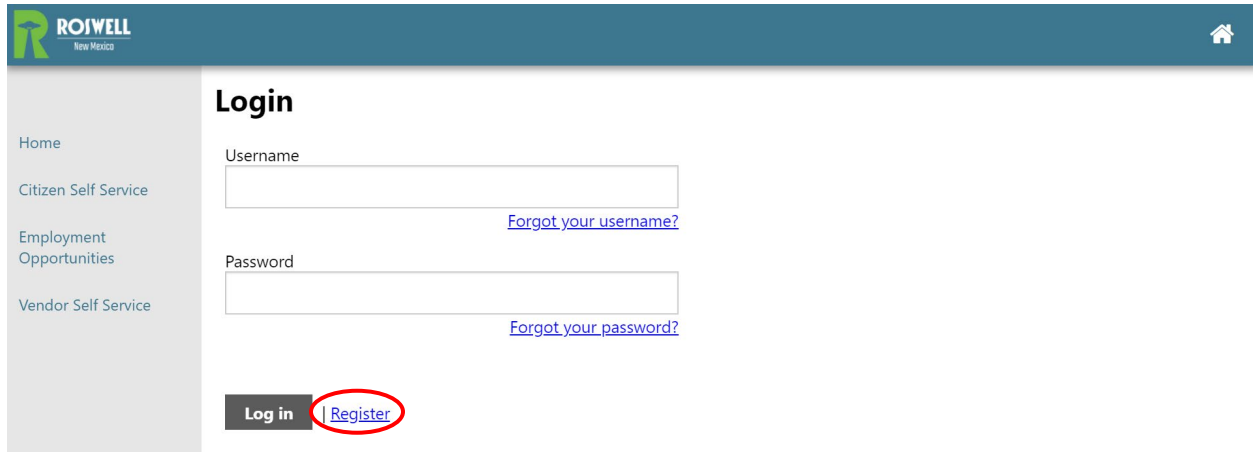


Instrucciones para Crear Nueva Cuenta de Facturación De Agua en Línea

El Departamento de Facturación de Agua de la ciudad de Roswell ha cambiado a un nuevo sistema de facturación en línea. Todos nuestros clientes que utilizan nuestro sistema en línea necesitarán que crear cuenta nueva. En este documento hay instrucciones detalladas para ayudarle. Visite roswellselfservice.com, clic el botón Citizen Self Service para empezar.

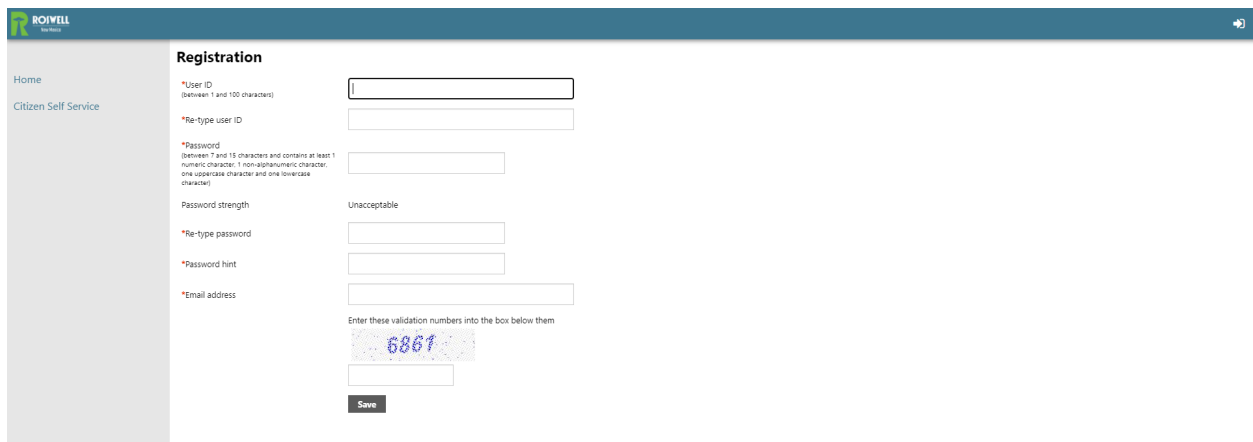
Paso 1: Registrarse

En la pantalla de ingreso al sistema “Login screen”, clic en el Register enlace



Paso 2: Anote Su Información

Crea un User ID y contraseña para su cuenta. Cuando acabe, ingrese su cuenta de correo electrónico y código de validación. Próximamente clic el “Save” botón.



Cuando su información esta guardada, la pantalla de configuración de cuenta aparecerá. Aquí puede cambiar su contraseña, cuenta de correo electrónico y conectar su cuenta(s) de facturación.

Account Settings

Account Information

Now logged in as	ROSWELL
Last successful login	12/16/2020
Last failed login	12/16/2020
Password last changed	12/16/2020
Password expires in	89 days Change Password
E-Mail address	cswater@roswell-nm.gov Change E-Mail Address

Linked Accounts

In order to link your City of Roswell Utility Billing Account please click on 'link to account'. You will then need to enter your Account Number and Customer Id before clicking on submit.

Customer Accounts [link to account](#)
There are currently no linked accounts

City of Roswell Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

Paso 3: Conectando Su Cuenta de Facturación

Para conectar su cuenta, clic "Link to Account"

Account Settings

Last successful login	12/16/2020
Last failed login	12/16/2020
Password last changed	12/16/2020
Password expires in	89 days Change Password
E-Mail address	cswater@roswell-nm.gov Change E-Mail Address

Linked Accounts

In order to link your City of Roswell Utility Billing Account please click on 'link to account'. You will then need to enter your Account Number and Customer Id before clicking on submit.

Customer Accounts [link to account](#)
There are currently no linked accounts

City of Roswell Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

Anote su Account ID y Customer ID. Esos números están localizados en la parte arriba de la factura de servicio. (Vea el ejemplo de cuenta de servicio).

En facturas nuevas, el Account ID se encuentra antes del guion, el Customer ID esta después del guion.

En facturas viejas, el Account ID se encuentra después de guion, el Customer ID esta antes del guion.

City of Roswell Utility Billing

Account Link Setup

In order to link your City of Roswell Utility Billing Account, please enter your Account Number and Customer id.

Account Number - This will be the second set of digits on your current utility bill *

Customer id - This will be the first set of digits on your current utility bill *

* indicates required field

Una vez que su Account ID y Customer ID están ingresadas, podrá ver su cuenta registrada. Repita este proceso si tiene varias cuentas.

E-Mail address cswater@roswell-nm.gov | [Change E-Mail Address](#)

Linked Accounts

In order to link your City of Roswell Utility Billing Account please click on 'link to account'. You will then need to enter your Account Number and Customer Id before clicking on submit.

Customer Accounts [link to account](#)

There are currently no linked accounts

City of Roswell Utility Billing Accounts [link to account](#)

Account	Customer	
46208	75155	remove

[Go To Module Homepage](#)

Para ver resumen de cuenta individual, clic en el número de la cuenta enlace.

E-Mail address cswater@roswell-nm.gov | [Change E-Mail Address](#)

Linked Accounts

In order to link your City of Roswell Utility Billing Account please click on 'link to account'. You will then need to enter your Account Number and Customer Id before clicking on submit.

Customer Accounts [link to account](#)

There are currently no linked accounts

City of Roswell Utility Billing Accounts [link to account](#)

Account	Customer	
46208	75155	remove

[Go To Module Homepage](#)

Para cerrar la sesión, clic el Customer Name icono en la esquina derecha y clic “Log Out.”

Instrucciones para Pagar su Facturación De Agua en Línea en Línea

Paso 1:

En la pantalla de ingreso al sistema “Login screen”, clic en Login o Register

Home

Citizen Self Service

Employment Opportunities

Vendor Self Service

Login

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

Log in | [Register](#)

Seleccione el número de la cuenta donde va ser su pago

Citizen Self Service

E-Mail address cswater@roswell-nm.gov | [Change E-Mail Address](#)

Linked Accounts

In order to link your City of Roswell Utility Billing Account please click on 'link to account'. You will then need to enter your Account Number and Customer Id before clicking on submit.

Customer Accounts [link to account](#)

There are currently no linked accounts

City of Roswell Utility Billing Accounts [link to account](#)

Account	Customer	
46208	75155	remove

[Go To Module Homepage](#)

Seleccione “Pay Now”

ROIWELL
New Mexico

Citizen Self Service

City of Roswell Utility Billing

Manage Bills

Account Summary

Contact Us

Service Address 1838 SALINE PLANT

Account Number 46208

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$4,018.74 [Pay Now](#)

Payment Due Date 12/14/2020

About Your Payments

No payment activity found

Paso 2:

Seleccione la facturación que gustaría pagar y clic "Pay"

ROIWELL
New Mexico

Citizen Self Service

City of Roswell Utility Billing

Manage Bills

Account Summary

Contact Us

Account Number 46208

As of 12/16/2020

Outstanding Bills (bill years 2019 to 2022 only) [Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	70048910	11/30/2020	11/29/2020	\$0.00	\$0.01	\$4,018.74**	Bill Details

Total Due: \$4,018.74

[Pay](#)

select bills you would like to pay now, then click "Pay"

Por favor note que será reorientado a nuestra pasarela segura para completar su pago.

Seleccione "Pay by Credit Card"

ROIWELL
New Mexico

Citizen Self Service

City of Roswell Utility Billing

Manage Bills

Account Summary

Contact Us

Pay Bills [Return to home page](#)

Select Payment Method

You will be redirected to our secure gateway to complete your payment.

[Pay by Credit Card](#) [Cancel](#)

Paso Tres:

Va necesitar su información de facturación (domicilio de cobro, etc.). Puede seleccionar “Remember these values” para que su información este guardada para su próximo pago.

ROIWELL
New Mexico

Citizen Self Service

City of Roswell Utility Billing

Pay Bills
Billing Address

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

Manage Bills
Account Summary
Contact Us

First name *
Last 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 these values

* indicates required field

El sistema va pedir si esta interesado en ingresar en pagos automáticos usando su tarjeta de crédito. Si está interesado por favor seleccione “Enroll”, si no esta interesado por favor seleccione “Continue”

ROIWELL
New Mexico

Citizen Self Service

City of Roswell Utility Billing

Automatic Credit Card Payments
Manage your enrollments in the automatic credit card payment system (optional)

As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. If you wish to use this service, this page allows you to enroll or delete enrollments for your Utility Bill. You will need to complete at least 1 manual payment before your enrollment is established.

Manage Bills
Account Summary
Contact Us

Current enrollments

Bill Category	Account ID	Status
UB Services - General	46208	Not enrolled in automatic credit card payments. enroll

Tendrá la opción de cambiar la cantidad del pago.

- Citizen Self Service
- City of Roswell Utility Billing**
- Manage Bills
- Account Summary
- Contact Us

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2020	11/30/2020	70048910	12/14/2020	\$4,018.74	\$4,018.74	\$ 4,018.74

Continue

Cancel

Paso Cuatro:

Estará reorientado a nuestra pasarela segura para terminar de procesar su pago.

Payment Processing: enter values as prompted below

Total Amount (\$): \$4,018.74
 Utilities - General Bill: 70048910

Card Information

Card Number:*

 Expiry Date:* /

 CVV: ?

Customer Information

Customer Title:

 First Name:*

 Middle Name:

 Last Name:*

 Company Name:

 Address One:

 Address Two:

 City:

 Country:

 State or Province:

 Postal Code:

Recibirá confirmación cuando su transacción este completa.