



# On-line Utility Billing Services

In an effort to provide our residents with an additional level of customer service, the Village of Grayslake is pleased to offer BS&A Software's AccessMyGov website .

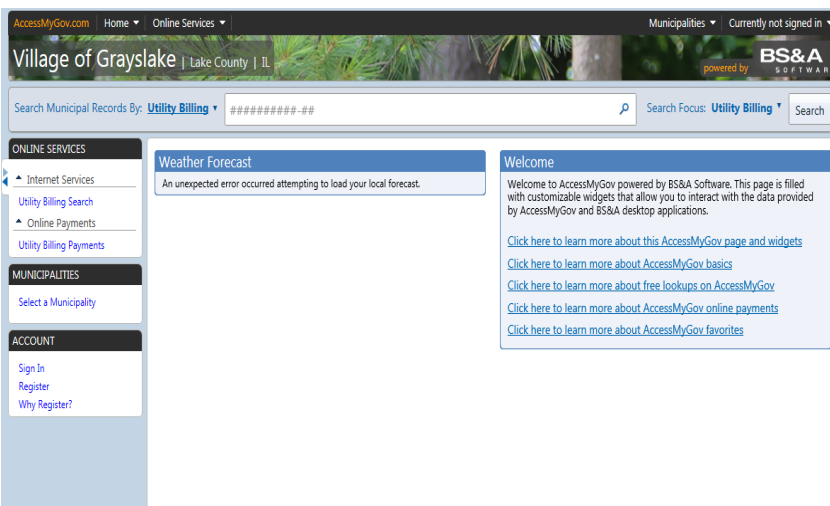
## Paying your Bill...

Online payments are accepted at <https://accessmygov.com/?uid=2411>

This link will take you to the Village's payment portal-accessmygov.com and then to point and pay where the payment will be processed. Please note that Point and Pay is a PCI level 1 certified service provider, which means they fulfill all of the requirements outlined by the credit card industry to deliver the highest level of data security.

Payment can be made using Visa, MasterCard and Discover cards. You will need your 12 digit account number, PIN and payment amount to pay online. Users will be able to set up an account to access their utility billing information. A detailed history of your account along with a usage chart is available once you are logged in.

In order to provide additional security and privacy, your account has been assigned a PIN number that will be required to make payments and view account information online. Future bills will include your account number and PIN; if you currently do not have a PIN please call the Village and we will mail one to you.



## Getting Started...

### MAKING A ONE-TIME PAYMENT:

- Go to <https://accessmygov.com/?uid=2411>
- Under 'ONLINE SERVICE' in the left side column, click on 'Utility Billing Payments'
- Under 'Search by Account Number' at the bottom of the page, enter your entire account number (including the preceding zeroes and the '-') then click 'Search'
- Click on your name when your account is displayed
- Enter your PIN and click 'Submit'
- Your Balance will be Displayed
- Enter the amount of your payment and click 'Make Payment'
- Complete the Address Information as it appears on the card with which you are paying
- Enter an email address to receive an email confirmation of your payment
- Under 'Payment Information', select whether you would like to pay by Credit Card or Electronic Check
- Enter your account information and click Continue
- Confirm and Submit your payment

### REGISTERING YOUR ACCOUNT:

In order to view complete account information and history, you can register your account. Under 'ACCOUNT' on the left side of the main page, please review the 'Why Register?' information. To register your account, click on 'Register' and follow the prompts. Your PIN will be required during the registration process. Once you have registered your account, you will be able to access all information via a Username and Password that you create during the registration process.