

# CITY AND BOROUGH OF SITKA

## Instructions for Online Utility Portal

### Registering for a New Profile & Linking Your Utility Account(s)

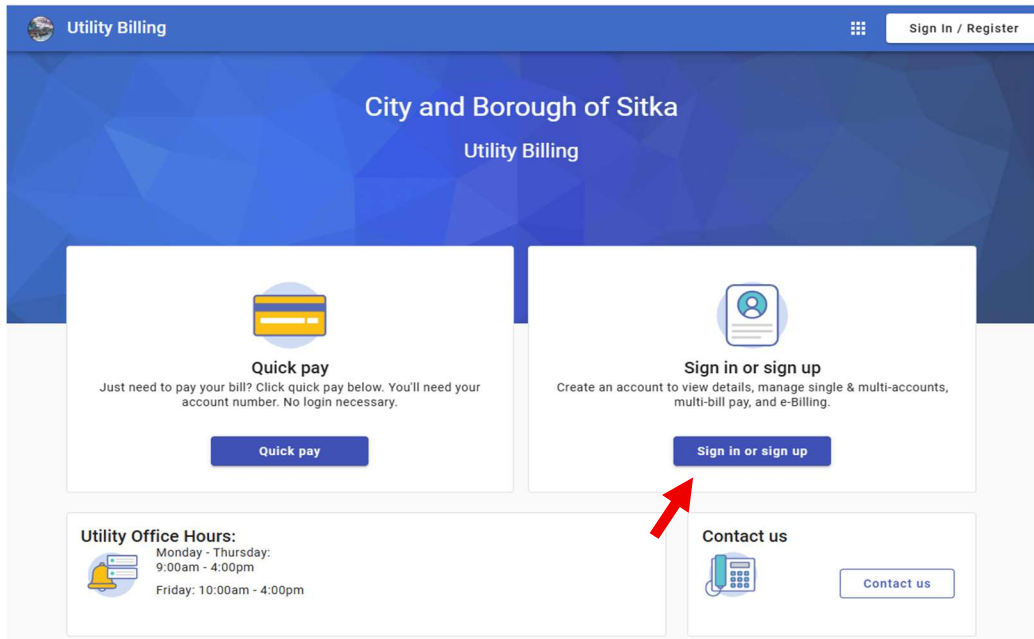
#### Step 1: Go to the Payment Website

Open a browser and navigate to:

<https://www.municipalonlinepayments.com/cityandboroughofsitkaak/utilities>

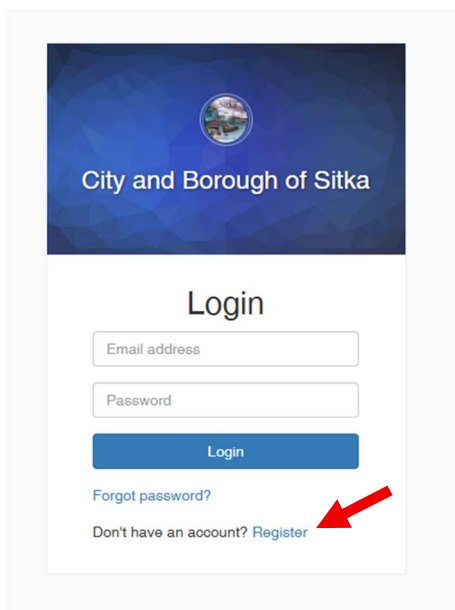
#### Step 2: Click “Sign In or Sign Up”

On the homepage, select “Sign In or Sign Up” to begin.



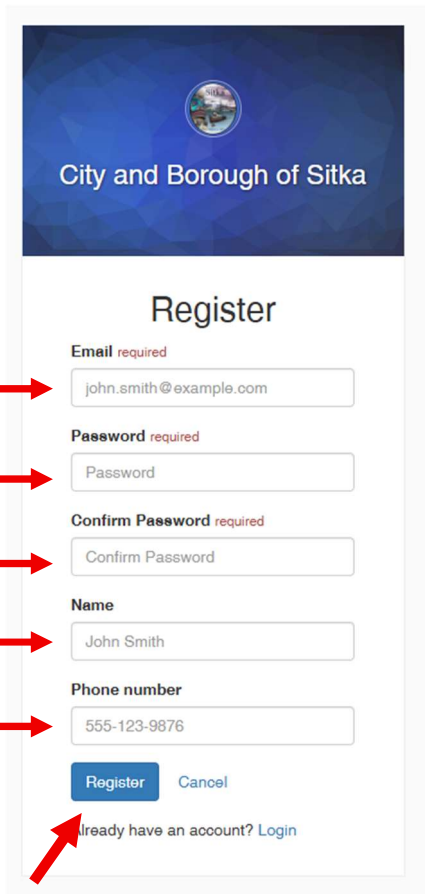
#### Step 3: Click “Register”

On the login screen, click “Register” to create your online profile.



## Step 4: Fill Out the Registration Form

Enter your information in the form, then click “**Register**” to continue.



The registration form for the City and Borough of Sitka is displayed. It features a header with the city's logo and name. The form is titled "Register" and contains several input fields with red arrows pointing to them: "Email" (with "required" in red), "Password" (with "required" in red), "Confirm Password" (with "required" in red), "Name", and "Phone number". Below the input fields are "Register" and "Cancel" buttons. At the bottom, there is a link for users who "already have an account? Login".

City and Borough of Sitka

### Register

Email required  
john.smith@example.com

Password required  
Password

Confirm Password required  
Confirm Password

Name  
John Smith

Phone number  
555-123-9876

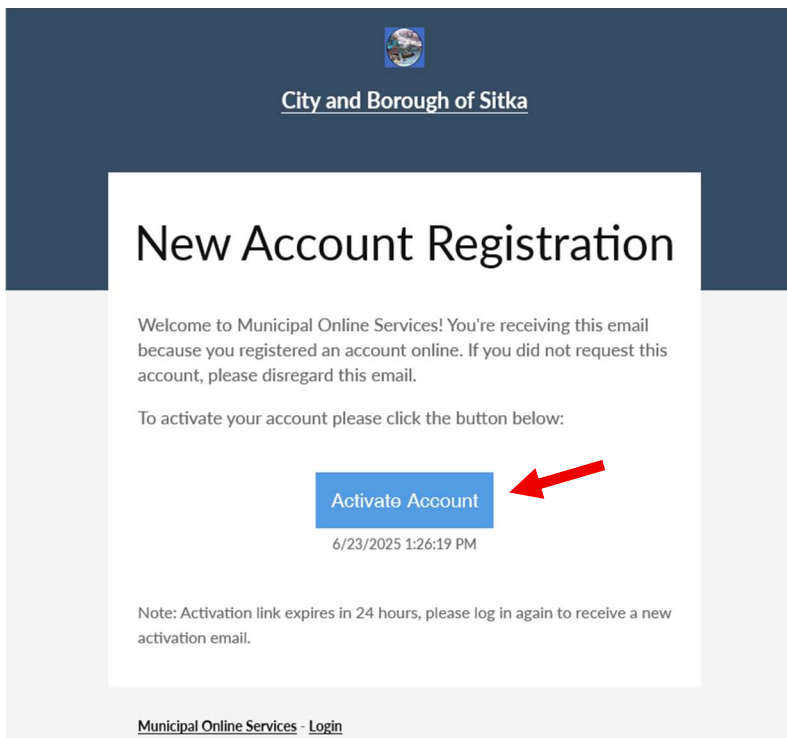
**Register** Cancel

already have an account? [Login](#)

## Step 5: Activate Your Account

Check your email for a confirmation message.

Click the link in the message to activate your new profile.

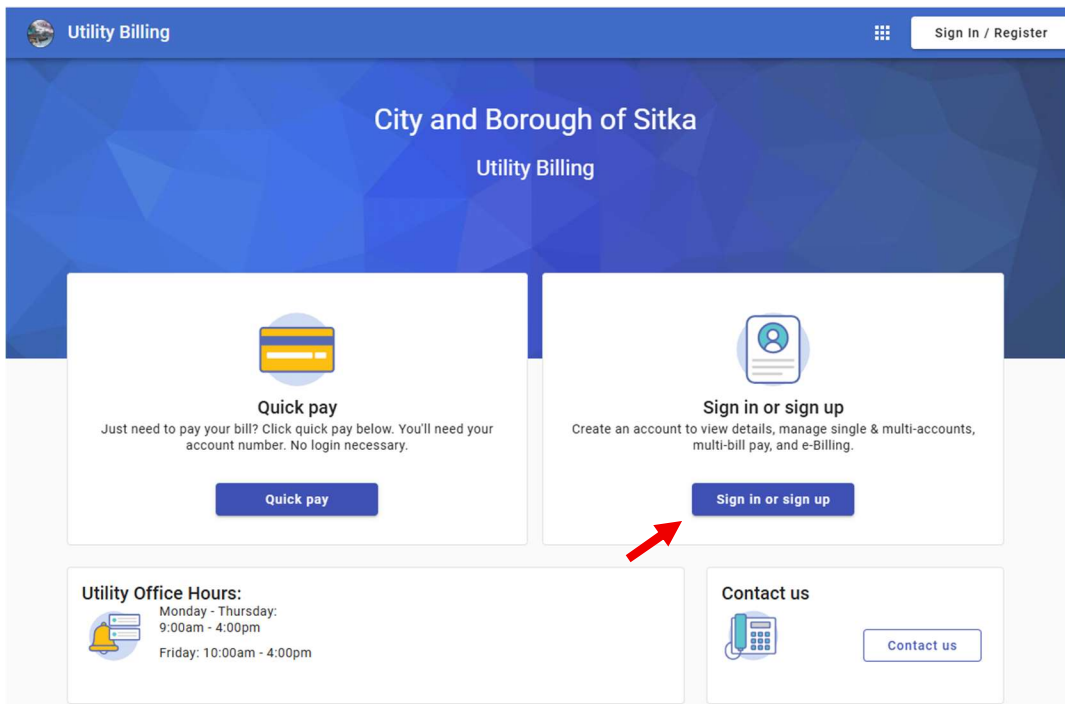


## Linking Your Utility Account(s)

### Step 6: Return to the Payment Website

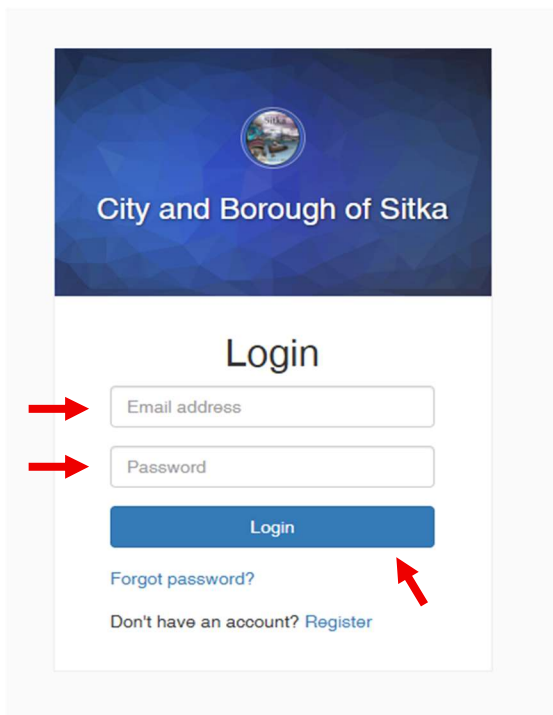
Once your profile is activated, return to the site and click “Sign In or Sign Up”

<https://www.municipalonlinepayments.com/cityandboroughofsitkaak/utilities>



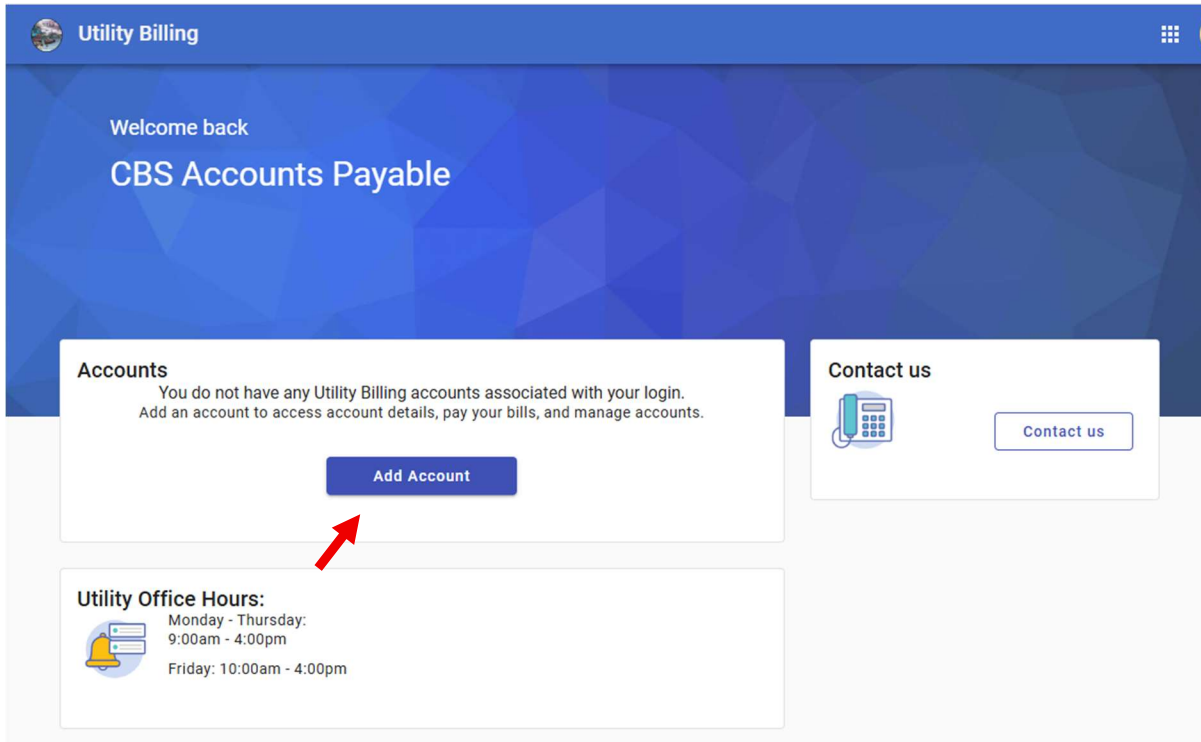
### Step 7: Log In to Your Profile

Enter your email and password, then click “Login.”



## Step 8: Click “Add Account”

From your profile dashboard, click “**Add Account**” to begin linking your utility account to your profile.



## Step 9: Enter Your Utility Account Information

Type your **Account Number** and **Name** exactly as they appear on your utility bill, then click “**Add Account.**”

*Tip: You can repeat this step to add more existing utility accounts to your profile at any time.*

A screenshot of the 'Add account' form. The header is blue with a globe icon and the text 'Utility Billing'. Below the header, it says 'Add account'. The form is a white box with a magnifying glass icon and the text 'Let's find your account'. There are two input fields: '\* Account Number' and '\* Name on Bill'. Below each field is the text 'Enter the account number exactly as it appears on your bill.' and 'Enter the name exactly as it appears on your bill.' respectively. At the bottom of the form are two buttons: 'Cancel' and 'Add account'. Red arrows point to the 'Account Number' field, the 'Name on Bill' field, and the 'Add account' button.