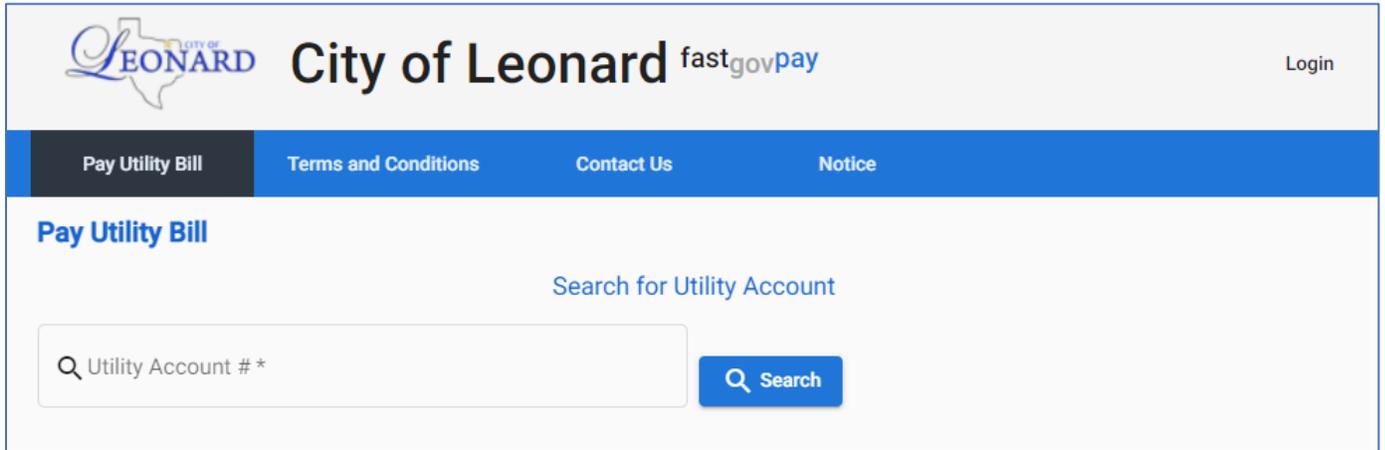


How to set up a customer online portal:

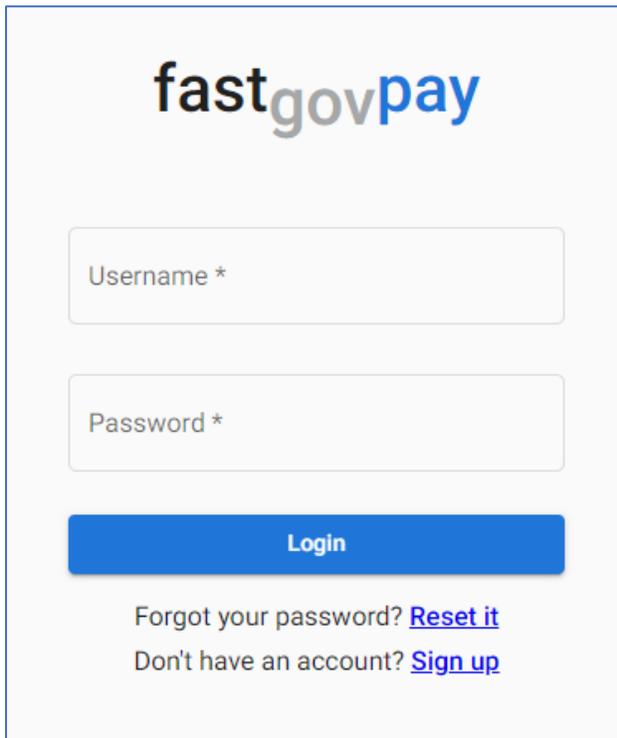
<https://www.fastgovpay.com/leonard/guest/utilities/search>

1. Click on Login



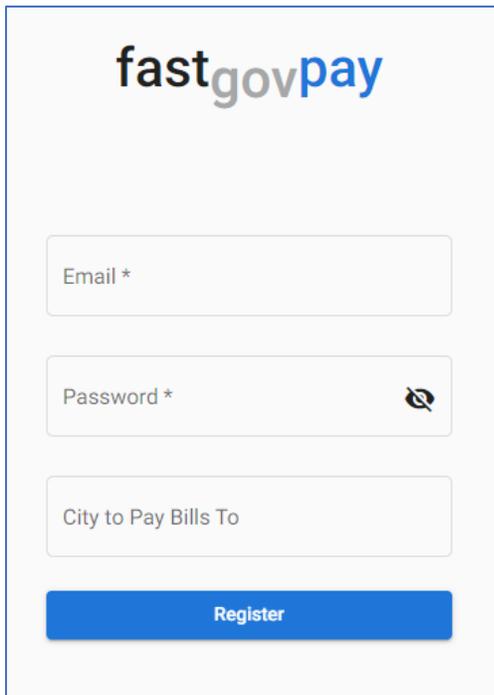
The screenshot shows the top navigation bar of the City of Leonard fastgovpay website. The header includes the City of Leonard logo and the text "City of Leonard fastgovpay" with a "Login" link. Below the header is a blue navigation bar with links for "Pay Utility Bill", "Terms and Conditions", "Contact Us", and "Notice". The "Pay Utility Bill" section is active, displaying the heading "Pay Utility Bill" and a search prompt "Search for Utility Account". A search input field contains the placeholder text "Utility Account # *" and a blue "Search" button.

2. Click on Sign up



The screenshot shows the fastgovpay login/sign-up form. At the top is the "fastgovpay" logo. Below the logo are two input fields: "Username *" and "Password *". A blue "Login" button is positioned below the password field. At the bottom of the form, there are two links: "Forgot your password? [Reset it](#)" and "Don't have an account? [Sign up](#)".

3. Type "Leonard" in City to Pay Bills To box



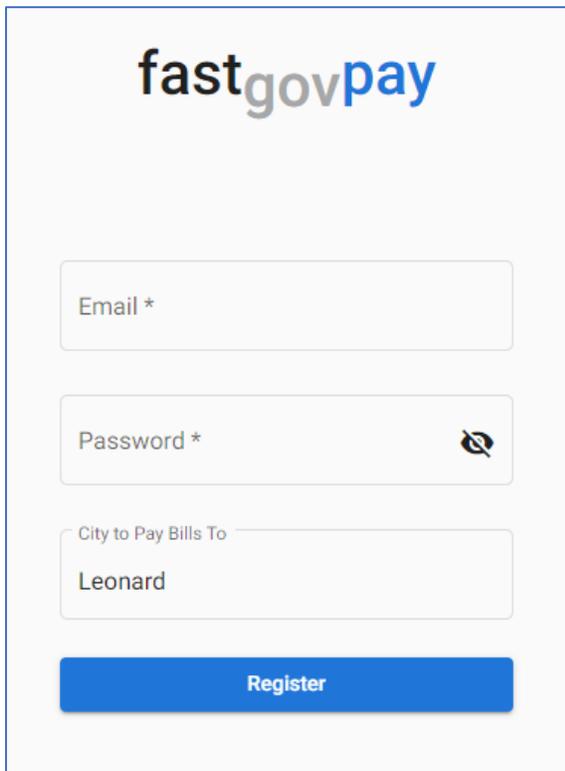
fastgovpay

Email *

Password * 

City to Pay Bills To

Register



fastgovpay

Email *

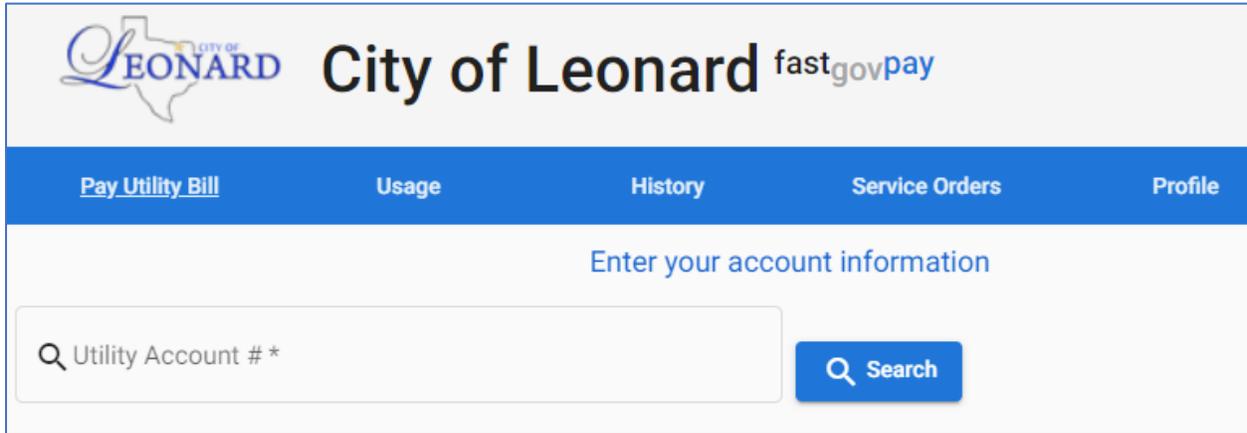
Password * 

City to Pay Bills To
Leonard

Register

- This takes you to the customer portal homepage.
Enter account number in the Utility Account # box and click Search

Account will be listed under the box



City of Leonard fastgovpay

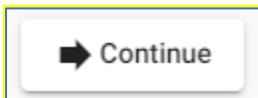
Pay Utility Bill Usage History Service Orders Profile

Enter your account information

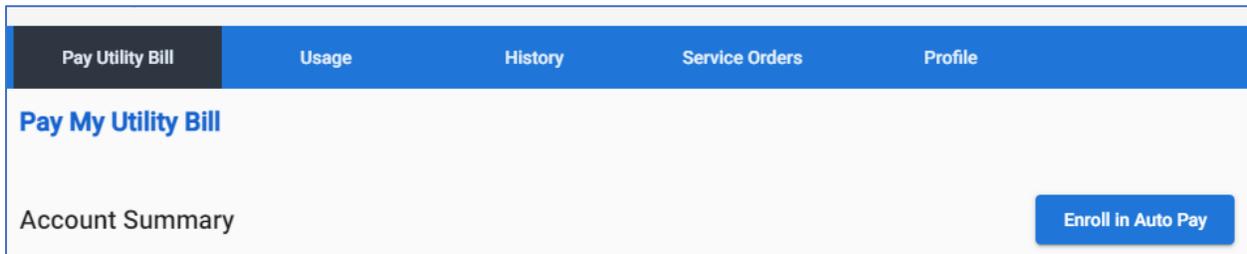
Utility Account # *

Search

- Click on



- Can enroll in auto pay with a card:



Pay Utility Bill Usage History Service Orders Profile

Pay My Utility Bill

Account Summary

Enroll in Auto Pay

Usage tab shows the last 13 billing periods with a bar graph, and details reads and consumption.

History tab shows the transaction history detailing bills and payments. Receipts and bills can be viewed and reprinted here.

Service Orders tab enables a resident to request a service order which will be reviewed for approval and to see the service order history.

*Currently only option is for a Reread request. That may expand in the future.

Service Order Request

Request *

Request Date 

7. **Under the profile tab there is the option to Manage Accounts and add email address and a cell phone number for notification settings.**

Notification Settings

Manage Accounts enables you to add another account to the customer portal.

Notification Settings has options to receive notifications for when bills are posted, penalties are due, and before cutoffs (disconnects). Any or all options can be chosen for email and cell phone. Multiple email addresses and cell phones can be added.

Bill Posted Penalties Due Before Cutoffs