



## UTILITY BILLING CITIZEN SELF SERVICE

### EFT Set Up

The City is implementing a new customer portal in April 2022 called Citizen Self Service. Utility customers who want to automatically pay their bills from a bank account can enroll in EFT via Citizen Self Service. Go to [www.minotnd.org/MyBill](http://www.minotnd.org/MyBill) and click 'Link Bank Account for Autopay'.

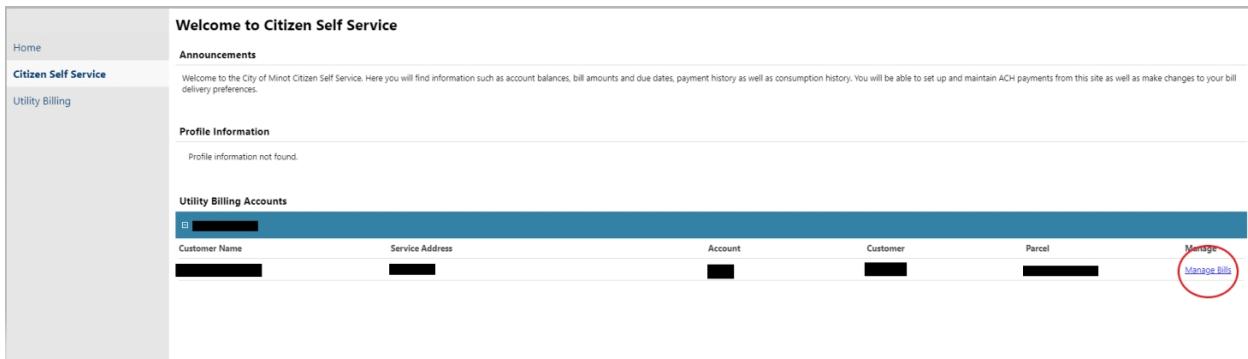
#### **Step 1: Sign In**

Enter the email and password you used when registering your account, then click Sign In.

The image shows the sign-in page for the City of Minot Citizen Self Service. At the top, there is a globe icon and the text "Sign in to community access services." Below this are four social sign-in buttons: "Sign in with Google" (Google logo), "Sign in with Apple" (Apple logo), "Sign in with Microsoft" (Windows logo), and "Sign in with Facebook" (Facebook logo). A horizontal line with the text "OR" in the center separates these from the standard sign-in fields. Below the "OR" line are two input fields: "Email address" (with a placeholder "Email address" and a text input box) and "Password" (with a placeholder "Password" and a text input box). To the left of the "Email address" field is a "Remember me" checkbox. At the bottom of the page are links for "Forgot password?", "Unlock account?", and "Help". At the very bottom, it says "Don't have an account? [Sign up](#)".

## **Step 2: Complete EFT Form**

Click Manage Bills



Welcome to Citizen Self Service

Announcements

Welcome to the City of Minot Citizen Self Service. Here you will find information such as account balances, bill amounts and due dates, payment history as well as consumption history. You will be able to set up and maintain ACH payments from this site as well as make changes to your bill delivery preferences.

Utility Billing

Profile Information

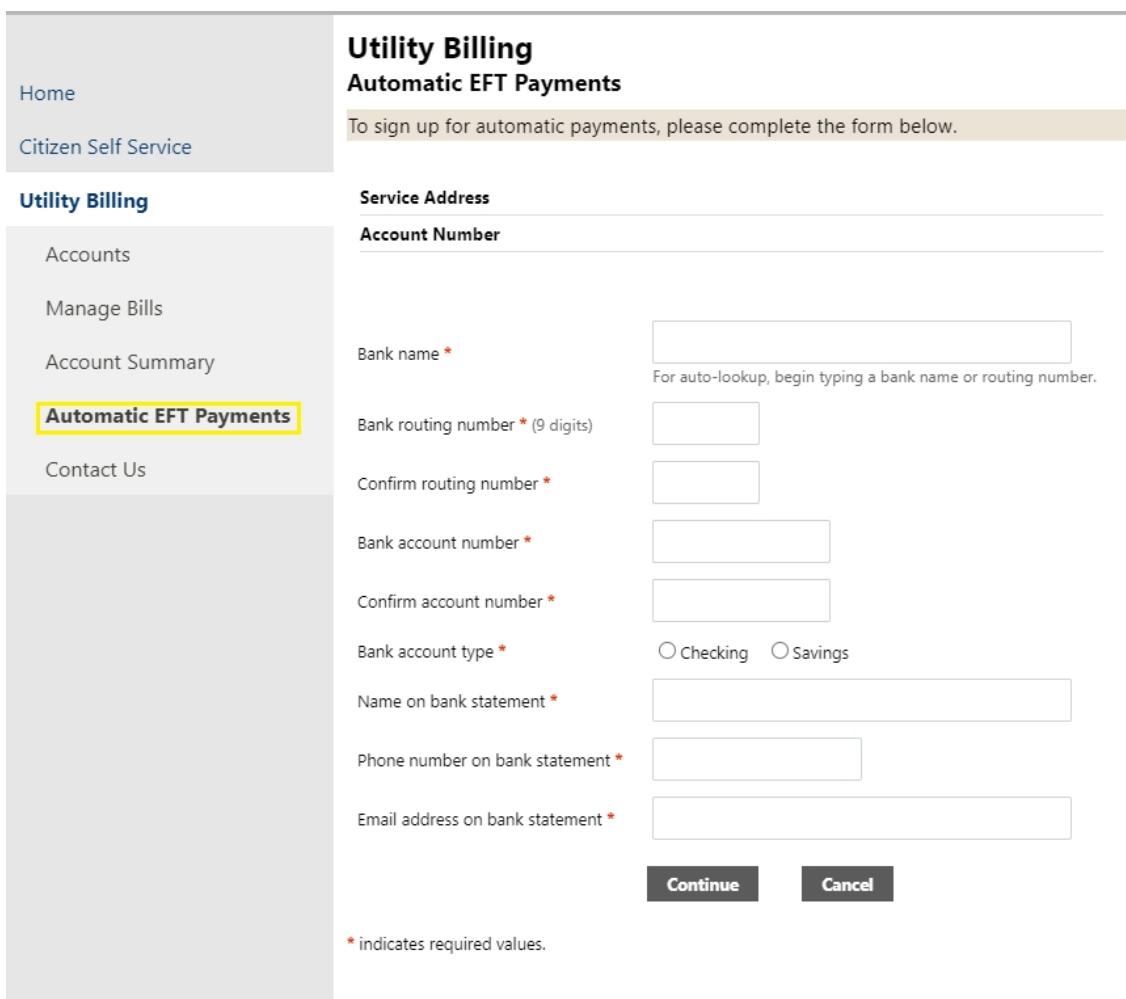
Profile information not found.

Utility Billing Accounts

Customer Name	Service Address	Account	Customer	Parcel	Manage
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<a href="#">Manage Bills</a>

Click the Automatic EFT Payments menu option. Enter the required information and click Continue.

***Helpful hint for Bank name field: Type your bank's routing number in the Bank name field and then select your bank from the list that is displayed.***



Utility Billing

Automatic EFT Payments

To sign up for automatic payments, please complete the form below.

Service Address

Account Number

Bank name \*

For auto-lookup, begin typing a bank name or routing number.

Bank routing number \* (9 digits)

Confirm routing number \*

Bank account number \*

Confirm account number \*

Bank account type \*

Checking  Savings

Name on bank statement \*

Phone number on bank statement \*

Email address on bank statement \*

**Automatic EFT Payments**

Continue Cancel

\* indicates required values.

### **Step 3: Submit**

Confirm the information you entered is correct, then click Submit.

<p>Home</p> <p>Citizen Self Service</p> <p><b>Utility Billing</b></p> <p>Accounts</p> <p>Manage Bills</p> <p>Account Summary</p> <p><b>Automatic EFT Payments</b></p> <p>Contact Us</p>	<p><b>Utility Billing</b> <b>Automatic EFT Payments</b></p> <p><b>Review</b></p> <p><b>Bank name</b></p> <p><b>Routing number</b></p> <p><b>Bank account number</b></p> <p><b>Account type</b></p> <p><b>Name as it appears on your bank statement</b></p> <p><b>Your telephone number</b></p> <p><b>Your email address</b></p> <p style="text-align: center;"><b>Submit</b> <span style="margin: 0 10px;">Modify</span> <span style="margin: 0 10px;">Cancel</span></p>
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- EFT will remain active until you stop it.
- Your utility bill will automatically be deducted from your designated bank account on each bill due date.

## Updating or Stopping EFT Payments:

You can make changes to or discontinue EFT under the Automatic EFT Payments menu option in Citizen Self Service.

<p>Home</p> <p>Citizen Self Service</p> <p><b>Utility Billing</b></p> <p>Accounts</p> <p>Manage Bills</p> <p>Account Summary</p> <p><b>Automatic EFT Payments</b></p> <p>Contact Us</p> <p>Search Results</p> <p>New Search</p>	<p><b>Utility Billing</b></p> <p><b>Automatic EFT Payments</b></p> <p>To sign up for automatic payments, please complete the form below.</p> <p>You are already signed up for Automatic Payments. You can make changes to your automatic payments by completing the form below.</p> <p>If you would like to discontinue automatic payments, please <a href="#">click here</a>.</p> <p><b>Service Address</b></p> <p><b>Account Number</b></p> <p><b>Current Automatic Payment (EFT) information</b></p> <table><tr><td><b>Bank name</b></td><td>WELLS FARGO BANK NA (NORTH DAKOTA)</td></tr><tr><td><b>Routing number</b></td><td>XXXXX0010</td></tr><tr><td><b>Bank telephone</b></td><td>800 745-2426</td></tr><tr><td><b>Account number</b></td><td>XXXXXX</td></tr><tr><td><b>Account type</b></td><td>Checking</td></tr></table> <p><b>Your name</b></p> <p><b>Your telephone</b></p> <p><b>Your email address</b></p> <p><a href="#">Copy current EFT information</a></p> <p>Bank name *</p> <p>For auto-lookup, begin typing a bank name or routing number.</p> <p>Bank routing number * (9 digits)</p> <p>Confirm routing number *</p> <p>Bank account number *</p> <p>Confirm account number *</p> <p>Bank account type *</p> <p><input type="radio"/> Checking   <input type="radio"/> Savings</p>	<b>Bank name</b>	WELLS FARGO BANK NA (NORTH DAKOTA)	<b>Routing number</b>	XXXXX0010	<b>Bank telephone</b>	800 745-2426	<b>Account number</b>	XXXXXX	<b>Account type</b>	Checking
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