



Lake Junaluska

Guide to Setting Up Your Utility Online Bill Payment Account

An online utility bill payment account will provide you with the flexibility and convenience of online payment of bills using a credit or debit card, as well as online access to your account summary, monthly usage and billing history. To set up this account, please refer to the following steps. If additional assistance is needed, please contact the Lake Junaluska Public Works Office during normal business hours at (828) 452-5911.

PLEASE NOTE: Online Bill Payment cannot be used at this time for the payment of Service Charge bills.

Step 1: Create a Profile

- Visit the following site: <https://olbp.logicshosted.com/lakejunaluska/login.aspx>.
- To set up a new bill pay account, click the "Register Here" link.

The screenshot shows a web browser window with the URL <https://olbp.logicshosted.com/lakejunaluska/login.aspx>. The page has a blue header with the Lake Junaluska logo on the left and the text "Online Bill Payment" on the right. The main content area is white and contains a light blue login box. The box is titled "Log in to pay bill, view usage, more" and contains fields for "Username:" and "Password:". Below these fields is a "Login" button. At the bottom of the box, there is a link for "First Time User?" that points to "Register Here" and a link for "Forgot Password".

- On the User Registration page, enter in your name and email address.

The screenshot shows a "User Registration" form. The title is "User Registration". Below the title is a message: "Please enter the following information to register and we will send you a temporary password to log in." The form contains four required fields: "*First Name:", "*Last Name:", "*Email Address:", and "*Confirm Email Address:". Each field has a corresponding text input box. At the bottom of the form, there are two buttons: "Cancel" on the left and "Register" on the right.

- D. If registration is successful, you will receive the message in red shown below. Check your email address to find your temporary password.

The screenshot shows a 'User Registration' form. At the top, a red-bordered box contains the message: 'User registration is successful. Check your email to obtain your login information.' Below this, a light blue box contains the text: 'Please enter the following information to register and we will send you a temporary password to log in.' The form fields are: '*First Name:' with 'George', '*Last Name:' with 'Washington', '*Email Address:' with 'georgiew@gmail.com', and '*Confirm Email Address:' with 'georgiew@gmail.com'. At the bottom are 'Cancel' and 'Register' buttons.

- E. Return to the login screen, and enter your email address and your temporary password. You will then be prompted to change the password. Be sure to read through the password requirements!

The screenshot shows a 'Change Password' form. It contains the text: 'This is the first time you have logged in or your password has been retrieved by the system. Please create a new password.' Below this, it lists four password requirements: 1. Upper case letters (A,B,C,...Z), 2. Lower case letters (a,b,c,...z), 3. Westernized Arabic numerals (0,1,2,...9), and 4. Non-alphanumeric ('special characters') such as punctuation symbols. There are two input fields: 'Password:' and 'Confirm Password:'. A 'Save Changes' button is at the bottom right.

Step 2: Link Your Utility Account

- A. You will next be asked to link a utility account to your profile.
- In the "Account Number" field, enter in the first 5 digits of your account number, followed by the decimal and two zeros (e.g. 12345.00).
 - In the "Tenant Number" field, enter the two digit number that appears to the right of your account number (e.g. 97)
 - In the "Alias" field, give this account a name, such as "Home", or "Vacation rental", etc.... This field is required, so be sure to enter something meaningful to you.

The screenshot shows a 'Link Account to Profile' form. It contains the text: 'This page is for linking an account to your profile. Please enter Account Number, Tenant Number, and an Alias of your own choosing.' Below this, it says: 'Once you have linked all desired accounts, click on "Cancel" to access the main Account Inquiry page.' The form fields are: 'Account Number:' with '12345.00', 'Tenant Number:' with '97', and 'Alias:' with 'Home'. At the bottom are 'Cancel' and 'Submit' buttons.

- B. If the account was successfully linked, you will receive the message in red shown below. If you have another account to link (for a second property), you can now enter the information for it as well. Otherwise, click the "Cancel" button to complete this step.

Link Account to Profile

The account was successfully linked to your profile.

This page is for linking an account to your profile. Please enter Account Number, Tenant Number, and an Alias of your own choosing.

Once you have linked all desired accounts, click on **"Cancel"** to access the main Account Inquiry page.

Account Number:

Tenant Number:

Alias:

- C. You will now be directed to the Account Summary page, as seen below. From here, you can pay your bill, view your water (WA) and sewer (SW) usage history, or your billing and payment history.

The screenshot shows the 'Account Summary' page for a Lake Junaluska account. The page includes the following information:

- Account Details:**
 - Alias: Home
 - Account Number: 12345.00 97
 - Name: WASHINGTON, GEORGE
 - Service Address: 123 HOME DRIVE
- Current Bill Information:**
 - Current Bill: \$96.76
 - Past Due: \$100.16
 - Adjustments: \$0.00
 - Penalty: \$0.00
 - Payment: \$0.00
 - Balance Due: \$196.92
 - Due Date: 2/24/2017
- Usage History:**
 - WA (Water):** A bar chart showing monthly usage in gallons. The y-axis ranges from 0 to 1600. The x-axis shows months from 1/17 to 12/17. Usage is generally between 400 and 800 gallons, with a notable spike in 10/17.
 - SW (Sewer):** A bar chart showing monthly usage in gallons. The y-axis ranges from 0 to 1600. The x-axis shows months from 1/17 to 12/17. Usage is generally between 400 and 800 gallons, with a notable spike in 10/17.
- Navigation:** Buttons for 'Billing History', 'Payment Tracking', and 'Pay Bill' are visible.