Naperville eBill Portal User Guide

Enroll in eBill

1. Visit 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.

Making a   **Payment**

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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	Delete
Edit Amounts Cancel		Total Payment Amount:	$78.49

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".

Select Payment Option

Please select your payment method from the options below.

Payment Amount: **$78.49**

Credit or Debit Card
Use your credit or debit card.   VISA   MasterCard   AMERICAN EXPRESS   DISCOVER NETWORK

Checking Account
Use your checking account

Payment Options Information

Please select a payment option to continue the payments process.

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.

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Account Homepage

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

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

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.

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.