



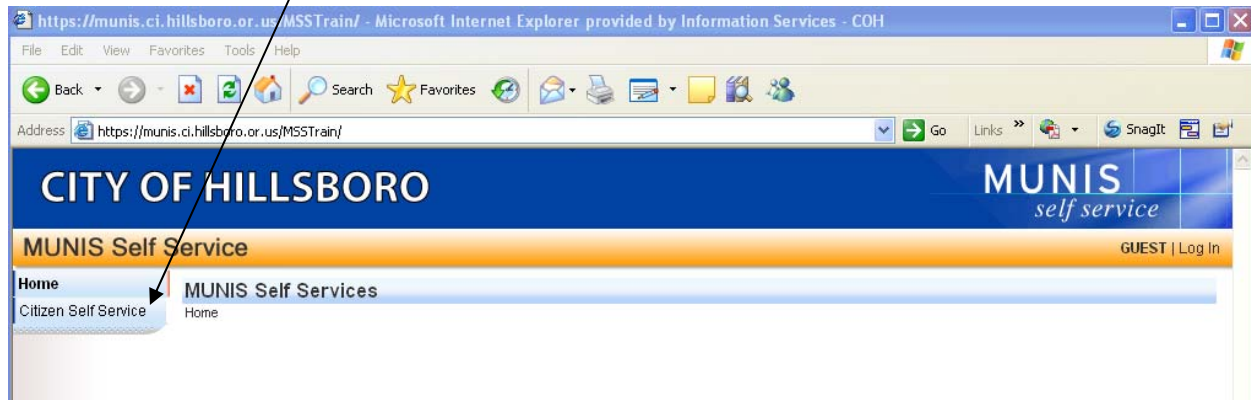
City of Hillsboro

MUNIS Self-Service Instructions

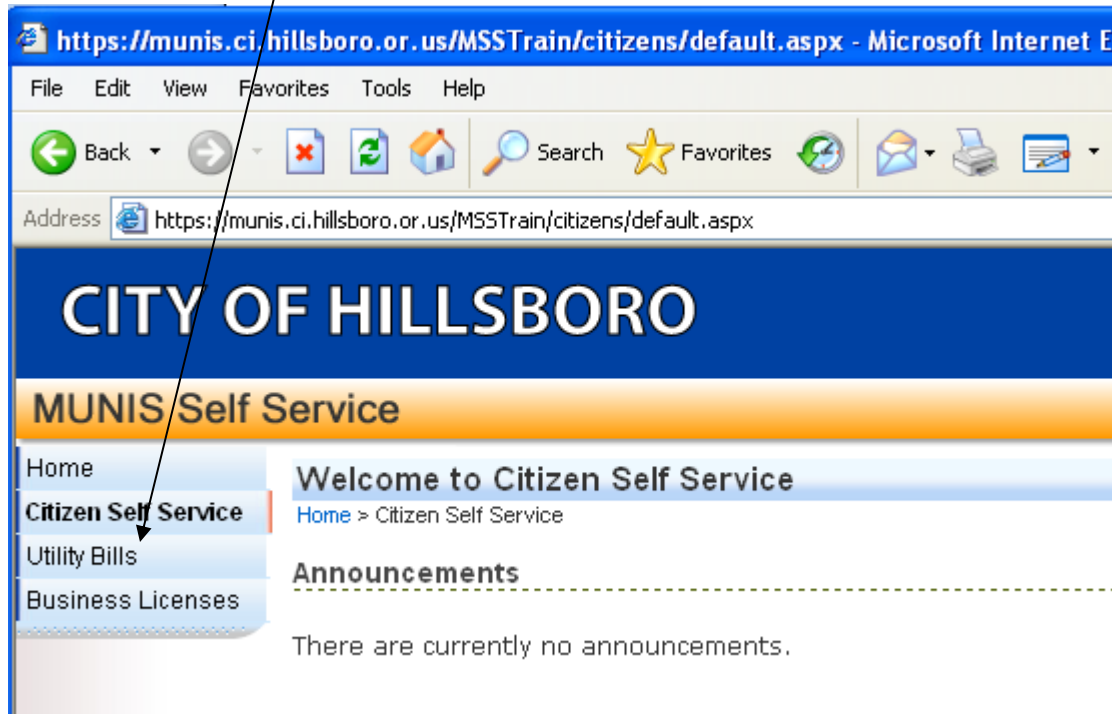
If you have any questions, please call Utility Billing at 503-681-6163.

Step 1: Go to <https://munis.ci.hillsboro.or.us/MSS/>

Step 2: Click on “Citizen Self Service”



Step 3: Click on “Utility Bills”



Step 4: Click on “Register a new user”

https://munis.ci.hillsboro.or.us/MSSTrain/login.aspx?ReturnUrl=...

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address https://munis.ci.hillsboro.or.us/MSSTrain/login.aspx?ReturnUrl=%2fMS...

CITY OF HILLSBORO

MUNIS Self Service

Home
Citizen Self Service

Login

Home > Login

! Please log in to access this service.

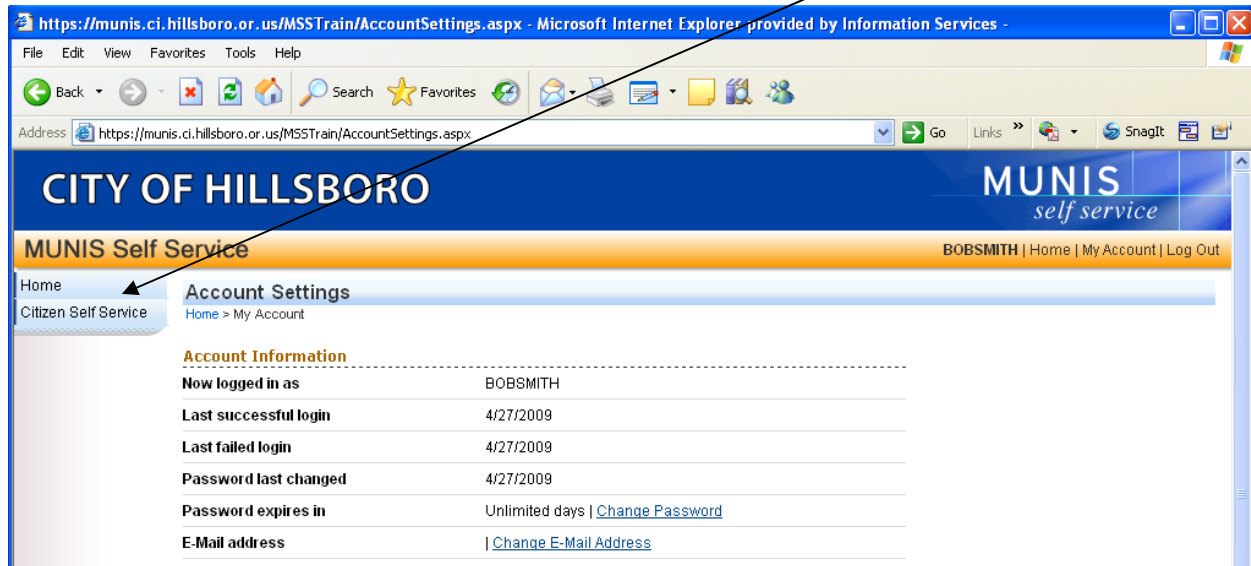
User Name

Password

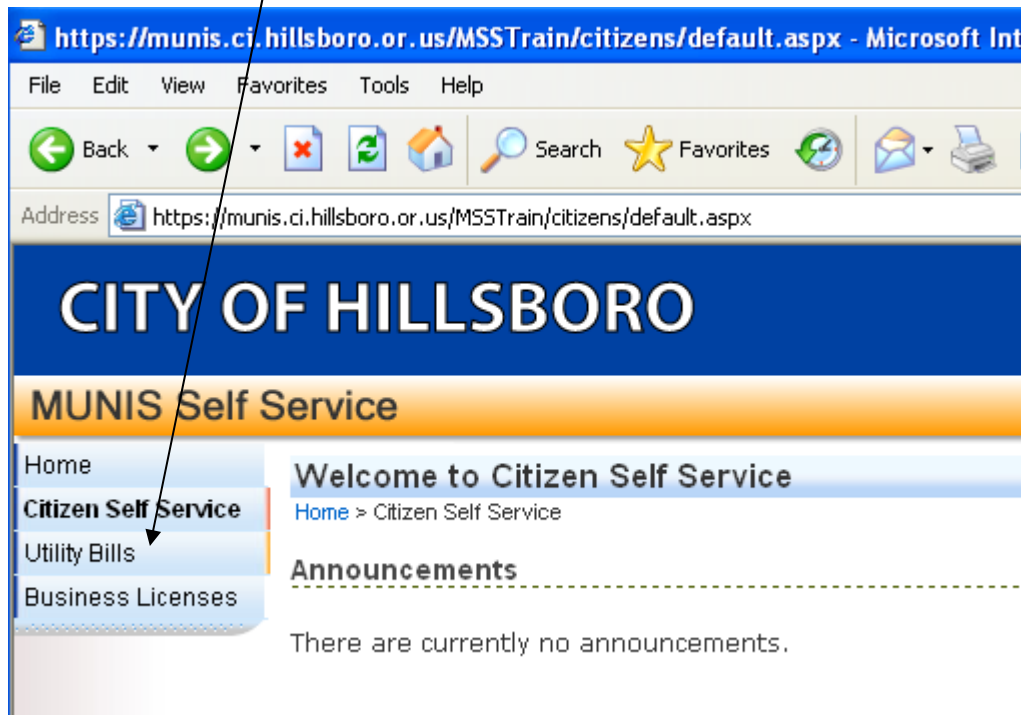
Log In

[Register a new user](#)

Step 6: You can now view your account information. Click on “Home” or “Citizen Self Service” to return to the homepage.



Step 7: Click on “Utility Bills” to lookup your account.



Step 8: Enter your 5-digit account number and 6-digit customer number and then click on “Search”.

If you do not know these numbers, call Utility Billing at 503-681-6163.

https://munis.ci.hillsboro.or.us/MSSTrain/citizens/UtilityBilling/Default.aspx - Microsoft Internet Explorer provided by Informa

File Edit View Favorites Tools Help

Back Search Favorites

Address https://munis.ci.hillsboro.or.us/MSSTrain/citizens/UtilityBilling/Default.aspx Go Links

CITY OF HILLSBORO

MUNIS Self Service

BOBSMITH

- Home
- Citizen Self Service
- Utility Bills**
- Contact Us
- Business Licenses

Utility Bills

Home > Citizen Self Service > Utility Bills

Account Number

Customer ID

Remember my search criteria

Search

Step 9: Click on “Manage Bills”.

https://munis.ci.hillsboro.or.us/MSSTrain/citizens/UtilityBilling/Browse.aspx - Microsoft Internet Explorer provided by Informa

File Edit View Favorites Tools Help

Back Search Favorites

Address https://munis.ci.hillsboro.or.us/MSSTrain/citizens/UtilityBilling/Browse.aspx Go Links SnagIt

CITY OF HILLSBORO

MUNIS self service

BOBSMITH | Home | My Account | Log Out

- Home
- Citizen Self Service
- Utility Bills
- Contact Us
- Search Results**
- Business Licenses

Utility Bills

Home > Citizen Self Service > Utility Bills > Search Results

Search Results

[Modify Search](#) | [New Search](#)

1 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	
WASHINGTON COMMUNITY...	400-405	10000	554710		Manage Bills

Step 10: Click on "Pay"

The screenshot shows the 'View Pay Bills' page in the MUNIS Self Service portal. The page title is 'CITY OF HILLSBORO MUNIS self service'. The breadcrumb trail is 'Home > Citizen Self Service > Utility Bills > Manage Bills'. The 'Manage Bills' section shows the service address and account number. Below this is a table of 'Outstanding Bills' with columns for Bill, Pay By, Charges, and Balance Due. A 'Pay' button is located at the bottom right of the page.

Bill	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 26215	5/3/2009	\$84.03	84.03
Total Due: 84.03			

Step 11: Click on "Pay by Credit Card"

The screenshot shows the 'Select Payment Method' page in the MUNIS Self Service portal. The page title is 'CITY OF HILLSBORO MUNIS self service'. The breadcrumb trail is 'Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill'. The 'Select Payment Method' section displays 'Credit Cards Accepted: Visa, MasterCard & Discover.' and a link for 'Pay by Credit Card'. A red arrow points to this link.

Step 12: Enter the payment amount and then click “Continue.”

The screenshot shows a web browser window with the URL <https://munis.ci.hillsboro.or.us/MSSTrain/citizens/Payments/PaymentAmount.aspx?mode=ub>. The page header includes "CITY OF HILLSBORO" and "MUNIS self service". The navigation bar shows "MUNIS Self Service" and "BOBSMITH | Home | My Account | Log Out". The left sidebar contains a menu with items like Home, Citizen Self Service, Utility Bills, Manage Bills, Services and Consumption, Account Information, Contact Us, Search Results, New Search, and Business Licenses. The main content area is titled "Pay Bills" and shows the breadcrumb "Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill". Below this, it says "Step 1 of 4: Payment amount" with a progress indicator "Step 1 2 3 4". The instruction reads "Please specify a payment amount for each bill." A table with the following data is displayed:

Bill Description	Bill Year	Balance	Due Now	Payment Amount
Utilities	2009	\$84.03	\$84.03	\$ 84.03

A "Continue" button is located at the bottom right of the form.

Step 13: Enter your billing information and click on “Continue”.

The screenshot shows a web browser window with the URL <https://munis.ci.hillsboro.or.us/MSSTrain/citizens/Payments/PaymentType.aspx?mode=ub>. The page header includes "CITY OF HILLSBORO" and "MUNIS self service". The navigation bar shows "MUNIS Self Service" and "BOBSMITH | Home | My Account | Log Out". The left sidebar contains a menu with items like Home, Citizen Self Service, Utility Bills, Manage Bills, Services and Consumption, Account Information, Contact Us, Search Results, New Search, and Business Licenses. The main content area is titled "Pay Bills" and shows the breadcrumb "Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill". Below this, it says "Step 2 of 4: Please enter the payment information" with a progress indicator "Step 1 2 3 4". The instruction reads "Enter the details needed to process this payment." Under the heading "Credit card", there are the following fields:

- Card type: Discover (dropdown menu)
- Card number: [text input field]
- Card ID (CVV) number: [text input field] with a link "Where is this?"
- Expiration date: 1 (dropdown menu) / 2009 (dropdown menu)

A "Continue" button is located at the bottom center of the form.

Step 14: Enter your billing address and click on “Continue”.

The screenshot shows a web browser window with the URL <https://munis.ci.hillsboro.or.us/MSSTrain/citizens/Payments/BillTo.aspx?mode=ub>. The page header includes the City of Hillsboro logo and the MUNIS self service logo. The main navigation bar contains 'MUNIS Self Service' and 'BOBSMITH | Home | My Account | Log Out'. The left sidebar lists various services: Home, Citizen Self Service, Utility Bills, Manage Bills (highlighted), Services and Consumption, Account Information, Contact Us, Search Results, New Search, and Business Licenses. The main content area is titled 'Pay Bills' and shows a breadcrumb trail: Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill. The current step is 'Step 3 of 4: Billing address', with a progress indicator 'Step 1 2 3 4' where '3' is highlighted. A message reads: 'Please enter your billing information **exactly** as it appears on your credit card or bank statement.' The form contains the following fields: Name, Address line 1, Address line 2, City, State (two letter abbreviation), Zip code, Contact phone number, and E-Mail (for your e-mail confirmation). There is a checkbox for 'Remember my information on this computer' and a 'Continue' button with the text 'to review your payment'.

Address: <https://munis.ci.hillsboro.or.us/MSSTrain/citizens/Payments/BillTo.aspx?mode=ub>

CITY OF HILLSBORO **MUNIS** self service

MUNIS Self Service BOBSMITH | Home | My Account | Log Out

Home
Citizen Self Service
Utility Bills
Manage Bills
Services and Consumption
Account Information
Contact Us
Search Results
New Search
Business Licenses

Pay Bills
Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill

Step 3 of 4: Billing address Step 1 2 3 4

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

Name

Address line 1

Address line 2

City

State two letter abbreviation

Zip code

Contact phone number

E-Mail for your e-mail confirmation

Remember my information on this computer

Continue to review your payment

Step 15: Review your payment and click on "Submit".

https://munis.ci.hillsboro.or.us/MSSTrain/citizens/Payments/Review.aspx?mode=ub - Microsoft Internet Explorer provided by Infor

File Edit View Favorites Tools Help

Address https://munis.ci.hillsboro.or.us/MSSTrain/citizens/Payments/Review.aspx?mode=ub

CITY OF HILLSBORO

MUNIS self service

MUNIS Self Service BOBSMITH | Home | My Account | Log Out

- Home
- Citizen Self Service
- Utility Bills
- Manage Bills**
- Services and Consumption
- Account Information
- Contact Us
- Search Results
- New Search
- Business Licenses

Pay Bills

Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill

Step 4 of 4: Review Step 1 2 3 4

Please review the information below. Make changes if necessary, then submit your payment request.

Payment Amount [change](#)

Bill Description	Due Now	Payment Amount
Utilities	\$84.03	\$84.03
Subtotal		\$84.03
Total		\$84.03

Payment Method [change](#)

Visa *****11111

Billing Address [change](#)

Name Bob Smith
Address 123
Hillsboro, OR 97123
Phone Number 1234567899
E-mail [REDACTED]

Step 16: You will now see a payment confirmation screen. You may want to print this for your records. You will not receive an email confirmation from the City.

The screenshot shows a web browser window with the URL <https://munis.ci.hillsboro.or.us/MSSTrain/citizens/Payments/Confirmation.aspx?mode=ub>. The page header includes the City of Hillsboro logo and the text "MUNIS self service". Below the header is a navigation bar with "MUNIS Self Service" and links for "BOBSMITH | Home | My Account | Log Out".

The main content area is titled "Pay Bills" and includes a breadcrumb trail: "Home > Citizen Self Service > Utility Bills > Manage Bills > Pay Bill". A green checkmark icon is followed by the text: "Thank you for your payment. Please contact City of Hillsboro Utility Billing at 503-681-6163 if you have any questions." Below this, it states: "Your transaction ID is [redacted]" and "Your confirmation number is [redacted]". A note says: "You may want to print this page for your records."

The "Payment Amount" section contains a table with the following data:

Bill Description	Due Now	Payment Amount
Utilities	\$84.03	\$84.03
Subtotal		\$84.03
Total		\$84.03

The "Payment Method" section shows "Visa" with a masked card number ending in "1111".

The "Billing Address" section lists the following information:

- Name: Bob Smith
- Address: 123 Hillsboro, OR 97123
- Phone Number: 1234567899
- E-mail: [redacted]