



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.

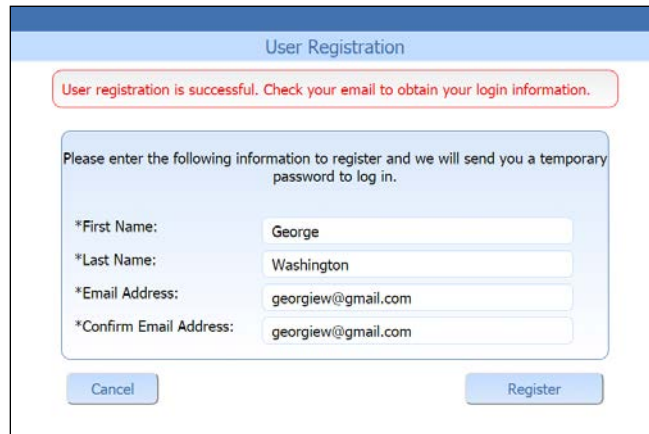
PLEASE NOTE: Online Bill Payment cannot be used at this time for the payment of Service Charge bills.

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.

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

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



The image shows a 'User Registration' form. At the top, it says 'User Registration'. Below that, 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 the value 'George'; '*Last Name:' with the value 'Washington'; '*Email Address:' with the value 'georgiew@gmail.com'; and '*Confirm Email Address:' with the value 'georgiew@gmail.com'. At the bottom, there are two buttons: 'Cancel' and 'Register'.

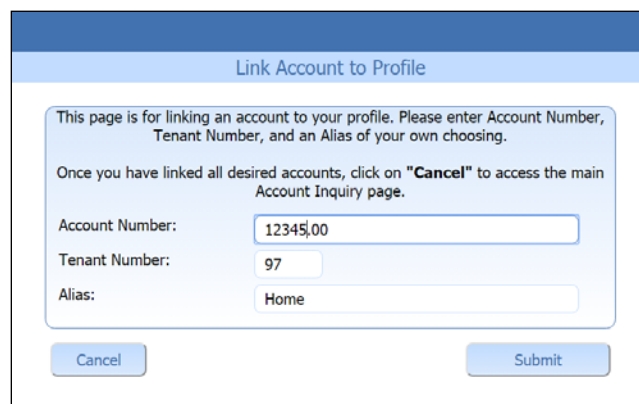
- E. Return to the login screen, and enter your email address and your temporary password. You will then be prompted to change the password. Be sure to read through the password requirements!



The image shows a 'Change Password' form. At the top, it says 'Change Password'. Below that, a light blue box 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 says: 'The password must contain characters from at least 3 of the following 4 rules:' followed by a list of four rules: 1. Upper case letters (A,B,C,...Z). 2. Lower case letters (a,b,c,...z). 3. Westernized Arabic numerals (0,1,2,...9). 4. Non-alphanumeric ("special characters") such as punctuation symbols. Below the list, there are two input fields: 'Password:' and 'Confirm Password:'. At the bottom right, there is a 'Save Changes' button.

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 image shows a 'Link Account to Profile' form. At the top, it says 'Link Account to Profile'. Below that, a light blue box 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 the value '12345.00'; 'Tenant Number:' with the value '97'; and 'Alias:' with the value 'Home'. At the bottom, there are two buttons: 'Cancel' and 'Submit'.

- 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, with a peak in the summer months.
 - SW (Sewer): A bar chart showing monthly usage in gallons, with a peak in the summer months.
- Navigation:** Buttons for 'Billing History', 'Payment Tracking', and 'Pay Bill' are visible.