



# Naperville eBill Portal User Guide

## Enroll in eBill

1. Visit [naperville.docugateway.com/main/guest/enroll](http://naperville.docugateway.com/main/guest/enroll).
2. Follow the prompt to enter the account number (including dashes) and the mailing zip code exactly as they appear on your bill.
3. Complete all fields in the **New User Enrollment** section.
  - a. If you are re-enrolling for the first time as a user of the previous system, you must create a new username and password.
4. Once completed, click Continue.
5. Next, you will be promoted to enroll in paperless billing ("Go Green"). Paperless billing is required to use the eBill system. Once enrolled in eBilling, paper statements will no longer be mailed. You must select **"Yes, Go Green"** to proceed.
6. Review and agree to the Terms and Conditions.

This completes your enrollment. Click **Continue** to return to the main account page.

The screenshot shows the 'New User Enrollment' page with the 'Locate Account' step selected. The progress bar has four steps: 'Locate Account' (active), 'User Profile', 'Preferences', and 'Confirm'. The main form area contains fields for 'Account' and 'Zip Code', followed by 'Continue', 'Clear', and 'Cancel Enrollment' buttons. A sidebar on the right titled 'Your Account Information' provides instructions on how to use a recent bill to locate the account and includes a link to see a typical bill.

The screenshot shows the 'New User Enrollment' page with the 'User Profile' step selected. The progress bar has four steps: 'Locate Account', 'User Profile' (active), 'Preferences', and 'Confirm'. The main form area contains fields for 'Account' (pre-filled with 'XXXXXX-XXXX'), 'Username', 'First Name', 'Last Name', 'Email', 'Phone Number', 'Password', and 'Confirm Password', followed by 'Continue', 'Clear', and 'Cancel Enrollment' buttons. A sidebar on the right titled 'Your Profile Information' provides instructions for each field and password requirements.

Making a

Payment








# Naperville eBill Portal User Guide

## Make a payment while logged into your account:

1. Click **Pay Now**.
2. To pay the full amount: click on Credit or Debit/Checking Account
3. To pay a custom amount:
  - a. Click on **Edit Amounts**.
  - b. Enter the amount you wish to pay.
  - c. Click **Update**.
  - d. It will then bring you back to the Select Payment Option page to choose Credit/Debit or Checking Account.
4. Enter the requested information and click Continue.
5. Verify your payment details are correct.
6. Click CONFIRM to make payment.
7. After your payment is processed, a confirmation screen will appear confirming the payment was successful. From this screen, you may return to the main account page, print your confirmation, or email the confirmation to an email of your choice.
  - a. Note: Your payment will immediately appear under **Recent Payments**, but the amount due will not update right away.

Payment Details			
Item Description	Amount Due	Payment	Actions
Account: XXXXXX-XXXX Amount Due: \$78.49	\$78.49	\$78.49	<a href="#">Delete</a>
<a href="#">Edit Amounts</a> <a href="#">Cancel</a>		<b>Total Payment Amount: \$78.49</b>	

Select Payment Option	
Please select your payment method from the options below.	
Payment Amount: <b>\$78.49</b>	
<b>Credit or Debit Card</b> Use your credit or debit card.	   
<b>Checking Account</b> Use your checking account	

**Payment Details Information**

Please review this information on the left for accuracy.

You may view the item you are paying by clicking on "View". You may also delete the item from your payment cart by clicking "Delete".

**Payment Options Information**

Please select a payment option to continue the payments process.



# Naperville eBill Portal User Guide

## Make a payment with QuickPay:

- 1) Click on Quick Pay.
- 2) Enter the account number (including dashes) and the mailing zip code exactly as they appear on your bill.
- 3) Enter the amount you wish to pay.
  - a. *Quick Pay defaults to \$0.00 and does not show the amount due. To ensure your payment is accurate, please refer to your bill and enter the correct amount.*
- 4) Click Continue.
- 5) Review the payment details displayed. If everything is correct, select **Confirm**.
- 6) If any information is incorrect, select **Edit Details**. Please note that this option clears all previously entered fields, requiring you to re-enter your payment information.
- 7) After your payment is processed, a confirmation screen will appear confirming the payment was successful. From this screen, you may return to the eBill homepage, print your confirmation, or email the confirmation to an email of your choice.

Quickpay

Locate Account

Amount to Pay

Payment Details

Confirm

To continue please provide us your account information below.

Account

Zip Code

Submit

Clear

Payments received by City's website will be credited to the customer's account on the date in which the online transaction is completed unless the transaction was done after 10:00 p.m. Central Time.

Welcome to Quick Pay!

Thank you for using our Quick Pay feature to pay your bill. This process is quick, accurate and secure. Having your paper bill handy is recommended.

Locate Your Account!

We want to be sure to credit your account properly. Please enter your account number and your service zip code exactly as they appear on your bill. Please enter dashes in your account number. For example, 123456-123456.

Click [here](#) to see a typical bill.



# Naperville eBill Portal User Guide

## Account Homepage

Customers can manage their utility accounts online, view billing history, and set up automatic payments in one secure place.

Welcome, Elizabeth (Log Out)

Home Information My Profile

**2** My Profile

Username  
XXXXXX-XXXX  
Name  
XXXXXX-XXXX  
Email  
XXXXXX-XXXX  
Phone Number  
XXXXXX-XXXX

- [Change My Profile](#)
- [Change Password](#)
- [Unenroll User](#)
- [Log Out](#)

**1** Account Summary

Current Account: XXXXXX-XXXX Refresh

Account: XXXXXX-XXXX

Total amount due for all accounts: \$0.00

Your Latest Activity for Account XXXXXX-XXXX

Due By:	Amount:	Amount Due:	Pay Now
12/01/2025	\$0.00	\$0.00	

Last Payment Received on 12/01/2025: \$284.73

Total amount due for all accounts: \$0.00

View Statement

**3** Account Preferences

Account: XXXXXX-XXXX

Automatic Payments  
No

- [Change Preferences](#)

**4** My Accounts

Account Date

XXXXXX- 12/12/2025
XXXX

- [Add Account](#)

Recent Documents for Account XXXXXX-XXXX

Account ID	Type	Date	Due Date	Amount Due
XXXXXX-XXXX	Statement	11/25/2025	12/01/2025	\$284.73

Recent Payments for account XXXXXX-XXXX

No payments have been made on this account.

**Go Green!**

Thanks for being green! Your decision to eliminate paper is helping the environment and reducing costs.

- 1 Account Summary:** This section includes your account number, latest account activity, bill due date, recent documents, recent payments, and total current balance due at the time of login. Use the Pay Now button to pay your current bill. Click the View Statement button to view your most current statement. Digital bills now feature a cleaner layout, first introduced to paper billing customers in summer 2024, designed to make account details easier to understand. Click here to [view a guide on how to read your utility bill](#). Click here to [view a sample utility bill](#).

- 2 My Profile:** The My Profile section allows you to make the following changes to your user account details:

- **Change Your Profile:** Use this section to edit your username, first and last name, email address and phone number.
- **Change Your Password.** To change your password:
  - Enter your current password.
  - Enter a new password and confirm it by entering it twice.
  - Passwords must be between 7 and 100 characters long and contain upper- and lower-case letters and at least 1 number.
- **Unenroll User.** Use this section to unenroll from eBill. If you choose to continue, your account and all associated user

**My Profile**

Username  
XXXXXX-XXXX

Name  
XXXXXX-XXXX

Email  
XXXXXX-XXXX

Phone Number  
XXXXXX-XXXX

- [Change My Profile](#)
- [Change Password](#)
- [Unenroll User](#)
- [Log Out](#)



# Naperville eBill Portal User Guide

accounts will be removed. Account settings such as Auto-Pay and Paperless Billing will be reset. This cannot be reversed.

- Log out of your account.

**3 Account Preferences:** Use the following steps to edit your account payment preferences.

- Select the service preferences you want for this account.
- Click on "Continue" when you have selected your service preferences.
- You will be able to confirm your account preferences in the next step.
- Click "Cancel" to cancel any changes, and your account preferences will remain unchanged.

**Preferences for Account: XXXXXX-XXXX**

Account Services — Confirm

**Account Services**  
Examine and edit the services that are provided to this account below.

User XXXXXXXXXX  
Account XXXXXX-XXXX

☐ Automatic credit card payments  
☐ Automatic ACH check payments

**Account Preferences**  
Select the service preferences you want for this account.  
Click on "Continue" when you have selected your service preferences.  
You will be able to confirm your account preferences in the next step.  
Click "Cancel" to cancel any changes and your account preferences will remain unchanged.  
Thank you.

Continue Cancel

**4 My Accounts:** Use this section to add additional utility accounts to your user profile. You will need the account number, exactly as it appears on your bill (including dashes), and your service ZIP code to complete this action.

**My Accounts**

Account	Date
XXXXXX-XXXX	12/12/2025

[Add Account](#)