# Register & Access Your Utility Account Online

Hello Town of Rocky Mount utility customers! We are very excited to bring you online access to your utility account. Once you register your existing utility account, you will have the ability to pay your bill online, set up automatic payments using your debit/credit card/e-check, view/download your bills, see transaction and consumption history, make requests to your account, and even set up preferences, email reminders, and alerts for your account!

Below are instructions on where and how you can set this up. Please have your Account Number and Customer Number available before you begin. You can find this information on the monthly utility bill you receive. Also, please have access to the email you will be using to create your profile as this will be needed for the setup process too. Please read these instructions carefully.

Please go to the following website and bookmark it for your convenience:

https://rockymountva.municipalonlinepayments.com/rockymountva/utilities

The page should resemble the picture below. It will include tiles that show options for Quick Pay, Sign In or Sign Up, Location/Hours of Operation, and Contact Us. This is where you will begin to set up access to your utility account.
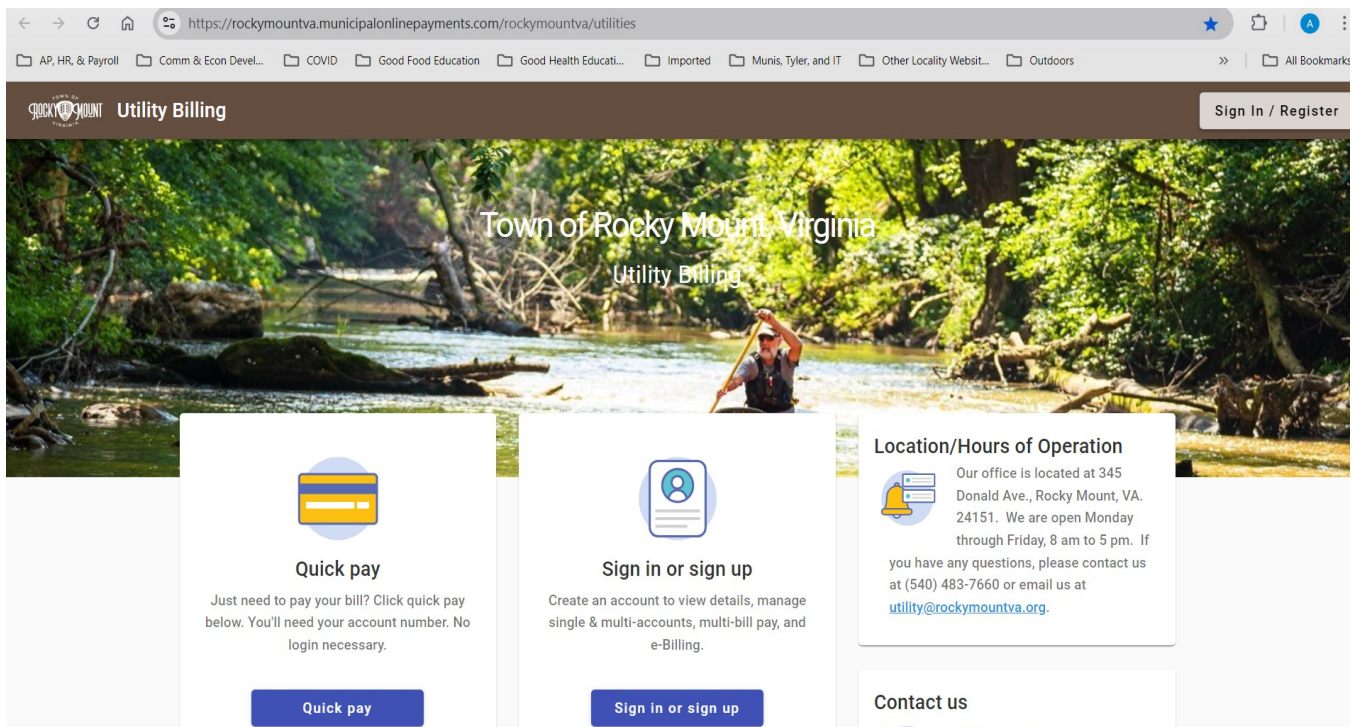
Please click "Sign in or Sign Up" in the center of the page. Next, please click "Create an Account" at the bottom of the screen. See the picture below for what this page should look like. ***Please note that there are options to use an existing Google, Apple, Microsoft, or Facebook account with email login credentials attached to it. If you choose one of these methods, you will need to sign into your account using the <u>same</u> method every time you log in.*** We believe it is best to set up an account not using one of these methods and our instructions will reflect this. Please click on "Create an Account".

Sign in to community access services for Town of Rocky Mount.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

☐ Keep me signed in

Next

Unlock account?   Help

Create an account

Complete at least your E-mail, First Name, Last Name, and Password fields as these are required to create your account. The screen to complete should resemble the one below. Please note that your password has certain requirements.

Create an account

Email

First name

Last name

Mobile phone   Optional

Password   👁

Password requirements:

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

[Sign up]

Once you complete this information and click "Sign Up", you will be asked to enter a six-digit verification code. You will receive this code by email from Community Access Identity (noreply@identity.tylerportico.com). This email welcomes you and asks you to verify your account by entering the code that was sent. This code is only good for a few minutes so please enter it as soon as possible. The screen to enter this code should resemble the picture below.

✉

Verify with your email

👤 a⬜⬜⬜6@gmail.com

⚠ Haven't received an email? Send again

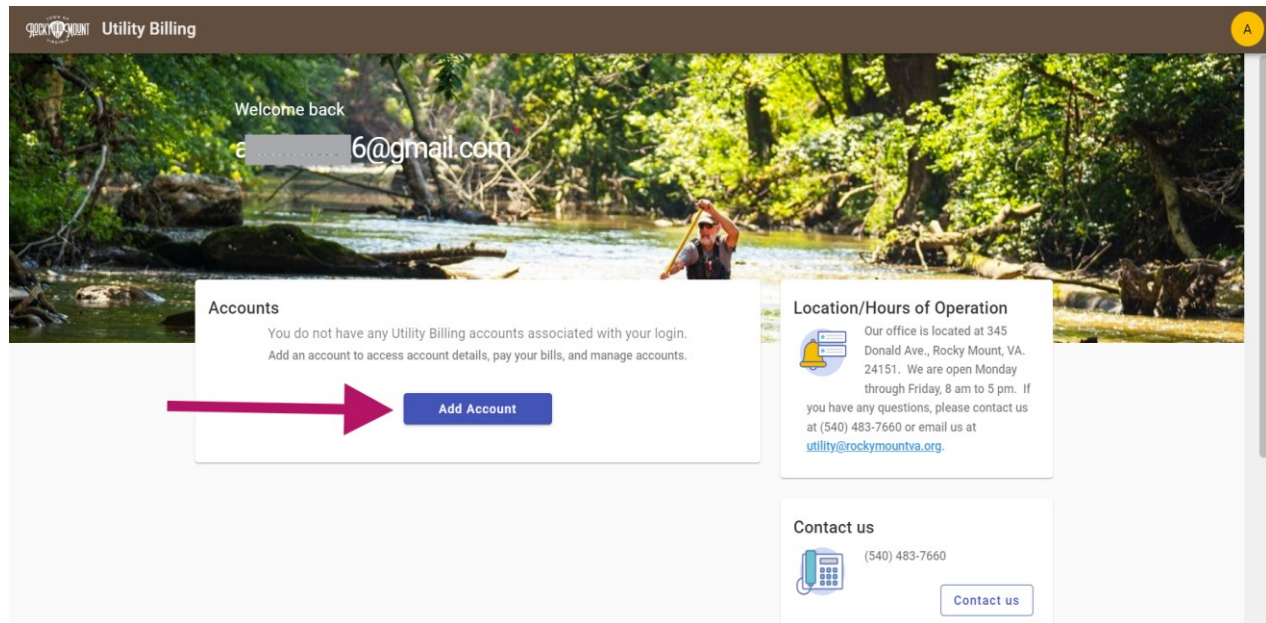We sent an email to **a***6@gmail.com**. Enter the verification code in the text box.

Enter Code

[   ]

[Verify]

Return to authenticator list

Back to sign in

Once the code is entered, you should be redirected back to the website where you began. The upper right corner should now show your initial. See below. Please click "Add Account" shown in the picture below.


The next screen (see below) will ask you to enter your "Account Number" and "Customer Number". This information is located on your monthly bill. Once these two fields are completed, please click "Add Account".
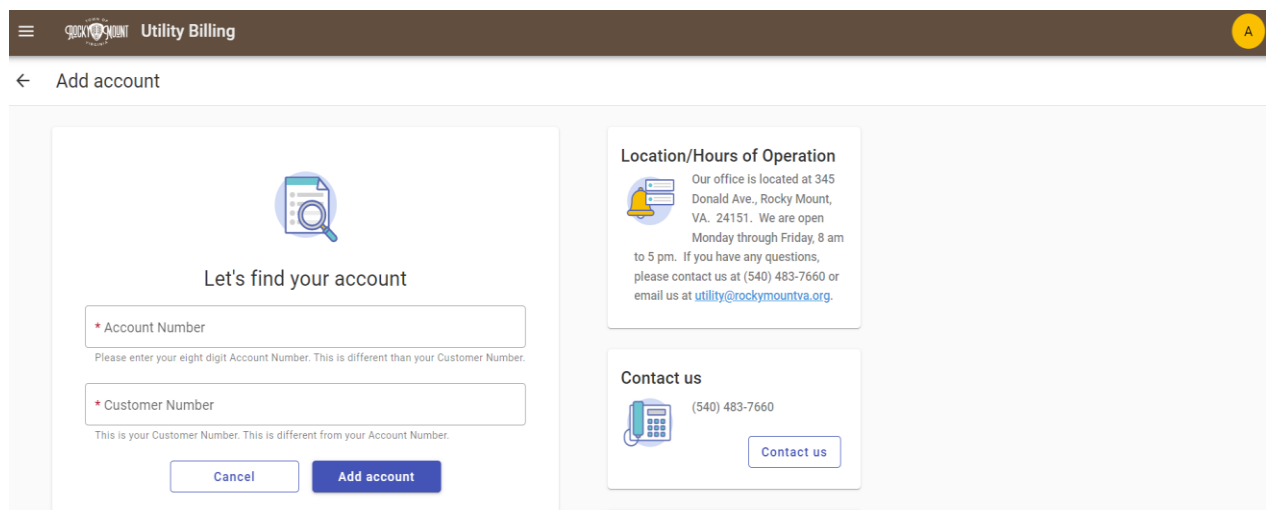
Your utility account should now be included and your page should look similar to the picture below. You can now pay your bill online, set up automatic payments using your debit/credit card/e-check, view your bills, see transaction and consumption history, make requests to your account, and even set up email reminders and alerts for your account! Please take some time to check out these options.
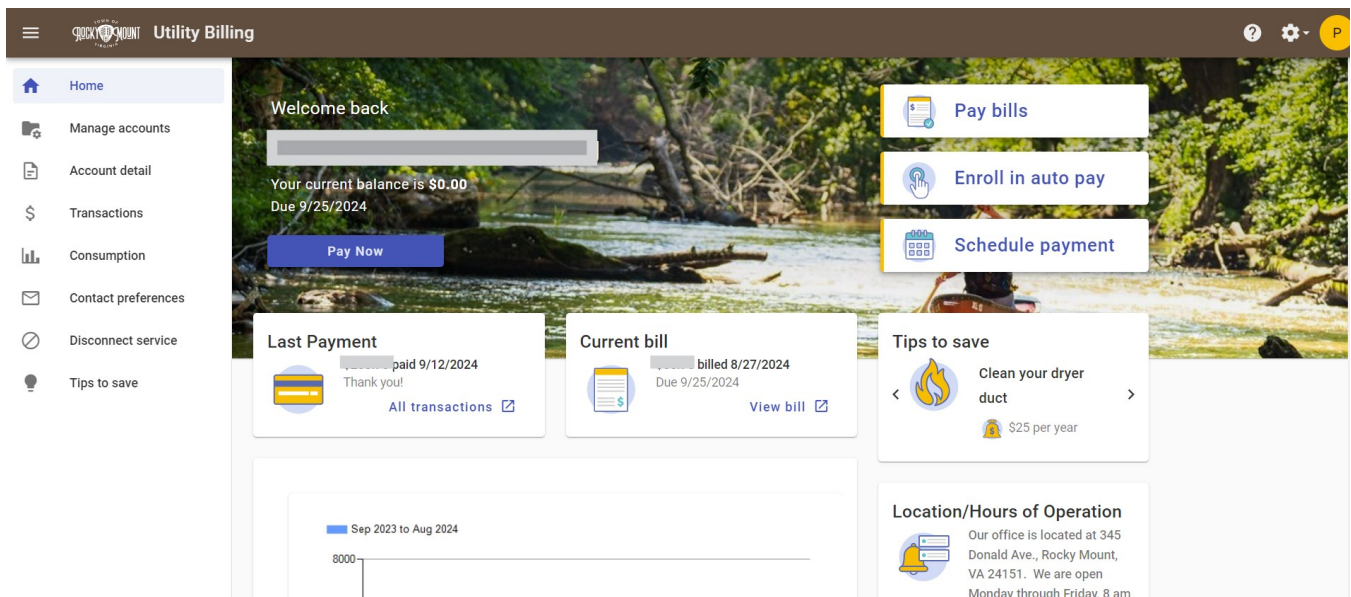
If you have more than one Utility Account, you can add additional one(s) by clicking "Manage Accounts" on the left-hand side of the page. Then click ➕ Add Account. Enter the applicable information for that account(s) to view it also.

It is a good idea to always sign out of your account once you are done. Please click on your initial in the upper right corner of the page and click "Sign Out". You should now see "Sign In/Register" in the upper right corner instead of your initial.

Once you Sign Out, you will be directed to a general landing page for the Town. Please do not bookmark this page as this is just a general page that will potentially be used in the future.   Use the link given at the beginning of these instructions. You can also get to that page from here by clicking the words "**After you have registered**" and "**sign in**" located in the middle of the page; just make sure to bookmark the correct url:

https://rockymountva.municipalonlinepayments.com/rockymountva/utilities

If you have any questions, please feel free to contact us at utility@rockymountva.org or (540) 483-7660. We will be glad to assist you.

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