

Existing Customer- Instructions for Registering on the New Utility Billing Portal

Our new portal address is: <https://www.municipalonlinepayments.com/cityofmarysvilleoh/utilities>



Marysville, OH Utility Payment Portal Sign In / Register

Marysville, OH

Welcome to our online payments website!

Customers have two options for paying their utility bills online. For both options, you will need to have account number and customer number. These numbers are located at the top right corner of your monthly bill.

Quick Pay

Allows users to make their utility payments without signing up for an account. This is not ideal for businesses that would like to pay multiple bills at the same time.

Signing up for an account

1. Please click the Sign In/Register button in the top right corner of your browser, then click "Sign Up" again to set up your account.
2. After you sign up for a new account, you will be asked to verify your email address. Please login to your email to verify that you requested access to the City of Marysville Utility Portal hosted by Tyler Technologies. After signing in you may need to click the "Utility Billing" link under available services to access your account.
3. Click "Add an account". You will want a copy of your bill handy because you will be required to enter your account number and your customer number located on your utility bill.
4. You will then be directed to the online utility payments landing page where you can add any additional accounts to your customer profile. Using the menu bar on the left, select "Manage Accounts" and the "Add Account" to add multiple accounts to your customer profile.

Available services

[Utility Billing](#)

New Automated Phone Payment Service

Payments can now be made using our secure automated phone service at 937-303-5250. This service is available 24/7 for your convenience.

Please have your account number and customer number ready when you call.

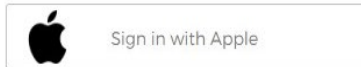
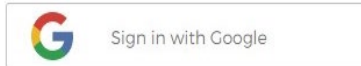
209 S. Main St., Marysville, OH 43040; Phone: 937-645-7350; Email: utilities@marysvilleohio.org; Office Hours: Monday - Friday 8 AM - 5 PM | [Terms and conditions](#) | [Contact us](#) | ©2024 Tyler Technologies

Select **Sign In/Register** from the top right menu

Login using your current email address and password. You may also use the third-party validation buttons for Google, Apple, Microsoft, or Facebook.



Sign in to community access services for
City of Marysville.

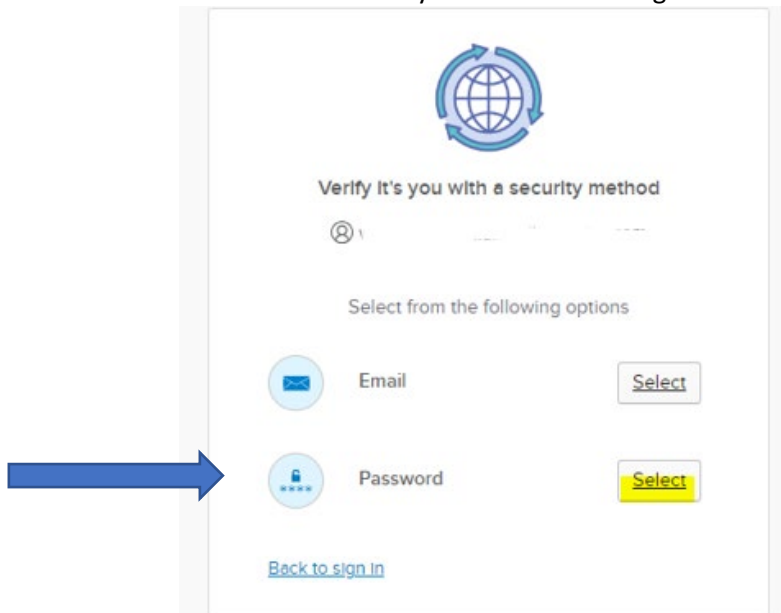


OR

Email address

Password

Previous online accountholders will receive an identity verification message with two options to verify



Select **Password** and enter your current password and then **Verify**



Verify with your password



Password

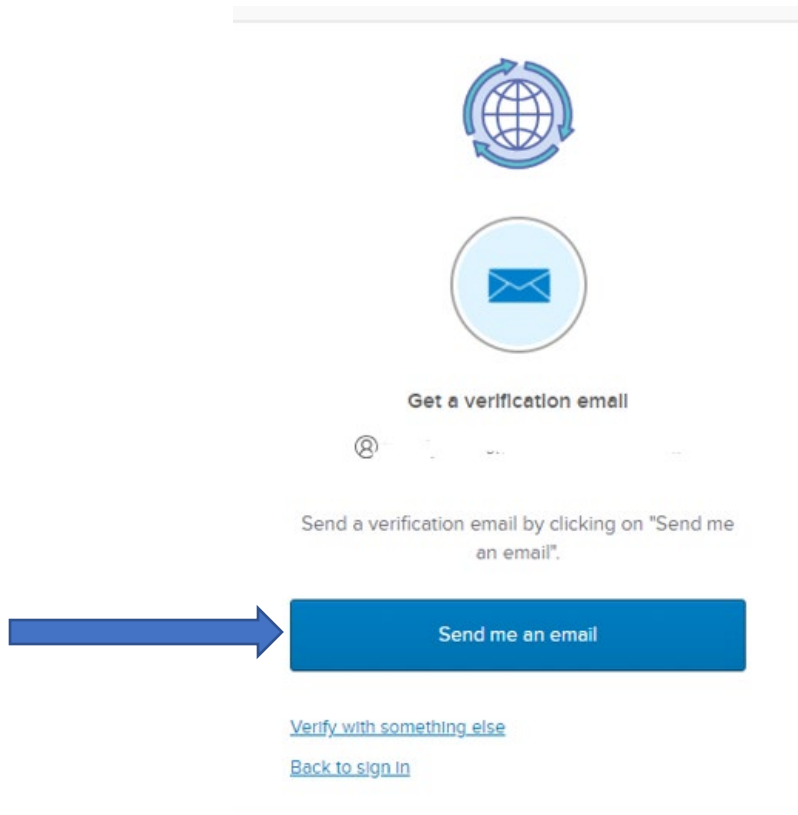
A password input field with a yellow highlight on the text and a small eye icon on the right side to toggle visibility.A blue rectangular button with the text 'Verify' centered on it.

[Forgot password?](#)

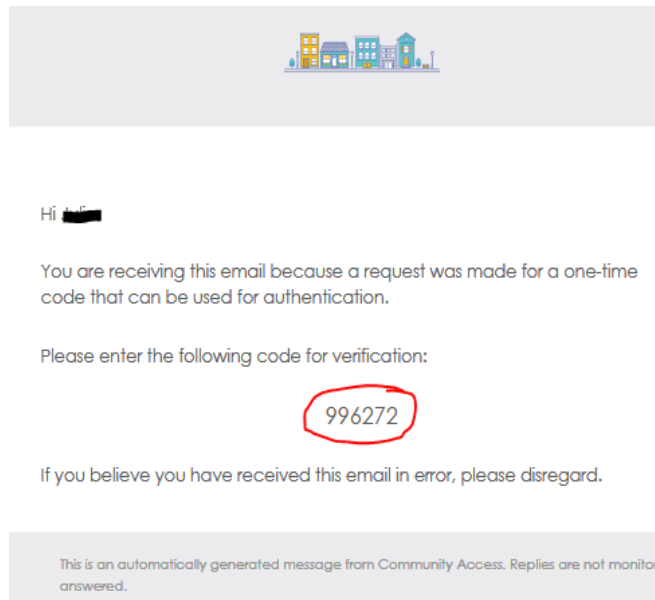
[Verify with something else](#)

[Back to sign in](#)

Or, if you select **Email** and then **Send me an email**



Check your email for a message from Community Access Identity. The email will contain a 6-digit activation code to verify your identity:



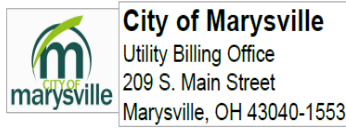
Enter the 6-digit code from your email on this screen and then **Verify**

The verification screen features a globe icon at the top, followed by an envelope icon. Below these is the heading "Verify with your email" and a partially obscured email address. A message states: "We sent you a verification email. Enter the verification code in the text box." There is a text input field labeled "Enter Code" containing a yellowed-out code. A blue arrow points to a blue "Verify" button. At the bottom, there are two links: "Verify with something else" and "Back to sign in".

This will log you into the Main screen of our new utility portal.

The main screen features a large green and grey graphic with a stylized 'm' logo. A "Welcome back" message is partially obscured by a white box. The "Accounts" section contains the text: "You do not have any Utility Billing accounts associated with your login. Add an account to access account details, pay your bills, and manage accounts." A blue arrow points to a blue "Add account" button. The "Announcement" section includes a bell icon and the text: "Office Hours are Monday through Friday from 8am to 5pm." The "Contact us" section includes a phone icon, the number "937-645-7350", and a "Contact us" button. The footer contains the address "209 S. Main St., Marysville, OH 43040", phone number "937-645-7350", email "utilities@marysvilleohio.org", office hours "Monday - Friday 8 AM - 5 PM", and copyright information "©2024 Tyler Technologies".


You will need to re- link your utility accounts to your online user profile. Your account number and customer number will be needed for the next step. These numbers are located at the top of your utility bill.



Account Number - Customer Number XXXXXXXX - XXXX		
Service Address 1234 Anywhere Dr		
Due Date xx/xx/xxxx	Pay After Due Date \$xx.xx	Pay By Due Date \$xx.xx
OFFICE HOURS 8:00am - 5:00pm Monday thru Friday	PHONE (937) 645-7350	EMAIL utilities@marysvilleohio.org
Want to get your bill faster? Enroll in ebill! To pay bill online visit www.marysvilleohio.org		

Select the **Add Account** button to bring up the screen below.

Enter your utility account number and customer number shown on your utility bill. Then, select the **Add account**.



Let's find your account


*** Account Number**

Please enter the 8-digit account number (e.g.-numbers before the dash on your bill) For example: 12345678-XXXXX


*** Customer Number**

Enter the 1 to 5 digits of your customer number after your account number. Example: (XXXXXXXX-12345)

Announcement

 Office Hours are Monday through Friday from 8am to 5pm.

Contact us

 937-645-7350

Your account is now linked to your user profile.

The screenshot displays the utility billing portal interface. On the left, a navigation menu lists: Home, Manage accounts, Account detail, Transactions, Consumption, and Contact preferences. The main area shows a 'Welcome back' message, a current balance of \$0.00 due 12/29/2023, and a 'Pay now' button. Below this are sections for 'Last payment' (\$0.00 paid), 'Current bill' (\$0.00 billed 12/14/2023), and an 'Announcement' about office hours. A bar chart shows billed water consumption for Jan 2022 to Dec 2022 (blue bars) and Jan 2023 to Dec 2023 (green bars). The right-hand side contains buttons for 'Pay bills', 'Enroll in auto pay', and 'Schedule payment', along with a 'Contact us' section showing the phone number 937-645-7350.

The right side of the account information screen allows you to pay a bill, enroll in auto pay, or schedule a payment.

The left side of the screen provides menu options which give more detailed account information:

Manage Accounts: Will give you access to other utility account(s) if you have multiple water accounts. This option allows you to add accounts or toggle between your linked accounts as needed.

Account Detail: Will give you full details of your account and the services provided to you as well as copies of previous bills.

Transactions: Will show a history of all payments and bills associated with your account. This will filter for the last year by default. The date range selector at the top will allow you to filter for more or less time.

Consumption: Will show a graph of billed water consumption on your utility account. Consumption is tracked in cubic feet.

Contact Preferences: Will allow you to enroll in e-Billing, manage email reminders, and auto pay reminders