

City of Auburn Municipal Services: eServices Utilities Portal (revised 2019)

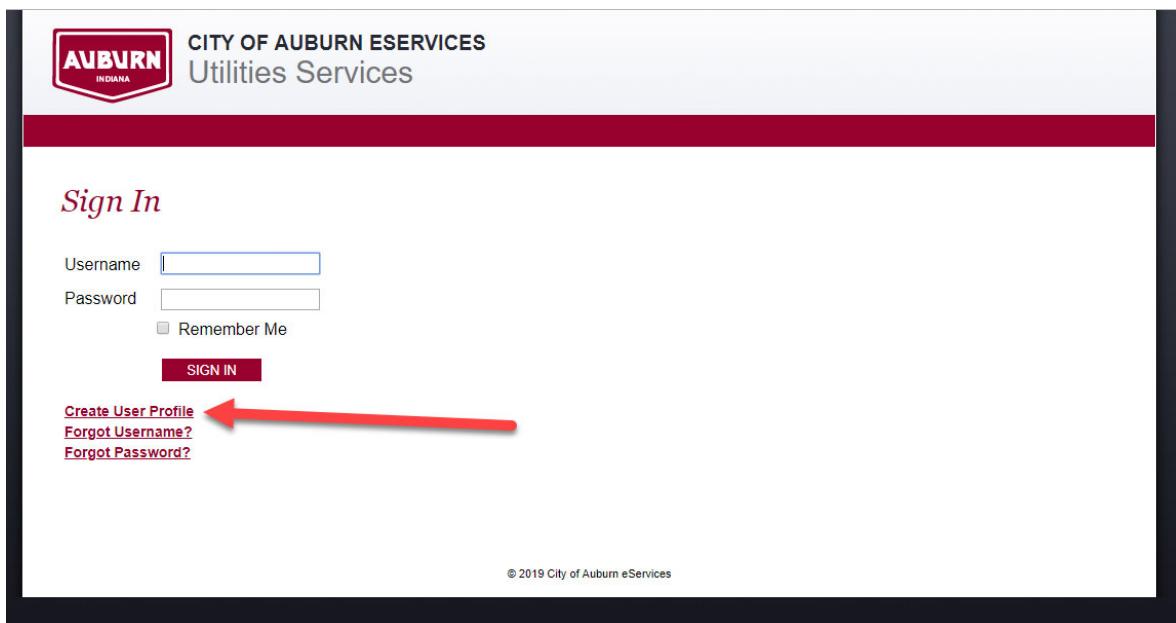
New on 2019.03.05, the City of Auburn's eServices Utilities Portal requires customers to create a username and password. This enhancement is accompanied by improved security, a more natural and standard way to authenticate with web services, and many new features. Specifically, users with multiple accounts can now link and manage multiple accounts under a single sign in. Whether you are new to eServices or a returning user, here is how to get started:

BROWSER SUPPORT

eServices Utilities Portal fully supports the latest versions of Google Chrome, Firefox, and Microsoft Edge. There is limited support for Internet Explorer.

CREATE USER PROFILE

Go to www.ci.auburn.in.us or www.auburnessentialservices.net and find your way to the eServices Utilities portal. If visiting for the first time, select "Create User Profile".



CITY OF AUBURN ESERVICES
Utilities Services

Sign In

Username

Password

Remember Me

SIGN IN

[Create User Profile](#) ←

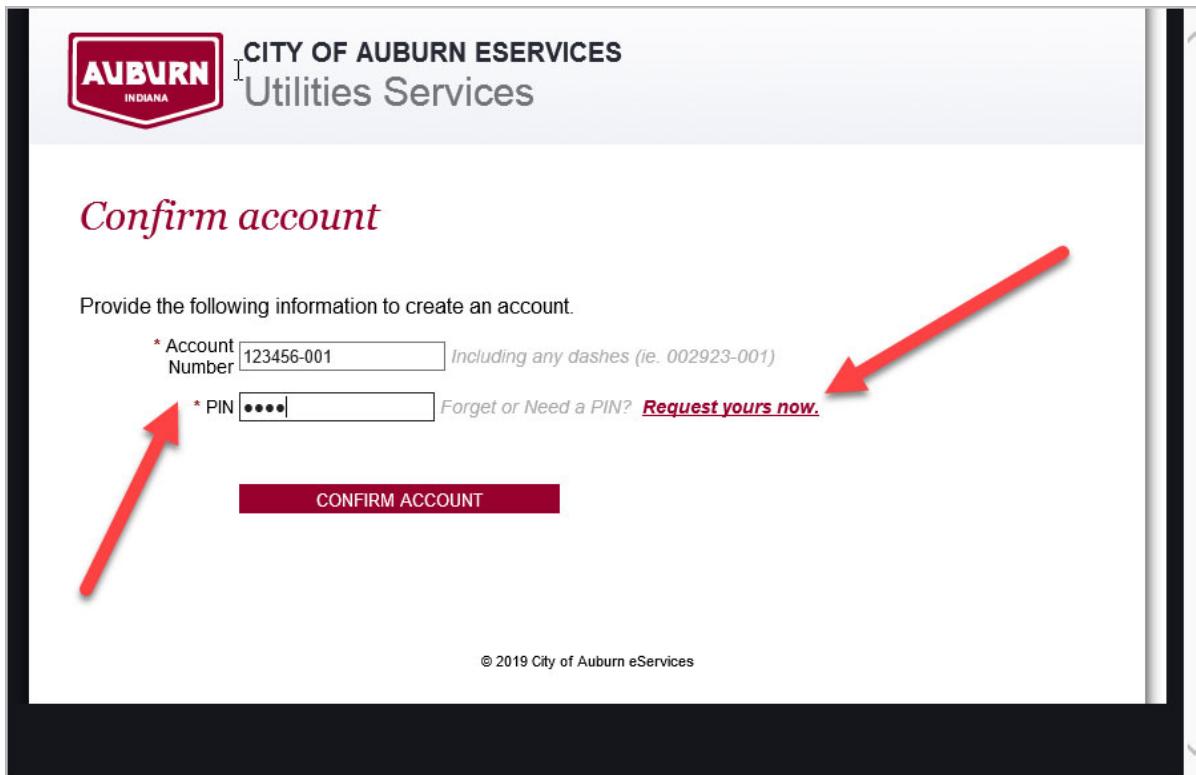
[Forgot Username?](#)

[Forgot Password?](#)

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CONFIRM ACCOUNT

Existing eService users prior to 2019.03.05, insert your account number and issued PIN. New eServices users, select the “Request Yours Now” link.



CITY OF AUBURN ESERVICES
Utilities Services

Confirm account

Provide the following information to create an account.

* Account Number Including any dashes (ie. 002923-001)

* PIN Forget or Need a PIN? [Request yours now.](#)

CONFIRM ACCOUNT

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ACTIVATE YOUR ACCOUNT

Create a username (can be your email address). Enter a password that is difficult to guess.



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Utilities Services

Activate Your Account

Complete the form below to begin the account activation process.

Create Your Account

Username	<input type="text"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
Email	<input type="text"/>
Confirm Email	<input type="text"/>

REGISTER

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CHECK YOUR EMAIL

You will be notified that an email has been sent.

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Utilities Services

Activate Your Account

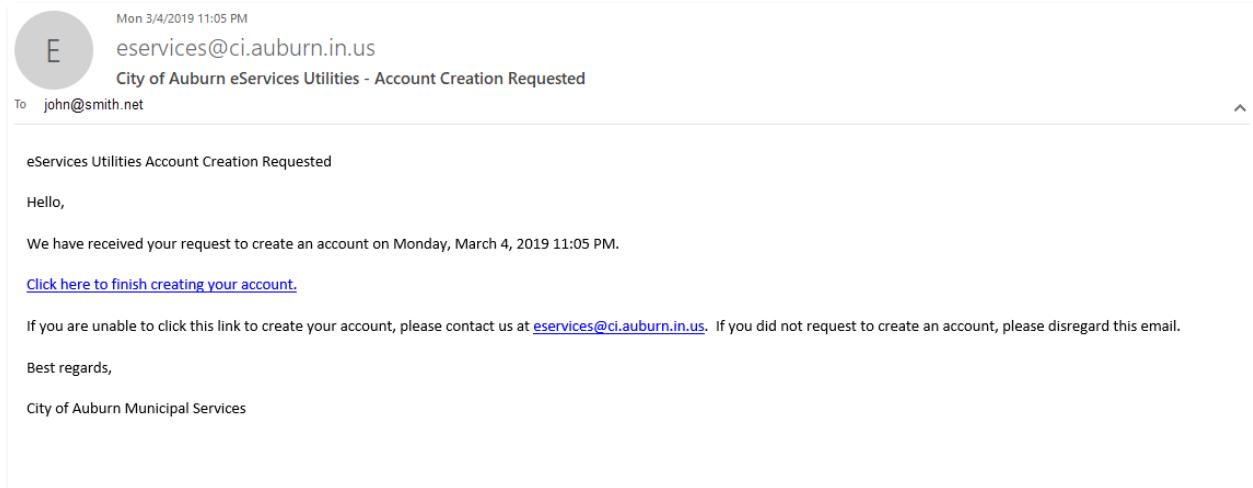
Create your account.

An email has been sent to your email address containing an account activation link.

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FINISH CREATING YOUR ACCOUNT

Open the email from eServices to confirm your account. Check your spam filter if you do not receive it.



Mon 3/4/2019 11:05 PM
eservices@ci.auburn.in.us
City of Auburn eServices Utilities - Account Creation Requested
To john@smith.net

eServices Utilities Account Creation Requested

Hello,

We have received your request to create an account on Monday, March 4, 2019 11:05 PM.

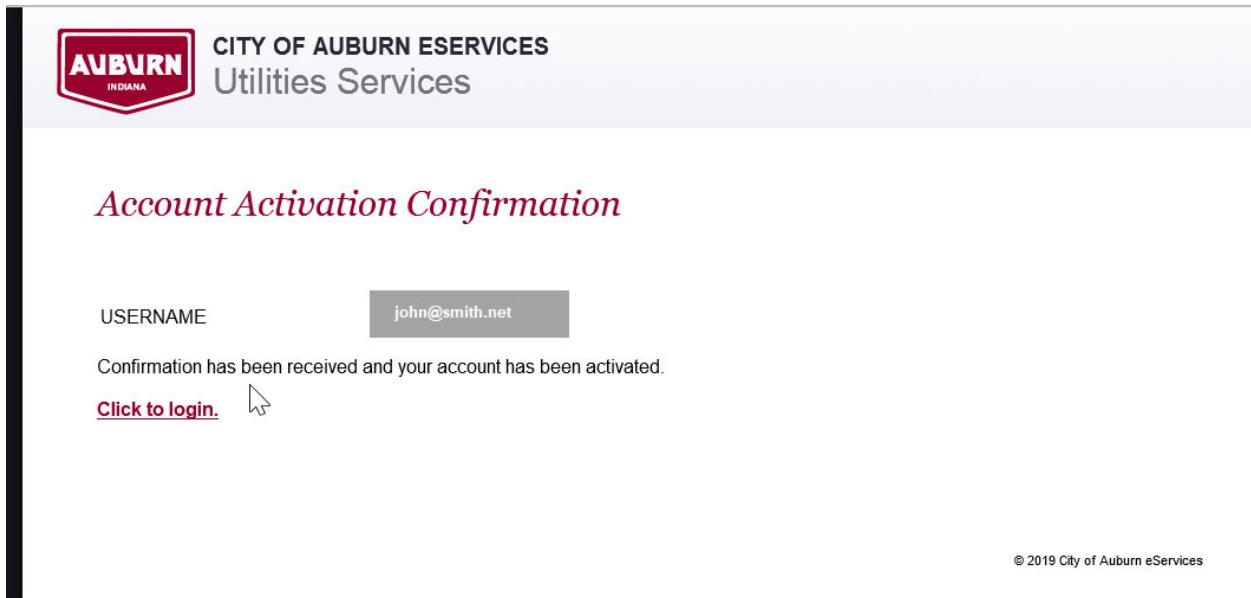
[Click here to finish creating your account.](#)

If you are unable to click this link to create your account, please contact us at eservices@ci.auburn.in.us. If you did not request to create an account, please disregard this email.

Best regards,

City of Auburn Municipal Services

Once affirmed, you can return to the login page.



AUBURN
INDIANA

CITY OF AUBURN ESERVICES
Utilities Services

Account Activation Confirmation

USERNAME

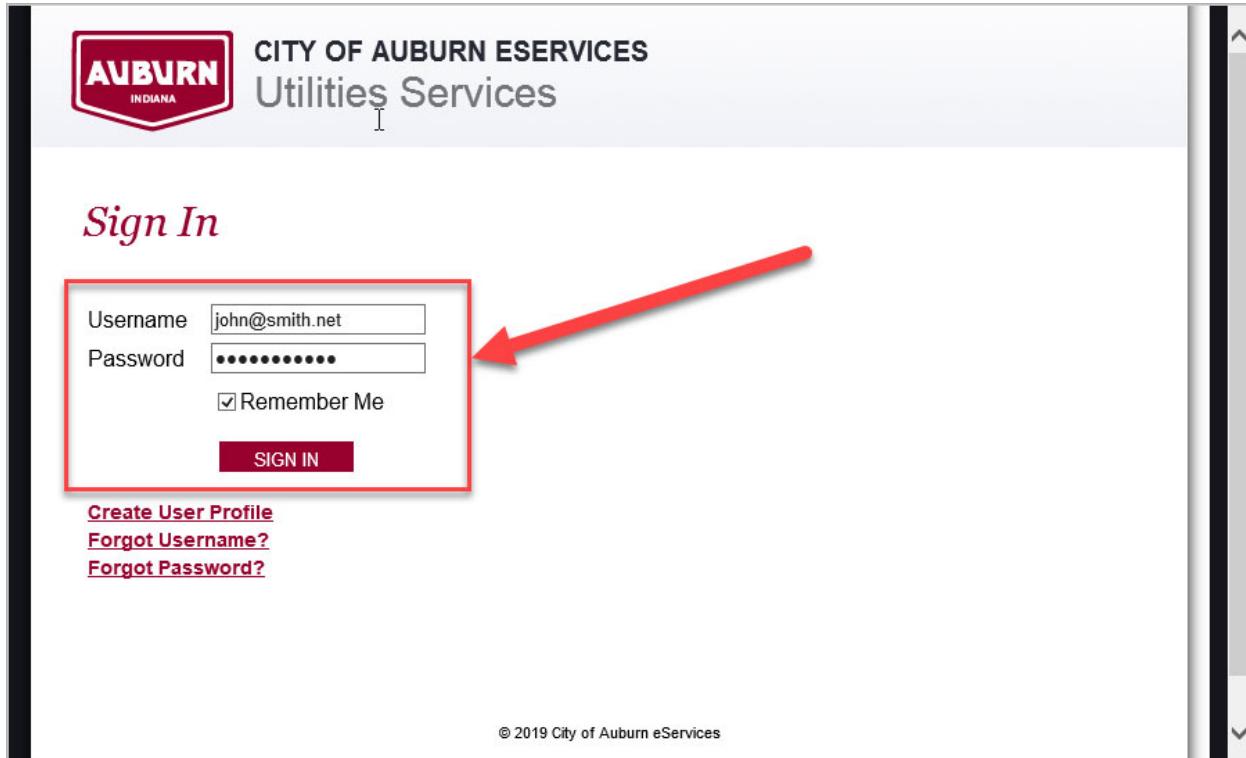
Confirmation has been received and your account has been activated.

[Click to login.](#) 

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SIGN IN

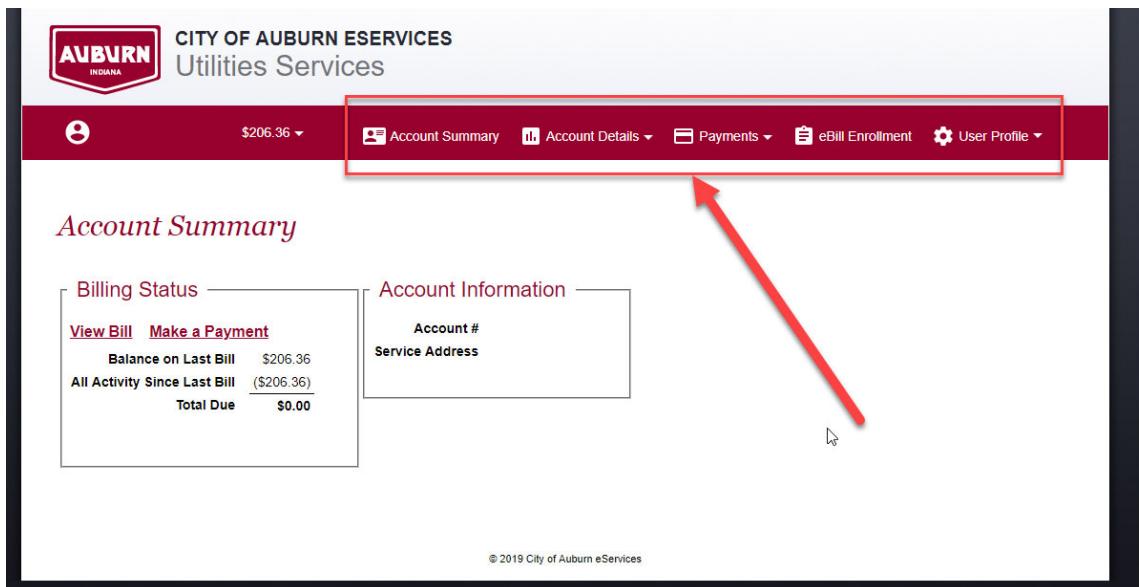
Sign in with your new username and password!



The image shows the 'Sign In' page of the City of Auburn eServices website. At the top, there is a logo for 'AUBURN INDIANA' and the text 'CITY OF AUBURN eSERVICES Utilities Services'. Below this, the word 'Sign In' is displayed in a large, italicized font. A red box highlights the login form, which contains fields for 'Username' (john@smith.net) and 'Password' (represented by a series of dots). There is also a checked 'Remember Me' checkbox and a 'SIGN IN' button. Below the form are links for 'Create User Profile', 'Forgot Username?', and 'Forgot Password?'. The bottom of the page includes a copyright notice: '© 2019 City of Auburn eServices'.

USE eSERVICES

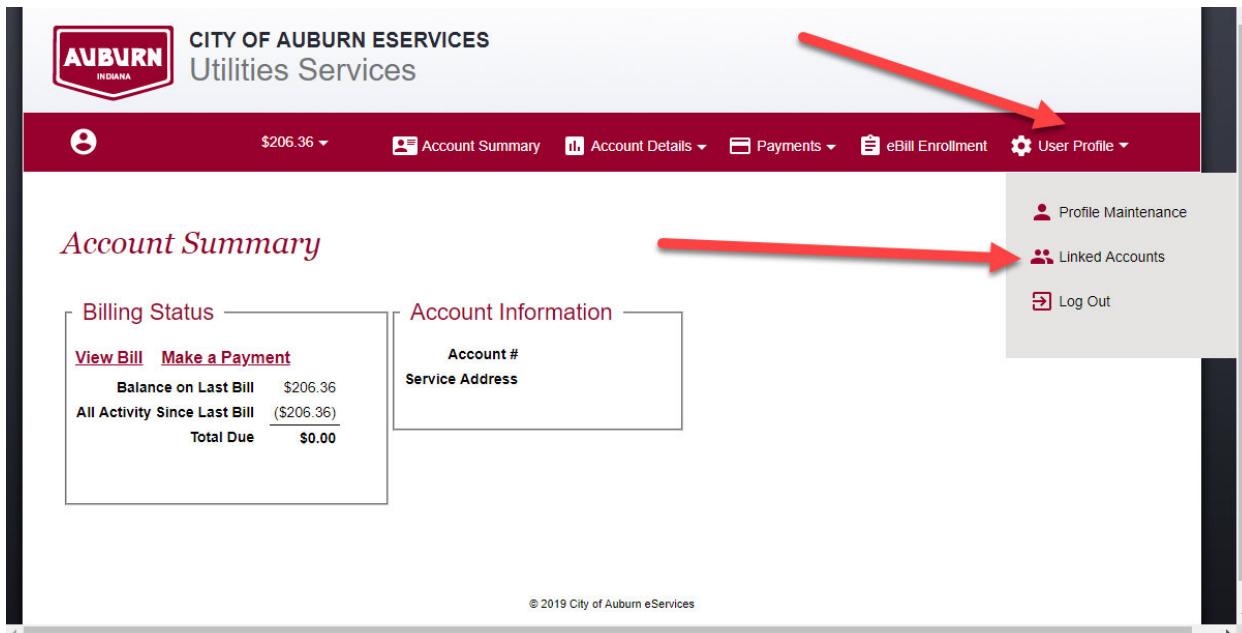
You are able to review consumption, make a payment, enroll in eBill (paperless billing). Contact us if you have any trouble using the portal.



The image shows the 'Account Summary' page of the City of Auburn eServices website. At the top, there is a logo for 'AUBURN INDIANA' and the text 'CITY OF AUBURN eSERVICES Utilities Services'. A red box highlights the top navigation bar, which includes links for 'Account Summary', 'Account Details', 'Payments', 'eBill Enrollment', and 'User Profile'. Below the navigation bar, the word 'Account Summary' is displayed in a large, italicized font. The page is divided into two main sections: 'Billing Status' and 'Account Information'. The 'Billing Status' section contains links for 'View Bill' and 'Make a Payment', and displays the balance on the last bill (\$206.36), all activity since the last bill (\$206.36), and the total due (\$0.00). The 'Account Information' section contains fields for 'Account #' and 'Service Address'. The bottom of the page includes a copyright notice: '© 2019 City of Auburn eServices'.

LINK ANOTHER ACCOUNT

If you own or manage multiple accounts, you are able to link them to your username for a single management experience. Select User Profile, Linked Accounts.



CITY OF AUBURN eSERVICES
Utilities Services

\$206.36 ▾ Account Summary Account Details ▾ Payments ▾ eBill Enrollment User Profile ▾

Account Summary

Billing Status

[View Bill](#) [Make a Payment](#)

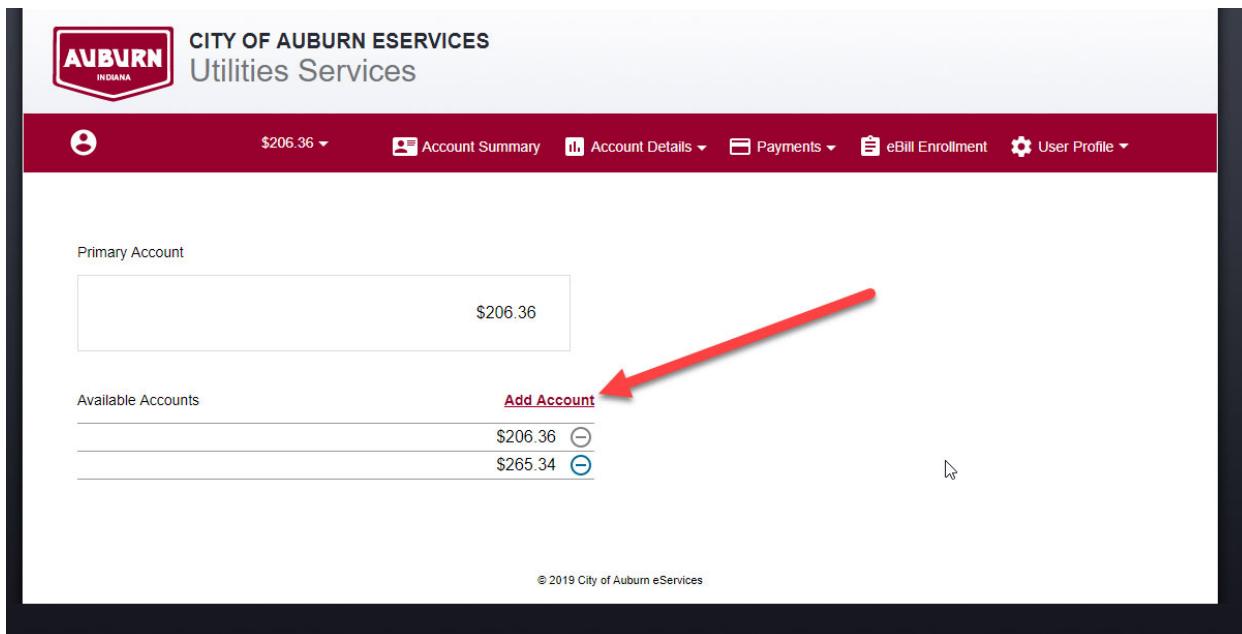
Balance on Last Bill	\$206.36
All Activity Since Last Bill	(\$206.36)
Total Due	\$0.00

Account Information

Account #
Service Address

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Add Account...you will need the account number and PIN just as you did for the first account.



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\$206.36 ▾ Account Summary Account Details ▾ Payments ▾ eBill Enrollment User Profile ▾

Primary Account

\$206.36

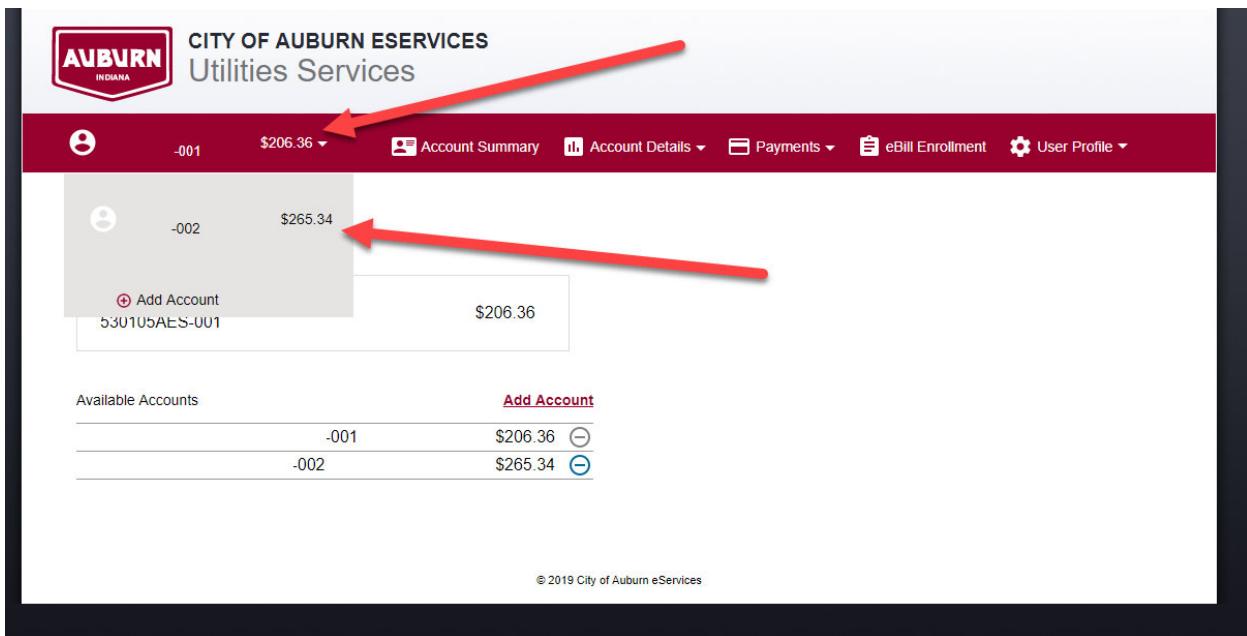
Available Accounts

[Add Account](#)

\$206.36	⊖
\$265.34	⊕

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Once you log in, you are able to toggle among accounts.



CITY OF AUBURN eSERVICES
Utilities Services

-001 \$206.36 [Account Summary](#) [Account Details](#) [Payments](#) [eBill Enrollment](#) [User Profile](#)

-002 \$265.34

[Add Account](#)

Available Accounts		Add Account
-001	\$206.36	-
-002	\$265.34	-

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