BILL*Prior balance is past due

If record shows a 'Prior Account Balance'; Utility Service is subject to cut-off. If service has been cut-off for non-payment, once payment in full is made, you must contact the Utility Billing Office before 5:00 p.m. (Mon-Fri) at 503.992.3221 to schedule reconnection.

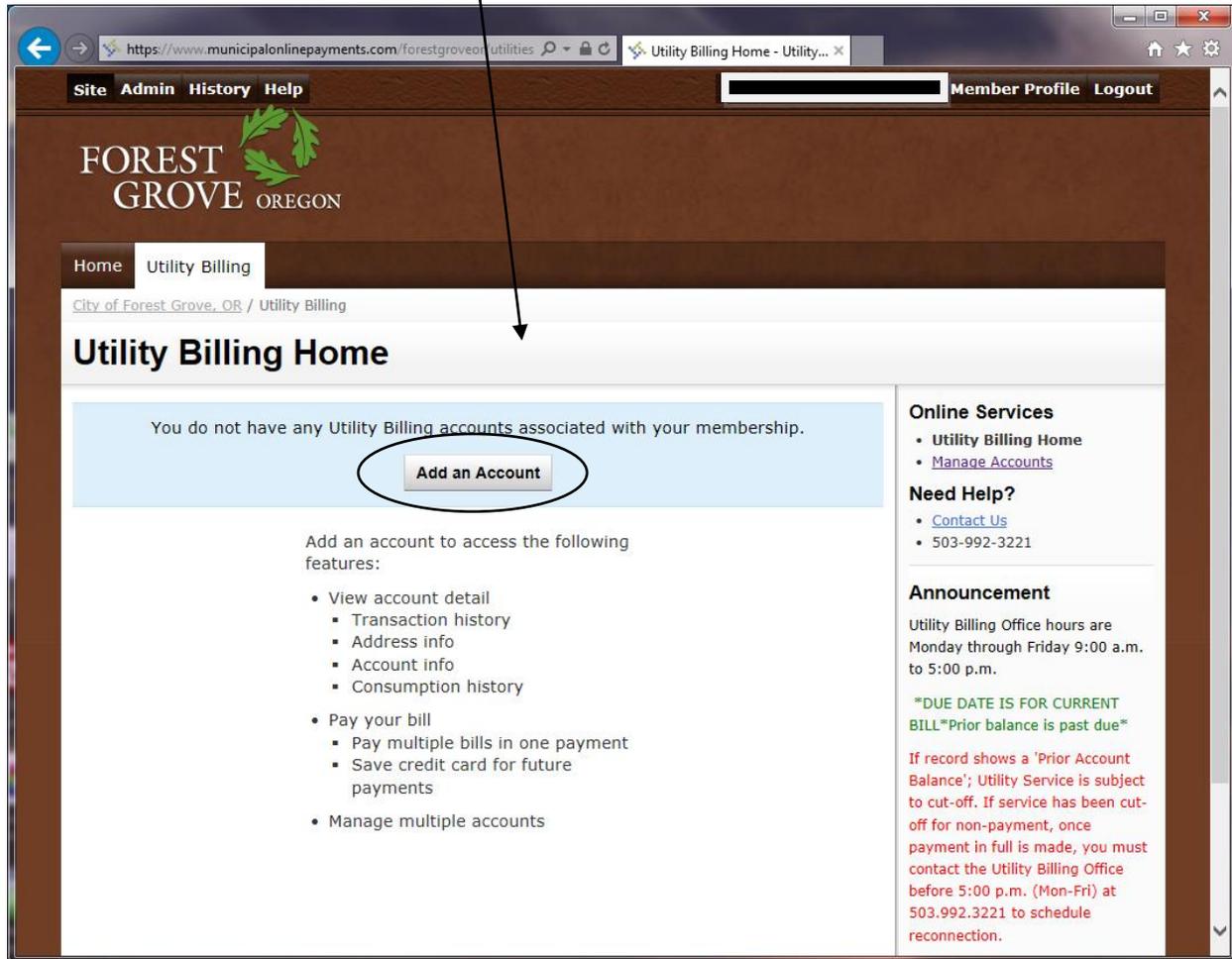
Enter your e-mail address and password, then click Login.



4. Add Your Utility Account

The first time you login, if you move, or if your utility account number changes, you will need to add the utility account to your user name. To add your account, you will need your Forest Grove utility account number, and the dollar amount of your last payment. If you have not made any payments, you will enter 0.

Click the 'Add an Account' button.



Enter your utility account number, including the dashes, and the amount of your last payment. Then click 'Add Account'.

The screenshot shows a web browser window with the URL <https://www.municipalonlinepayments.com/forestgroveor/utilities/acc>. The page header includes navigation links: Site, Admin, History, Help, Member Profile, and Logout. The main content area is titled "Add Account" and features two input fields: "Account Number" and "Last Payment Amount". Below the "Account Number" field, a note states: "* Please include all dashes. For example: 001-010101-01". At the bottom of the form, there are two buttons: "Add Account" (circled in black) and "Cancel". A black arrow points from the text above to the "Add Account" button. On the right side of the page, there are sections for "Online Services" (with links for "Utility Billing Home" and "Manage Accounts"), "Need Help?" (with links for "Contact Us" and "503-992-3221"), and "Announcement" (stating "Utility Billing Office hours are Monday through Friday 9:00 a.m. to 5:00 p.m.").

You can add multiple accounts repeating this process.

5. Pay Your Utility Account

The next screen will be your utility account. You may choose to pay the balance owed by checking the box next to the account under “Pay”, then clicking the “Pay Selected Accounts” button, or you may view information about your account by clicking on the account number, which should be underlined.

Click on account number to bring up account information.

To pay, click the box under ‘Pay’, then click ‘Pay Selected Accounts’.

The screenshot displays the 'Utility Billing Home' page for the City of Forest Grove, Oregon. The page features a navigation menu with 'Home' and 'Utility Billing' tabs. Below the navigation, there is a table of utility accounts. The table has the following columns: Account Number, Address, Last Payment, Balance, and Pay. A callout box points to the Account Number column, and another callout box points to the Pay column checkbox. The 'Pay Selected Accounts' button is visible below the table.

Account Number	Address	Last Payment	Balance	Pay
[REDACTED]	[REDACTED]	(\$273.05) 10/28/2014	\$247.04 Due 11/20/2014	<input type="checkbox"/>

To pay your utility account, you will need a VISA, MasterCard, American Express, or Discover card.

Site Admin History Help

Member Profile Logout

FOREST GROVE OREGON

Home Utility Billing

City of Forest Grove, OR / Utility Billing / Payment Cart / Select a Payment Method

Select a Payment Method

Payment Total: \$247.04 [Change Payment Amounts](#)

Enter Credit Card

Card Type *

Credit Card Number *

Expiration Date -- / -- *

First Name On Card *

Last Name On Card *

Billing Address 1 *

Billing Address 2

Zip *

Save Credit Card

[Cancel Payment](#) [Continue](#)

Online Services

- [Utility Billing Home](#)
- [Manage Accounts](#)

Need Help?

- [Contact Us](#)
- 503-992-3221

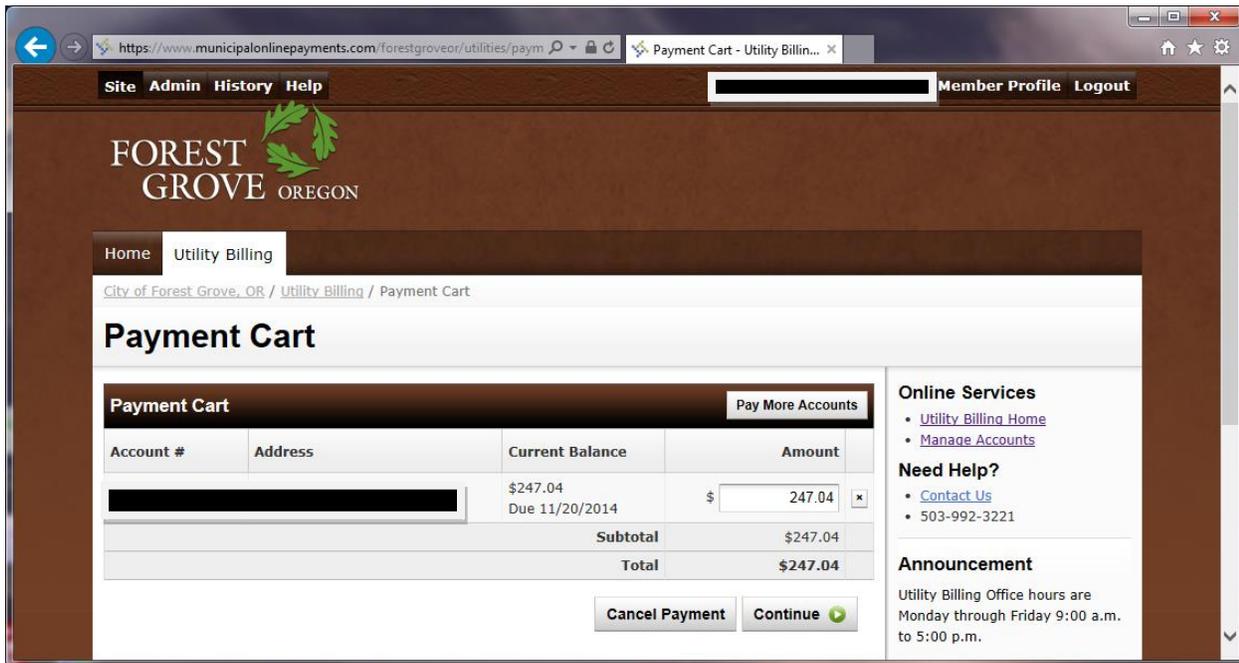
Announcement

Utility Billing Office hours are Monday through Friday 9:00 a.m. to 5:00 p.m.

DUE DATE IS FOR CURRENT BILL ONLY

If record shows a 'Prior Account Balance'; Utility Service is subject to cut-off. If service has been cut-off for non-payment, once payment in full is made, you must contact the Utility Billing Office before 5:00 p.m. (Mon-Fri) at 503.992.3221 to schedule reconnection.

Verify the amount you are paying on your account in the Payment Cart. You cannot pay more than is showing next to Payment Total. But if you have a past due amount that you are paying, you can click on 'Change Payment Amounts' it will take you to the following screen. Change the amount, and click Continue.



Select the card type, and enter your credit card information. The billing address and zip should be the address for the credit card statement, not necessarily the Forest Grove service address.

If you wish to save your credit card information for future payments, click the 'Save Credit Card' box. Otherwise, click Continue to follow prompts to complete payment.

6. Account Information

You will be able to view your account detail, transaction history, account information, etc., by clicking on the various tabs.

This tab shows your monthly bill amounts & payments.

This tab shows your usage, including a graph.

The screenshot shows the 'Account Detail' page for a utility account in Grove, Oregon. The page features a navigation bar with tabs for 'Account Detail', 'Transaction History', 'Address Info', 'Account Info', 'Consumption', and 'Avg Monthly Payment'. The 'Account Detail' tab is selected. Below the tabs, there are two redacted areas. The 'Balance Summary' section includes a 'Make a Payment' button and a table with the following data:

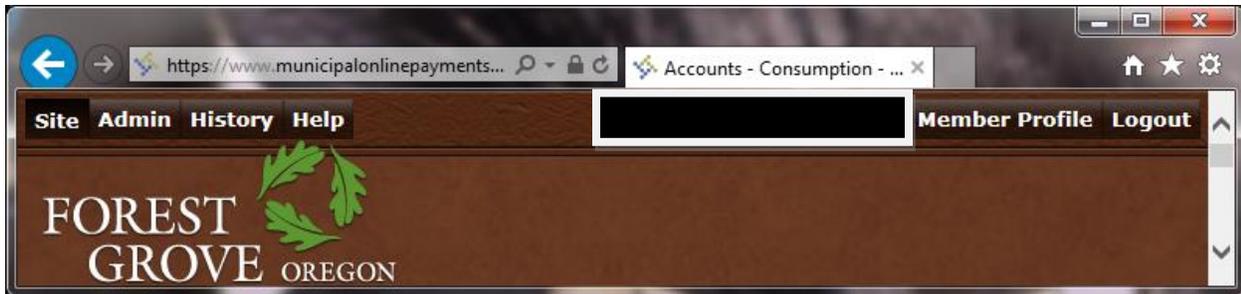
Balance Summary	
Prior Account Balance	\$0.00
Current Bill (Due 11/20/2014)	\$247.04
Transactions Since Current Bill	\$0.00
Account Balance	\$247.04

The 'Contracts' and 'Deposits' sections both show a message: 'There are no [Contracts/Deposits] for this account.' The right sidebar contains 'Online Services' (Utility Billing Home, Manage Accounts), 'Need Help?' (Contact Us, 503-992-3221), and an 'Announcement' regarding office hours and a 'DUE DATE IS FOR CURRENT BILL ONLY' warning. The footer includes 'Terms and Conditions | Contact Us' and '©2014 Tyler Technologies'.

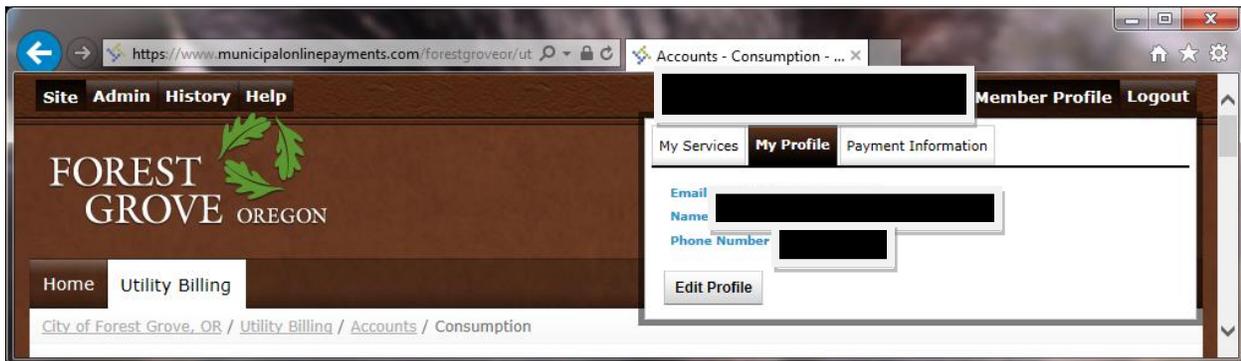
7. Changing your password

Member passwords can be changed at any time. It is recommended that users change their password the first time they login to something that will be easy for them to remember. Secure passwords are at least 6 characters long, include capital and lowercase letters, at least one number and at least one special character (!.+@#, etc.).

Navigate to the *Member Profile Management* screen by clicking on the 'Member Profile' link on the right-hand side of any page. If you are not logged in, you will be required to log in before you will be able to access the *Member Profile Management* screen.



Click on 'Edit Profile'.



Enter the current password. Then enter your new password and confirm it. Then 'Save Profile'.

The screenshot shows a web browser window with the address bar displaying "https://www.mu..." and "City of Forest Grove, ...". The page title is "Member Profile" and "Logout" is visible in the top right. A navigation menu includes "My Services", "My Profile" (selected), and "Payment Information".

The "My Profile" section contains the following fields:

- Email**: A text input field with a red asterisk on the right.
- Name**: A text input field with a red asterisk on the right.
- Phone Number**: A text input field with a red asterisk on the right.

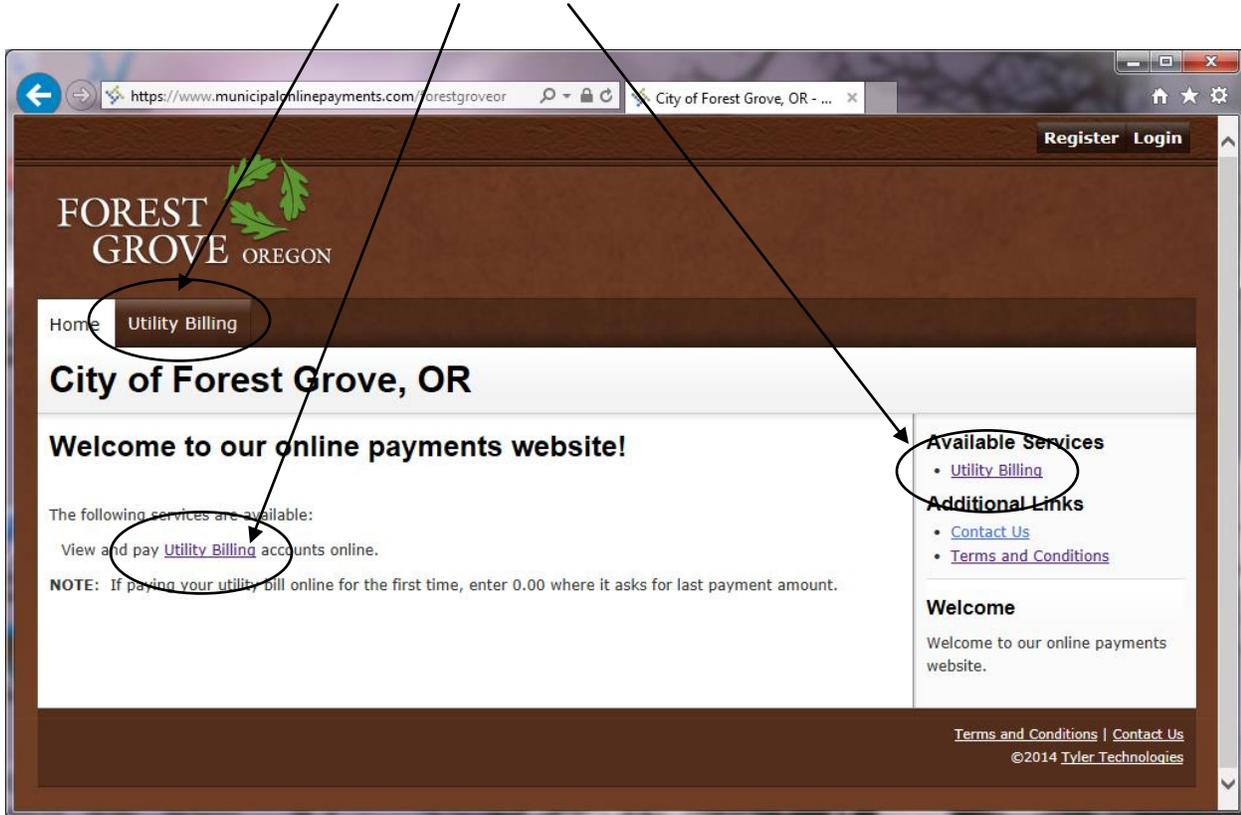
The "Update Account Password" section includes the instruction: "Leave the following fields blank if you do not want to update your password." It contains three text input fields:

- Current Password**
- New Password**
- Confirm New Password**

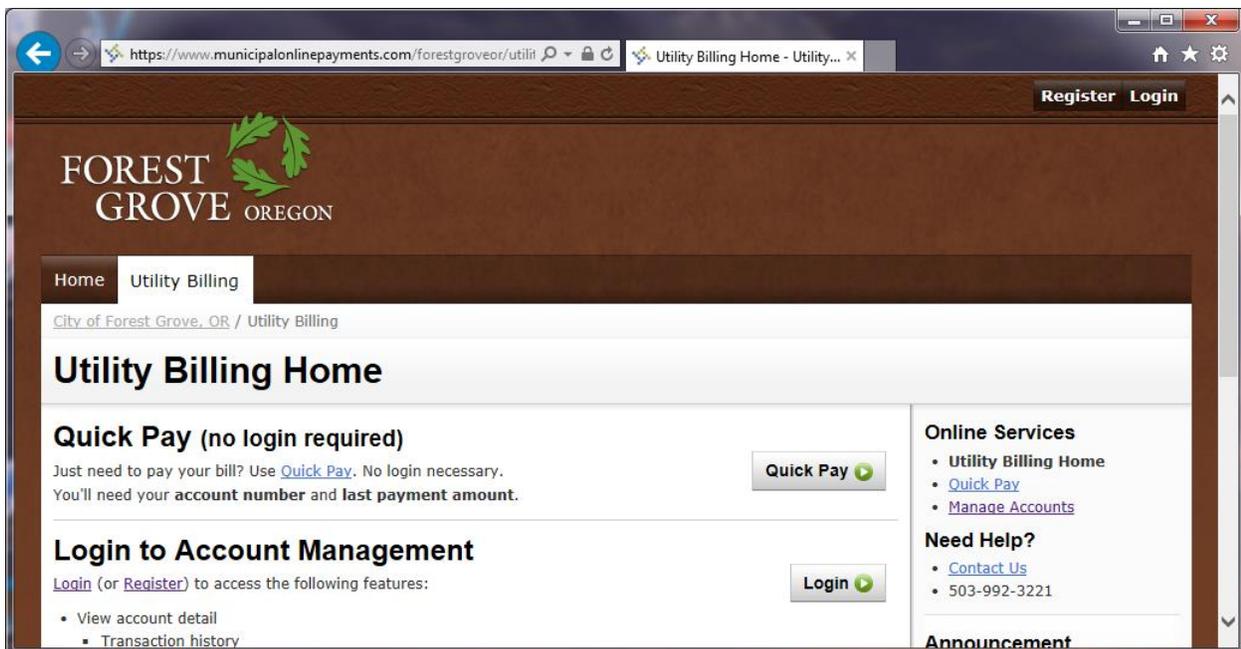
At the bottom of the form are two buttons: "Save Profile" and "Cancel".

8. Pay Utility Bill Using Quick Pay (no login required)

From the Home page, click on any of the 3 'Utility Billing' links

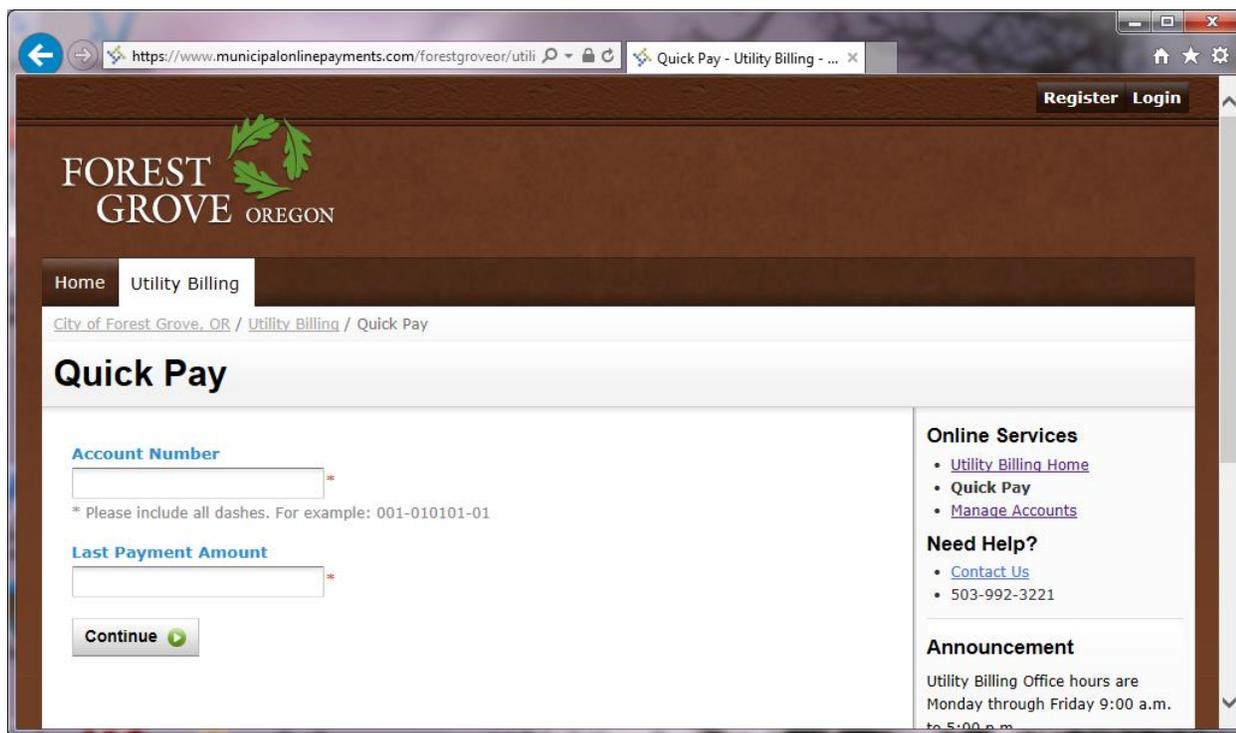


Click on 'Quick Pay'.



You will need your utility account number and the last payment amount. These can be found on the utility bill mailed out monthly, or if you have a login, you can see the information on your account.

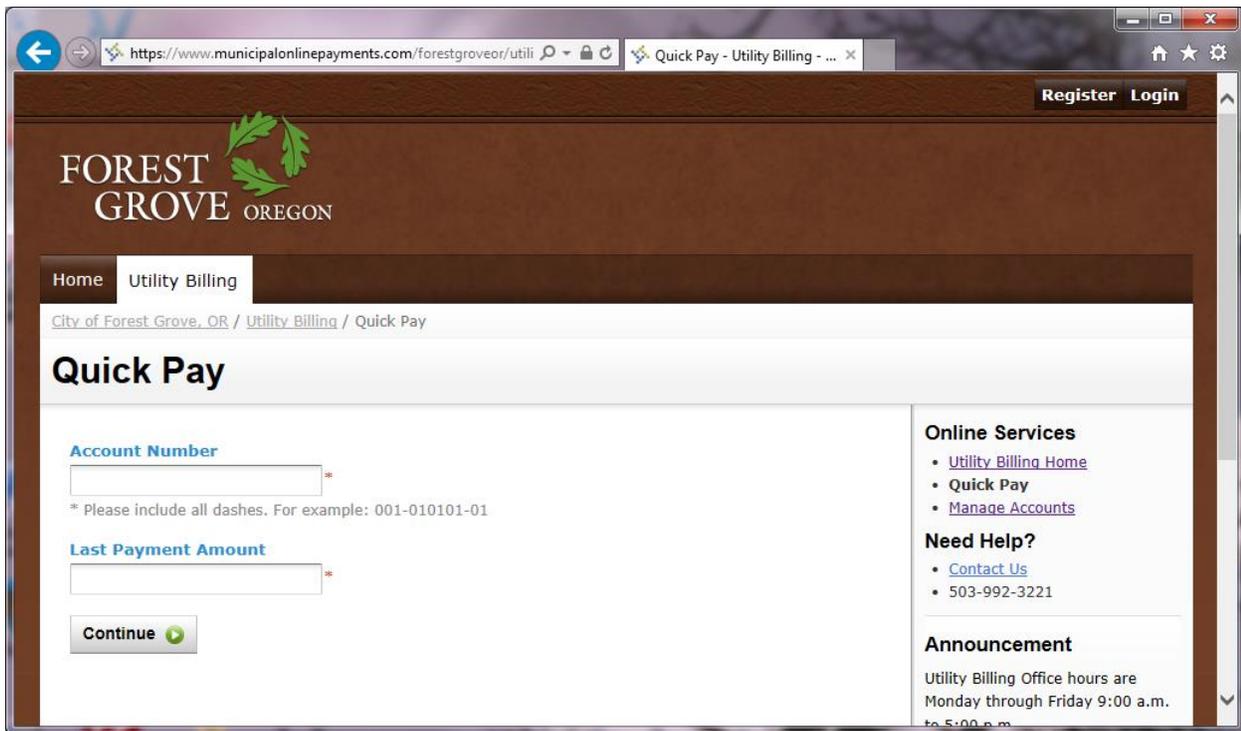
Enter your account number, including the dashes, and the last payment amount. Click Continue.



This will take you to the Payment Cart, same screen as when you are logged into your account. Follow the prompts to change the amount, if necessary, enter credit card information, etc.

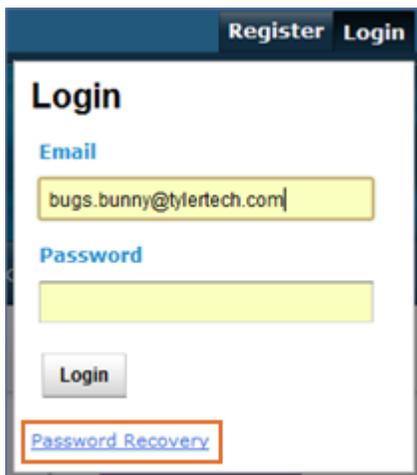
9. Password Recovery

Click Login on upper right.



The screenshot shows a web browser window with the URL <https://www.municipalonlinepayments.com/forestgroveor/uti...> and a tab titled "Quick Pay - Utility Billing - ...". The page header includes the "FOREST GROVE OREGON" logo and navigation links for "Register" and "Login". A breadcrumb trail reads "Home / Utility Billing / Quick Pay". The main heading is "Quick Pay". There are two input fields: "Account Number" and "Last Payment Amount", both with asterisks indicating required fields. A note below the first field says "* Please include all dashes. For example: 001-010101-01". A "Continue" button with a green arrow is below the second field. On the right side, there are sections for "Online Services" (with links for "Utility Billing Home", "Quick Pay", and "Manage Accounts"), "Need Help?" (with links for "Contact Us" and the phone number "503-992-3221"), and "Announcement" (stating "Utility Billing Office hours are Monday through Friday 9:00 a.m. to 5:00 p.m.").

Click on 'Password Recovery'.

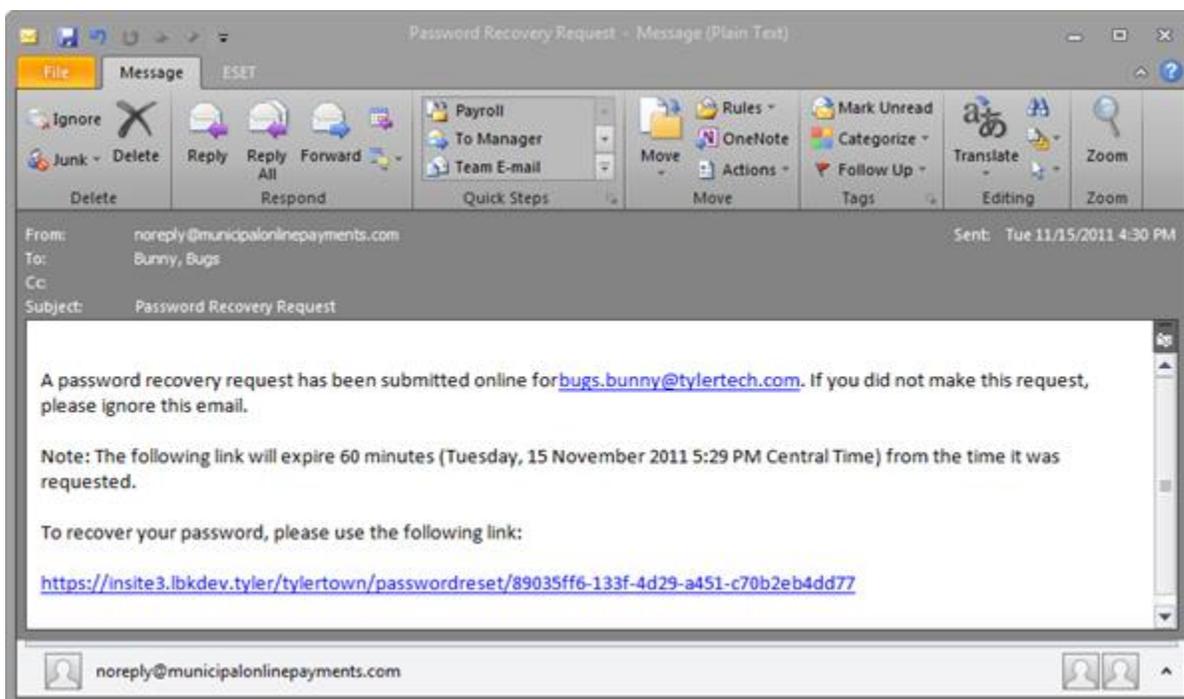


The screenshot shows a "Login" page with a dark blue header containing "Register" and "Login" links. The page has a white background with a dark blue border. It features two input fields: "Email" (containing "bugs.bunny@tylertech.com") and "Password". Below the password field is a "Login" button. At the bottom, a "Password Recovery" link is highlighted with a red rectangular box.

Enter your email address and click 'Submit'. Password recovery instructions are sent to your login email address.

The screenshot shows a web browser window with a navigation bar at the top containing links: Home, Accounts Receivable, Building Projects, Business License, Call Center, Court, Tax, and Utility Billing. Below the navigation bar is the breadcrumb "Tyler Town / Password Recovery". The main heading is "Password Recovery". The instruction reads: "Enter your email address for help recovering your password." There is a text input field labeled "Email" containing the text "bugs.bunny@tylertech.com". Below the input field are two buttons: "Submit" and "Cancel". At the bottom of the page, there is a footer with "Tyler Town Links" and "Tyler Technologies" on the left, and "Empowering people who serve the public." with "Terms & Conditions | Contact Us" and "©2011 Tyler Technologies" on the right.

Follow the instructions in your inbox from the InSite Administrator to complete password recovery.



Click 'Submit New Password'.

The screenshot shows a web browser window with a navigation menu at the top containing links for Home, Accounts Receivable, Building Projects, Business License, Call Center, Court, Tax, and Utility Billing. Below the menu is a breadcrumb trail: Tyler Town / Password Reset. The main heading is "Password Reset". A message box says "Please complete the form below to reset your password." The form includes three input fields: "Email" with the value "bugs.bunny@tylertech.com", "New Password" with masked characters "*****", and "Confirm New Password" which is empty. A "Submit New Password" button is located below the form. The footer contains "Tyler Town Links" with a link to "Tyler Technologies", the slogan "Empowering people who serve the public.", and links for "Terms & Conditions" and "Contact Us", along with the copyright notice "©2011 Tyler Technologies".

10. Contact Us

Even though you are logged in when you use the 'Contact Us' link, please include your account number or service address in your inquiry. This information does not come through, and we may not be able to properly assist you with your question.