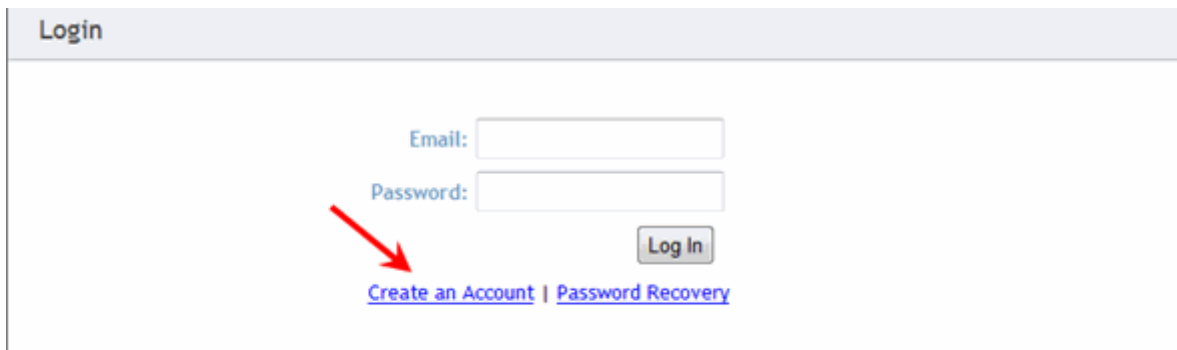


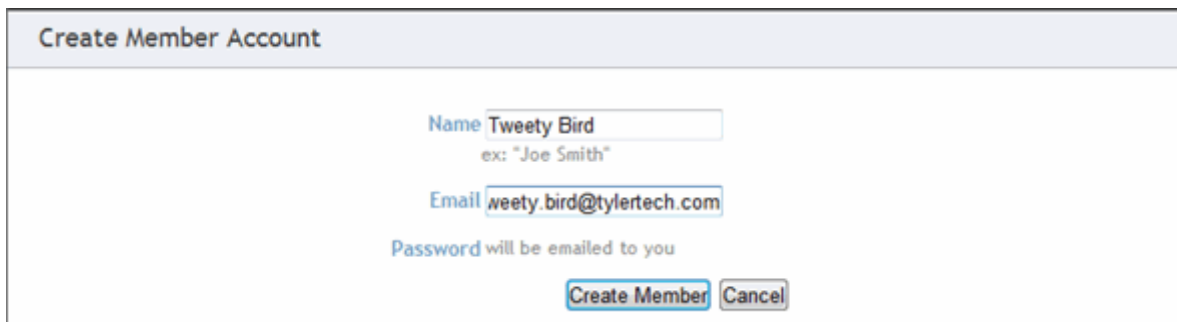
Create Member Account

From the Login page, click the **Create an Account** link. The Create Member Account page loads.



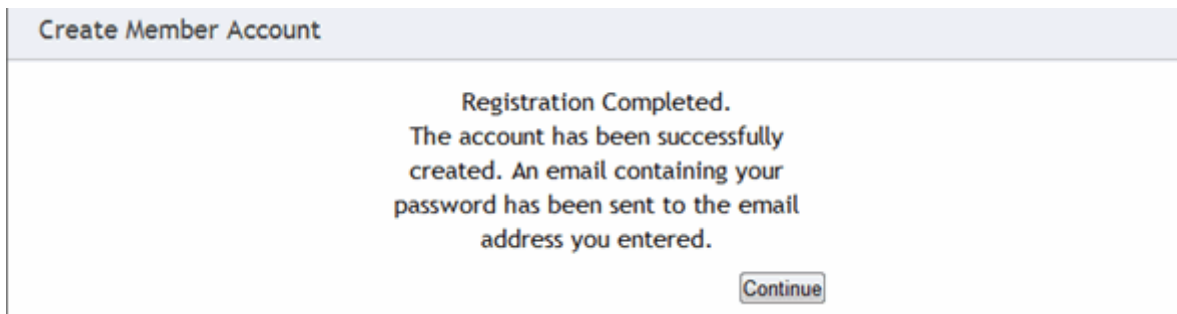
The screenshot shows the 'Login' page with a header bar. Below the header, there are two input fields: 'Email:' and 'Password:'. To the right of the 'Password:' field is a 'Log In' button. Below these fields, there are two links: 'Create an Account' and 'Password Recovery'. A red arrow points to the 'Create an Account' link.

Type your information in the **Name** and **Email** fields. Your email address is your login ID and is used for password recovery or for confirmation of any activity on the site.



The screenshot shows the 'Create Member Account' page. The 'Name' field contains 'Tweety Bird' with a subtext 'ex: "Joe Smith"'. The 'Email' field contains 'weety.bird@tylertech.com'. Below the fields, it says 'Password will be emailed to you'. At the bottom, there are two buttons: 'Create Member' and 'Cancel'.

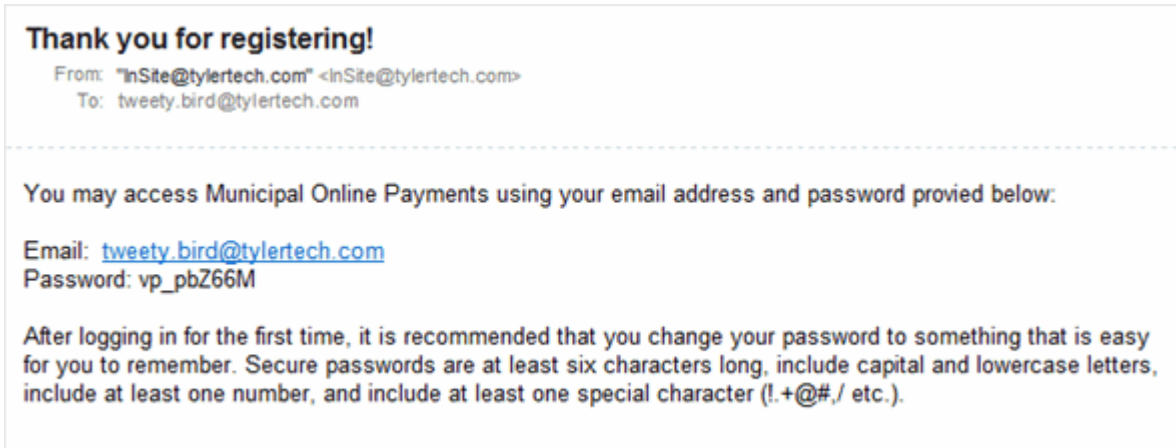
Click **Create Member**. The following message displays:



The screenshot shows the 'Create Member Account' page with a success message: 'Registration Completed. The account has been successfully created. An email containing your password has been sent to the email address you entered.' At the bottom right, there is a 'Continue' button.

Click **Continue** to return to the homepage.

Check your email to find the confirmation message that contains your password.



Login

Enter your email address and password then click **Log In**. If this is your first time logging in, use the password from the confirmation email you received.

Login

Email:

Password:

[Create an Account](#) | [Password Recovery](#)

If you typed your login information correctly, you are directed to the application you selected. If you typed your email address or password incorrectly, the following message displays:

Login

Unable to login using the Email and Password you entered.

Email:

Password:

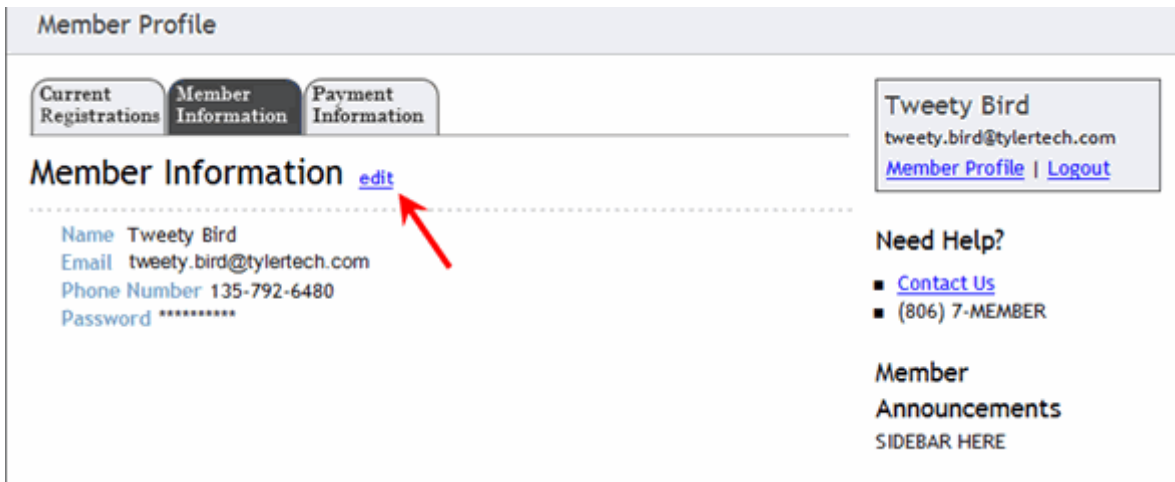
[Create an Account](#) | [Password Recovery](#)

If you mistyped your email address or password, try logging in again. If you forgot your password, use the **Password Recovery** link to have your password emailed to you.

After five consecutive failed attempts to log in, your member account is locked until an administrator unlocks the account. This feature is in place to protect your account from hacking attempts and potential identity theft. Call Utility Billing office to unlock your account.

Edit your member information: Name, Email, and Password

From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.



Member Profile

Current Registrations **Member Information** Payment Information

Member Information [edit](#)

Name Tweety Bird
Email tweety.bird@tylertech.com
Phone Number 135-792-6480
Password *****

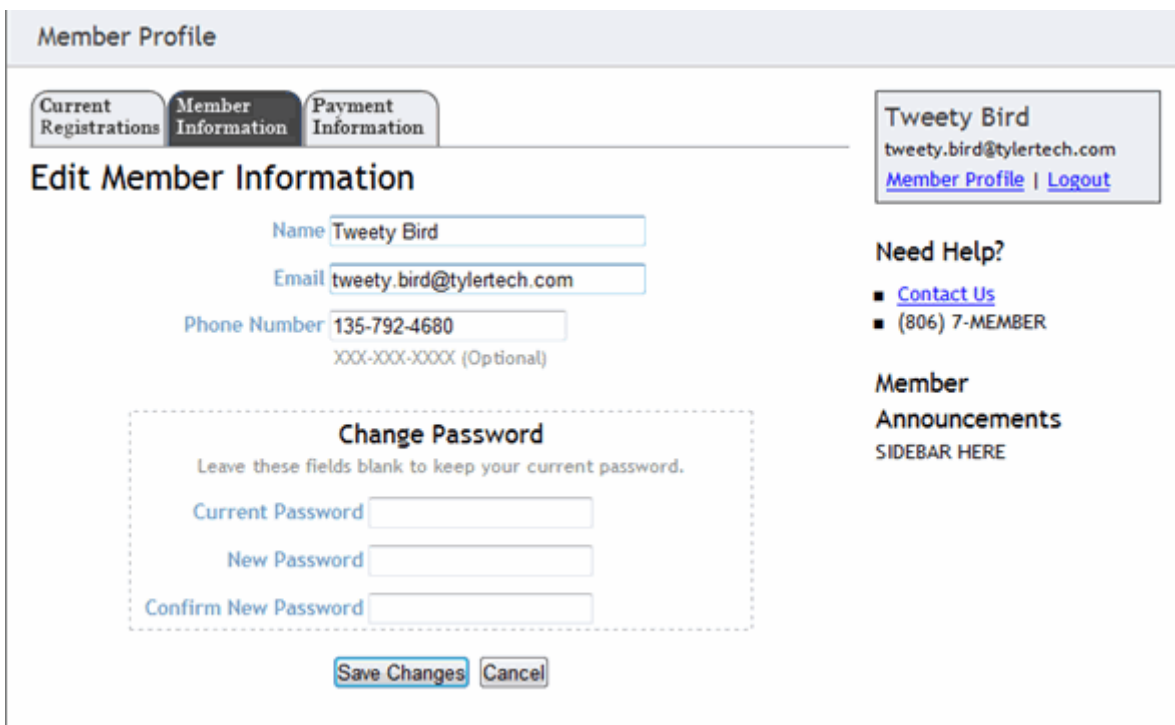
Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Need Help?

- [Contact Us](#)
- (806) 7-MEMBER

Member Announcements
SIDEBAR HERE

On the **Member Information** tab, click the **edit** link. The Edit Member Information page loads.



Member Profile

Current Registrations **Member Information** Payment Information

Edit Member Information

Name

Email

Phone Number
XXX-XXX-XXXX (Optional)

Change Password
Leave these fields blank to keep your current password.

Current Password

New Password

Confirm New Password

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

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Member Announcements
SIDEBAR HERE

To change your display name or email address, edit the text in the **Name** and **Email** fields. You must use a valid email address. You can enter your phone number to be saved in your profile as well.

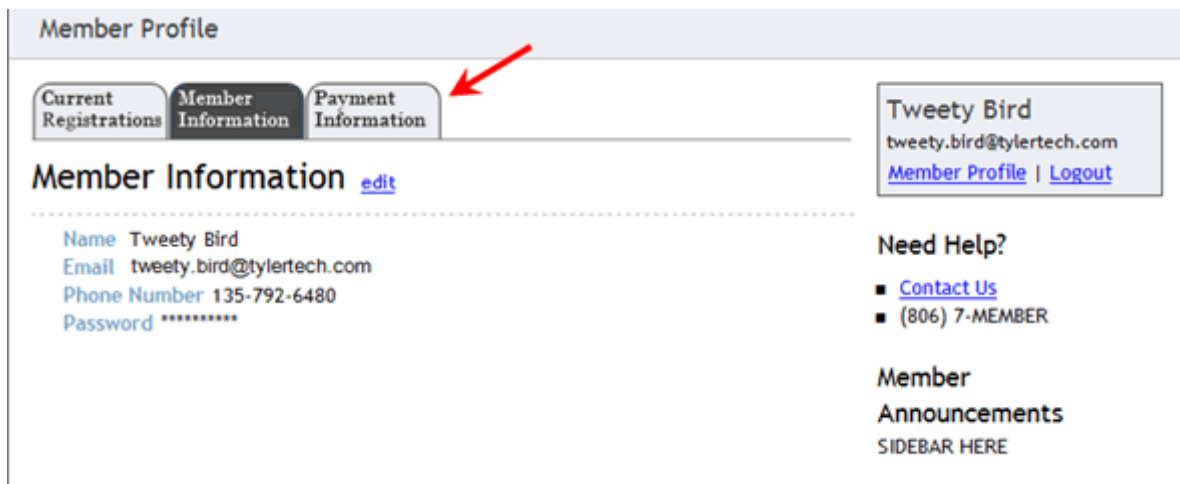
To change your password, type your current password in the **Current Password** field, and then type your new password in the **New Password** and **Confirm New Password** fields.

Member passwords can be changed at any time. The first time you log in, change your password to something that is easy to remember. Secure passwords are at least six characters long, include capital and lowercase letters, include at least one number, and include at least one special character (! . + @ # , / etc.).

If you are not changing your password, leave all three fields in the **Change Password** section empty. Click **Save Changes**.

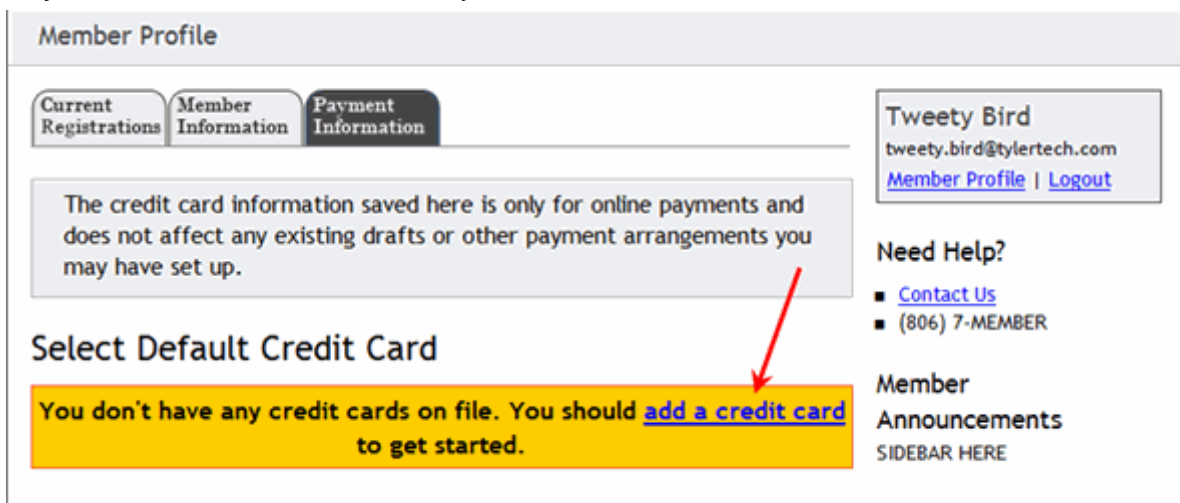
Add Credit Card

From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.



The screenshot shows the 'Member Profile' page. At the top, there are three tabs: 'Current Registrations', 'Member Information', and 'Payment Information'. A red arrow points to the 'Member Information' tab. Below the tabs, the 'Member Information' section is active, displaying the following details: Name: Tweety Bird, Email: tweety.bird@tylertech.com, Phone Number: 135-792-6480, and Password: *****. To the right of the main content, there is a user profile box for 'Tweety Bird' with the email tweety.bird@tylertech.com and links for 'Member Profile' and 'Logout'. Below that, there is a 'Need Help?' section with links for 'Contact Us' and '(806) 7-MEMBER'. At the bottom right, there is a 'Member Announcements' section with the text 'SIDEBAR HERE'.

Select the **Payment Information** tab. The Payment Information tab loads.



The screenshot shows the 'Member Profile' page with the 'Payment Information' tab selected. A message box states: 'The credit card information saved here is only for online payments and does not affect any existing drafts or other payment arrangements you may have set up.' Below this, there is a section titled 'Select Default Credit Card' with a yellow banner that reads: 'You don't have any credit cards on file. You should [add a credit card](#) to get started.' A red arrow points to the 'add a credit card' link. The right sidebar remains the same as in the previous screenshot, showing the user profile, 'Need Help?' section, and 'Member Announcements' section.

Click the **add a credit card** link. The **Add New Credit Card** page loads.

Member Profile

Current Registrations | Member Information | **Payment Information**

Add New Credit Card

Card Type: Mastercard

Credit Card Number: 5454545454545454

Expiration Date: Nov 2013

First Name On Card: Tweety

Last Name On Card: Bird

Billing Address 1: 48 Mel Blanc Ave.

Billing Address 2:

Zip: 01942

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Need Help?

- [Contact Us](#)
- (806) 7-MEMBER

Member Announcements
SIDEBAR HERE

Delete Credit Card

From any application page, click the **Member Profile** link. Select the **Payment Information** tab. The **Payment Information** tab loads and displays all of the credit cards saved to your account. Your default credit card is selected and highlighted in green.

Member Profile

Current Registrations | Member Information | **Payment Information**

The credit card information saved here is only for online payments and does not affect any existing drafts or other payment arrangements you may have set up.

Select Default Credit Card

<input checked="" type="radio"/>	AmericanExpress: **** * 6483	Exp 3/2016	[Edit]	[Delete]
<input type="radio"/>	Mastercard: **** * 5454	Exp 11/2013	[Edit]	[Delete]

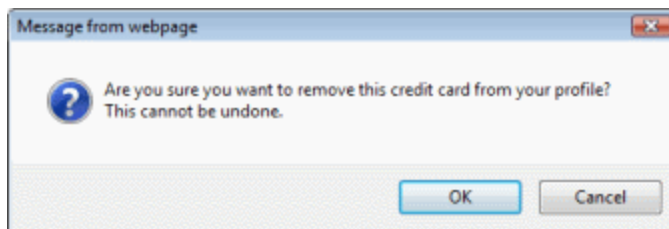
Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

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Member Announcements
SIDEBAR HERE

Click the **Delete** link next to the card you want to permanently remove from your profile. You are prompted to confirm that you want to delete the card.



Click **OK**.

Note: You cannot delete the default card. You must first designate another card as the default card, then delete the desired card.

Court Business Licenses Call Center Utility Billing Accounts Receivable Building Projects

Member Profile

Current Registrations Member Information **Payment Information**

The credit card information saved here is only for online payments and does not affect any existing drafts or other payment arrangements you may have set up.

Select Default Credit Card

<input checked="" type="radio"/> AmericanExpress: **** * 6483	Exp 3/2016	[Edit]	[Delete]
<input type="radio"/> Mastercard: **** * 5454	Exp 11/2013	[Edit]	[Delete]

You are trying to delete the credit card that you have designated as your default payment method. Please designate another card as your default payment method before deleting this one.

[Save Default Credit Card](#) [Add a New Credit Card](#)

Tweety Bird
tweety.bird@tylertech.com
[Member Profile](#) | [Logout](#)

Need Help?

- [Contact Us](#)
- (806) 7-MEMBER

Member Announcements
SIDEBAR HERE