



# City of New Customer Portal User Guide

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# Getting Started: Set up a New User – Step 1

**New Users:**  
Start by selecting 'Create An Account'

Welcome to the City of Mountain Home Portal  
All payments processed after 7:30 pm will be credited to the next business day. Balances not paid on or before the due date will be subject to a \$15.00 penalty.

[Create An Account](#) [One-Time Payment](#)

**City of Mountain Home**

Remember me

[Sign In](#)

Don't have an account?  
[Create An Account](#)

[Forgot Password?](#)

Current branch: -V1.1.0

# Getting Started: Set up a New User – Step 2

**New Users:**  
**Making a new user account is easy!** Simply enter your name, the email address you want to use, and a password.

**Check Your Email:**  
Once you fill in your information and hit submit, the system will send you an email to confirm your email address.

**Name**  
Enter Full Name

**Email Address**  
Enter Email

**Password**  
Password 6-30 characters

**Confirm Password**

Submit Cancel

Already have an account? [Sign In](#)

# Getting Started: Set up a New User – Step 3

The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/login>. The page features the City of Mountain Home logo and a navigation bar with a "Create an Account" button. The main content area includes a welcome message, a note about payment processing, and two buttons: "Create An Account" and "One-Time Payment". A callout box on the right side of the page, titled "New Users:", provides instructions and a list of features available to new users. Below the callout box, the login form is visible, including fields for "Email" and "Password", a "Remember me" checkbox, a "Sign In" button, and links for "Don't have an account?" (with a "Create An Account" link) and "Forgot Password?".

**New Users:**

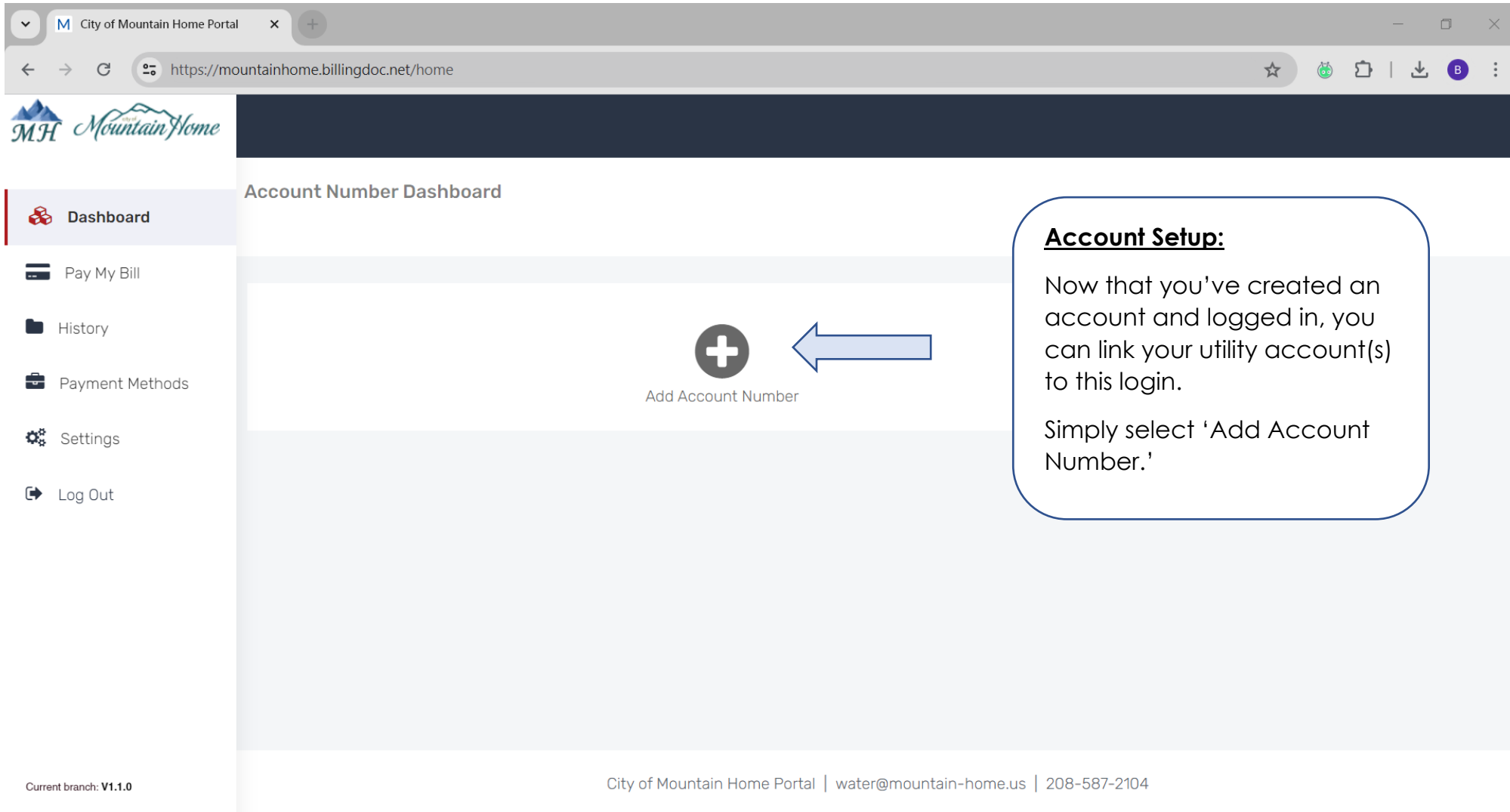
Once you have created an account and confirmed your email address, you can log in to the payment portal and link your utility account(s).

*With your account(s) linked you can:*

- Sign up for eStatements
- View statement & payment history
- Save credit card Info
- Sign up for autopay

Current branch: -V1.1.0

# Link Utility Accounts to User Login – Step 1



City of Mountain Home Portal

https://mountainhome.billingdoc.net/home

**Account Number Dashboard**

**Dashboard**

- Pay My Bill
- History
- Payment Methods
- Settings
- Log Out

**Account Setup:**

Now that you've created an account and logged in, you can link your utility account(s) to this login.

Simply select 'Add Account Number.'

Current branch: V1.1.0

City of Mountain Home Portal | water@mountain-home.us | 208-587-2104

# Link Utility Accounts to User Login – Step 2

City of Mountain Home Portal

https://mountainhome.billingdoc.net/user\_accounts

Dashboard / Add New Account Number

**Add New Account Number**

Fill in the form below to attach a new account.

**First 3 characters of the first or last name printed on your paper statement (example: jan)**

Statement Name

**Account Number**

Account Number

Submit Cancel

Location of your account on your paper statement:

*Mountain Home* CITY OF MOUNTAIN HOME  
P.O. BOX 10  
MOUNTAIN HOME, ID 83647

| Service Period         |           | Account Number |
|------------------------|-----------|----------------|
| 4/05/2023 to 5/02/2023 |           | 1.0000.00      |
| Due Date               | Total Due | Amount Paid    |
| 6/20/2023              | \$88.04   |                |

ADDRESSEE

JANE DOE  
123 EXAMPLE ADDRESS  
MOUNTAIN HOME ID 83647

PLEASE MAKE CHECKS PAYABLE AND REMIT TO

CITY OF MOUNTAIN HOME  
P.O. BOX 10  
MOUNTAIN HOME, ID 83647

Current branch: V1.1.0

**Account Setup:**

To link a utility account, simply enter the first three (3) letters of the first or last name and account number printed on your utility bill. Then click 'Submit.'

**Adding multiple accounts?**

Repeat this process to add more accounts if necessary. You can link as many accounts as you need.

# Add Payment Methods – Step 1

The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/home>. The page displays account information for account number 12.2345.67, including the service address (123 MAIN ST), name (JOHN SMITH), statement date (2024-03-31), due date (2024-04-20), current due amount (\$120.16), and total due amount (\$120.16, with \$0.00 paid). There are buttons for 'View Bill', 'Pay Bill', 'Paperless', and 'AutoPay'. A callout box on the right, titled 'Account Setup:', contains the following text: 'You now have a utility account linked to your user login. Next you can save a payment method to your account to make payments and set up autopay. Select 'Payment Methods.'

ACCOUNT NUMBER 12.2345.67  
SERVICE ADDRESS: 123 MAIN ST

**Name:** JOHN SMITH      **Statement Date:** 2024-03-31      **Due Date:** 2024-04-20

**Current Due:** \$120.16      **Total Due:** \$120.16 (Paid \$0.00)

[View Bill](#) [Pay Bill](#) [Paperless](#) [AutoPay](#)

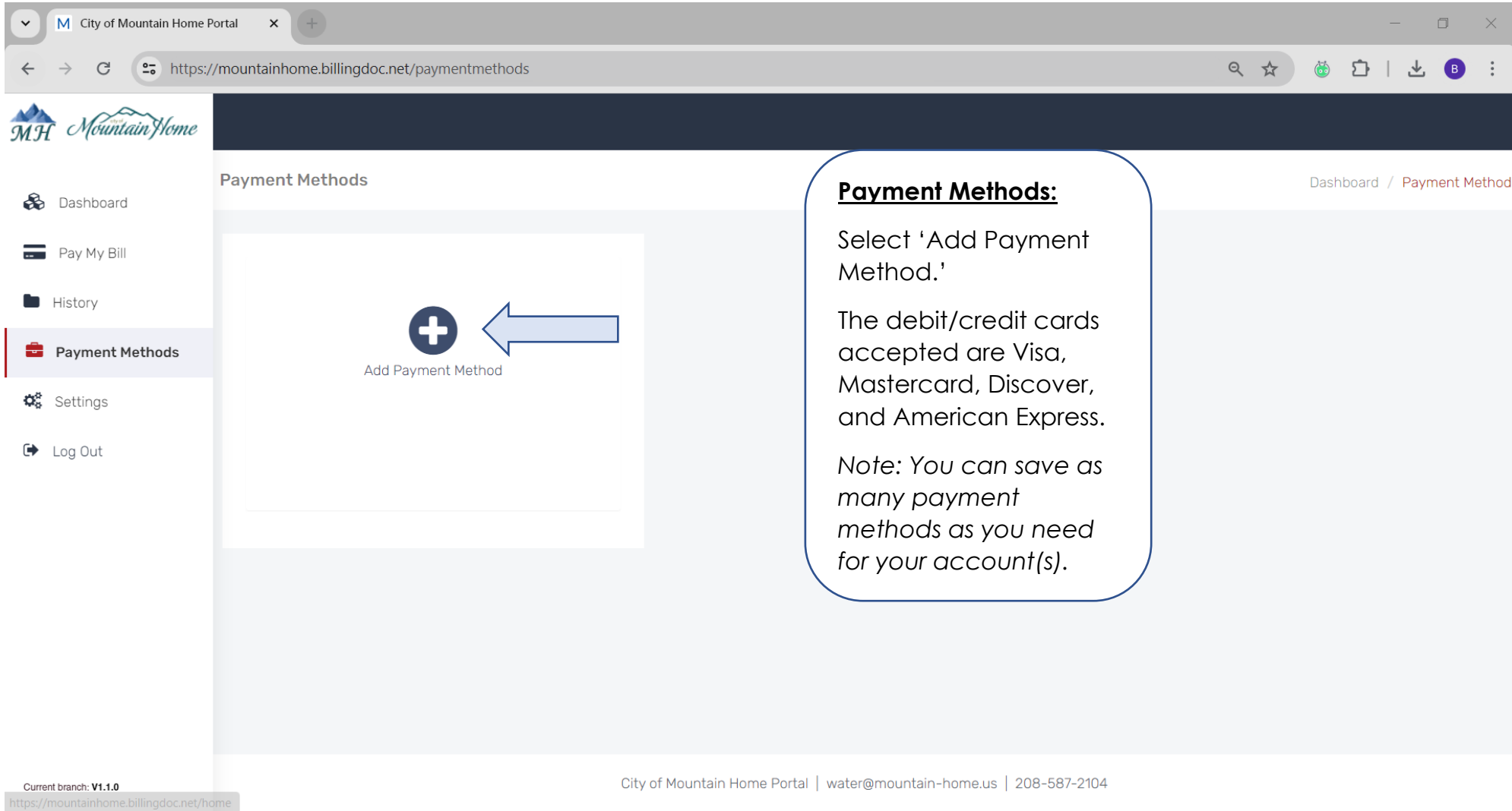
**NOTE:** Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

[See Statement History](#)  
[See Payment History](#)

Current branch: V1.1.0

[+](#)  
Add Additional Account Number(s)

# Add Payment Methods – Step 2



The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/paymentmethods>. The page title is "Payment Methods". On the left, there is a navigation menu with options: Dashboard, Pay My Bill, History, Payment Methods (highlighted), Settings, and Log Out. The main content area features a large white box with a blue plus sign icon and a blue arrow pointing to it, with the text "Add Payment Method" below the icon. A blue rounded rectangle callout box on the right contains the following text:

**Payment Methods:**  
Select 'Add Payment Method.'  
The debit/credit cards accepted are Visa, Mastercard, Discover, and American Express.  
*Note: You can save as many payment methods as you need for your account(s).*

At the bottom of the page, there is a footer with the text "City of Mountain Home Portal | water@mountain-home.us | 208-587-2104".



# Add Payment Methods – Step 3

The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/paymentmethods>. The page title is "Add Payment Method". The "Add Credit Card" button is circled in blue. The form fields are as follows:

- Description (No Special Characters):
- Credit Card Number:
- Type:
- Name on Credit Card:
- Zip Code (Postal Code):
- Expiration Date:

**Payment Methods:**  
You can save a credit card payment method for future use on the portal. Enter all of the required information and select '**Save**' at the bottom.  
*Repeat this process to save additional payment methods.*

# Set Up Autopay – Step 1

The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/paymentmethods>. The page title is "Payment Methods". On the left sidebar, the "Settings" option is circled in blue, and a blue arrow points from this circle to the "Settings" option. The main content area shows a credit card entry for a VISA card with the number \*\*\*\*7799. The card details are: Description: John Smith Deb, Name on Credit Card: Brooks D Ney, Expires on: 08/2026. There is also an "Add Payment Method" button with a plus sign icon. In the bottom right corner, there is a blue rounded rectangle containing the following text:

**Make Payments:**  
Now that you have payment method saved, you can make one-time payments and sign up for autopay.  
Note: You do not need to save a payment method to make a one-time payment.  
*To make a one-time payment, select 'Pay My Bill.'*  
*To set up autopay, select 'Settings.'*

Current branch: V1.1.0  
City of Mountain Home Portal | [water@mountain-home.us](mailto:water@mountain-home.us) | 208-587-2104

# Set Up Autopay – Step 2

City of Mountain Home Portal

https://mountainhome.billingdoc.net/settings

Settings

Dashboard / Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

AutoPay

Paperless

Account

Password

Pay By Text

Update your AutoPay settings here: (Must have a Payment Method First).

Accepted credit cards: Visa, MasterCard and Discover. By authorizing this transaction you agree to paying the amount listed.

| Account Number | Payment Method | Next Payment |                     |
|----------------|----------------|--------------|---------------------|
| 12.2345.67     | Not set        | Not set      | +<br>Add<br>Autopay |

Current branch: V1.1.0

City of Mountain

## **Autopay:**

To set up automatic recurring payments (also known as 'autopay'), select the [+] box.

*Note: You must have at least one saved payment method to set up autopay.*

# Set Up Autopay – Step 3

City of Mountain Home Portal

https://mountainhome.billingdoc.net/settings

Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

AutoPay

Update your AutoPay settings

Accepted credit cards: Visa, ...

Account Number: 12.2345.67

Not set

Not set

Close Save AutoPay Plan

**Autopay:**

Select the day of the month, the month you want the plan to start, and the saved payment method you wish to use for this utility account. Then hit 'Save AutoPay Plan'.

**Note: Once autopay is set up, payments will automatically come out for the account balance, each month on the 'Day of Month' you select.**

Repeat this process to set up additional accounts on autopay.

Current branch: V1.1.0

# Set Up Paperless Statements – Step 1

The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/home>. The page displays account information for account number 12.2345.67, including the name JOHN SMITH, statement date 2024-03-31, and due date 2024-04-20. The current due amount is \$120.16, and the total due is \$120.16 (Paid \$0.00). A callout box highlights the 'Paperless' button, which is used to sign up for eStatement notifications.

**Paperless Statements:**

From the 'Dashboard' you can also sign up for eStatement notifications!

Rather than receiving a paper bill in the mail, you can choose to receive an email or text notification when a digital copy of your statement is available to view on the customer portal.

To get started, select 'Paperless' on the customer dashboard page as shown above.

# Set Up Paperless Statements – Step 2

City of Mountain Home Portal

https://mountainhome.billingdoc.net/settings#paperless

Mountain Home

Settings

Dashboard / Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

AutoPay

Paperless

Account

Password

Update your Paperless settings here:

By checking the "Check for Notification" boxes on either email or text notifications you agree to receive notification that your bill is available on this site once you have logged on with your user name and password.

| Account Number | Email Notification to bney@valli.com            | Text Notification                |
|----------------|---|----------------------------------|
| 12.2345.67     | <input type="checkbox"/> Check for Notification | No confirmation number available |

Current branch: V1.1.0

City of Mountain Home Portal | water@mountain-home.us | 208-587-2104

## **Paperless Statements:**

To sign up for eStatement notifications, simply check the box next to the utility account number you want to set up.

*Note: You can set up email notifications for as many utility billing accounts as you need.*

*Alternatively, you can add a phone number and sign up for text notifications.*

*If you sign up for email or text notifications, you will no longer receive a paper bill.*

# Set Up Paperless Statements – Step 3

The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/home>. The page displays account information for account number 12.2345.67. The service address is 123 MAIN ST. The account holder's name is JOHN SMITH. The statement date is 2024-03-31, and the due date is 2024-04-20. The current amount due is \$120.16, and the total amount due is \$120.16 (Paid \$0.00). A blue arrow points to the 'View Bill' button, which is circled in blue. Other buttons include 'Pay Bill', 'Paperless', and 'AutoPay'. A note states: 'NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.' Below the note are links for 'See Statement History' and 'See Payment History'. At the bottom, there is a plus sign icon and the text 'Add Additional Account Number(s)'. The current branch is V1.1.0.

| Name:      | Statement Date: | Due Date:  |
|------------|-----------------|------------|
| JOHN SMITH | 2024-03-31      | 2024-04-20 |

| Current Due: | Total Due:             |
|--------------|------------------------|
| \$120.16     | \$120.16 (Paid \$0.00) |

## Paperless Statements:

Once you receive your eStatement notification, log in to your customer portal and select 'View Bill' to view your current statement.

The system will prompt you to download a pdf copy of your statement. You can then view a digital copy of your bill and retain for your records, if desired.

# Statement & Payment History – Step 1

The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/home>. The page header includes the Mountain Home logo and the text "ACCOUNT NUMBER 12.2345.67" with an "Edit Nickname" link. Below this, the service address is listed as "123 MAIN ST".

| Name:      | Statement Date: | Due Date:  |
|------------|-----------------|------------|
| JOHN SMITH | 2024-03-31      | 2024-04-20 |

| Current Due: | Total Due:             |
|--------------|------------------------|
| \$120.16     | \$120.16 (Paid \$0.00) |

Navigation buttons include "View Bill", "Pay Bill", "Paperless", and "AutoPay". A note states: "NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details."

At the bottom, there are links for "See Statement History" and "See Payment History", with a blue arrow pointing to them. A plus sign icon and the text "Add Additional Account Number(s)" are also visible.

## **Statement & Payment History:**

You can also access past statements, and payment history on the portal!

Select 'Statement History' or 'Payment History'.

*Note: If you have multiple utility accounts, you can access Statement/Payment History for each account.*



# Statement & Payment History – Step 2

City of Mountain Home Portal

https://mountainhome.billingdoc.net/history

Dashboard / History

History

Statement History

Payment History

Show 10 entries

Search:

| Date       | Account Number | Download |
|------------|----------------|----------|
| 2024-03-31 | 12.2345.67     | Download |

Showing 1 to 1 of 1 entries

Previous

Current branch: V1.1.0

City of Mountain Home Portal | water@mountain-home.us | 208-587-2104

**Statement History:**  
On the 'Statement History' tab, customers can download and view past statements.

<https://mountainhome.billingdoc.net/login>

# Statement & Payment History – Step 3

City of Mountain Home Portal | water@mountain-home.us | 208-587-2104

## **Payment History:**

On the 'History' tab, you can review past payments made by credit card on the new portal, telephone payments and over-the-counter card payments.

# Update Account Info & Add Phone # - Step 1

The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/home>. The page displays account details for account number 12.2345.67. The account holder's name is JOHN SMITH, and the statement date is 2024-03-31. The current due amount is \$120.16, and the total due amount is \$120.16 (Paid \$0.00). The due date is 2024-04-20. The page includes a navigation menu on the left with options: Dashboard, Pay My Bill, History, Payment Methods, Settings (circled with a blue arrow), and Log Out. A blue button labeled 'View Bill' with a magnifying glass icon is also visible. A note at the bottom states: "NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details." A plus sign icon is present at the bottom center, with the text "Add Additional Account Number(s)" below it. The current branch is V1.1.0.

**ACCOUNT NUMBER** 12.2345.67 Edit Nickname

SERVICE ADDRESS: 123 MAIN ST

|                                 |   |                                |
|---------------------------------|---|--------------------------------|
| <b>Name:</b><br>JOHN SMITH      | <b>Statement Date:</b><br>2024-03-31        | <b>Due Date:</b><br>2024-04-20 |
| <b>Current Due:</b><br>\$120.16 | <b>Total Due:</b><br>\$120.16 (Paid \$0.00) |                                |

[View Bill](#) [Pay Bill](#) [Paperless](#) [AutoPay](#)

**NOTE:** Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

[See Statement History](#)  
[See Payment History](#)

Current branch: V1.1.0

[+](#)  
Add Additional Account Number(s)

## View & Update Account Info:

To view your Login account info, select 'Settings', and go the 'Account' tab.

# Update Account Info & Add Phone # - Step 2

The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/settings>. The page features a navigation menu on the left with options: Dashboard, Pay My Bill, History, Payment Methods, Settings (highlighted with a blue circle and arrow), and Log Out. The main content area has a top navigation bar with tabs: AutoPay, Paperless, Account (selected and highlighted with a red underline), Password, and Pay By Text. Below the tabs, the text reads "Update your account settings here:". The "Name" field contains "Brooks Ney". A red note states: "NOTE: On email address changes all AutoPay settings as well as Paperless email notification settings will be removed." The "Email Address" field shows "bney@valli.com" and a placeholder "OPTIONAL new email address". Another red note states: "NOTE: On phone number changes Paperless text notification settings will be removed." The "Phone Number" field is labeled "(Phone number for text messaging.)" and has a placeholder "OPTIONAL ###-###-####". A green "Update" button is at the bottom.

**View & Update Account Info:**

On the 'Account' tab, you can update your name and change the email address associated with your account.

You can also add a cell phone number to receive text eStatement notifications.

# Make a One-Time Payment – Step 1

The screenshot shows a web browser window with the URL <https://mountainhome.billingdoc.net/home>. The page header includes the Mountain Home logo and the text "City of Mountain Home Portal". The main content area displays account information for "ACCOUNT NUMBER 12.2345.67" and "SERVICE ADDRESS: 123 MAIN ST". A sidebar on the left contains navigation options: Dashboard, Pay My Bill (highlighted with a blue circle and arrow), History, Payment Methods, Settings, and Log Out. The account details section shows:

|                                 |   |                                |
|---------------------------------|---|--------------------------------|
| <b>Name:</b><br>JOHN SMITH      | <b>Statement Date:</b><br>2024-03-31        | <b>Due Date:</b><br>2024-04-20 |
| <b>Current Due:</b><br>\$120.16 | <b>Total Due:</b><br>\$120.16 (Paid \$0.00) |                                |

Below the table are four buttons: "View Bill" (blue), "Pay Bill" (green), "Paperless" (green), and "AutoPay" (green). A note states: "NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details." At the bottom, there are links for "See Statement History" and "See Payment History", and a large plus sign button labeled "Add Additional Account Number(s)".

## One-Time Payment:

You can make a one-time payment using a credit card.

Select 'Pay My Bill' to make a one-time payment.

# Make a One-Time Payment – Step 2

City of Mountain Home Portal

https://mountainhome.billingdoc.net/billpay

Mountain Home

Pay My Bill

Dashboard / Pay My Bill

Update amounts if necessary and click Next to review and pay:

Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

| Account Number | Current Due | Past Due | Total Due             | Want To Pay |
|----------------|-------------|----------|-----------------------|-------------|
| 12.2345.67     | \$80.53     | \$175.74 | \$90.00 (Paid \$0.00) | \$ 90.00    |

Next →

Current branch: V1.1.0

City of Mountain Home Portal | water@mountain-home.us | 208-587-2104

## One-Time Payment:

On the 'Pay My Bill' tab, customers will see their current balance due for each utility billing account you have linked to your user login.

Simply enter in the amount you wish to pay and select 'Next.'

*Note: You can pay towards multiple accounts in the same transaction.*

# Make a One-Time Payment – Step 3

City of Mountain Home Portal

https://mountainhome.billingdoc.net/billpay\_review

Mountain Home

Pay My Bill

Dashboard / Pay My Bill

Review Amounts, Choose payment method and click Pay to complete transaction:

| Account Number | Current Due | Past Due | Total Due             | Want To Pay |
|----------------|-------------|----------|-----------------------|-------------|
| 12.2345.67     | \$80.53     | \$175.74 | \$90.00 (Paid \$0.00) | \$90.00     |

|                              |         |
|------------------------------|---------|
| Total Amount from Above:     | \$90.00 |
| (0.00% Minimum \$0.00 ) Fee: | \$0.00  |
| Final Total To Pay:          | \$90.00 |

Accepted credit cards: Visa, MasterCard and Discover. By authorizing this transaction you agree to paying the amount listed.

Pay with Credit Card     \$ Pay by Card Method

Name on Credit Card

Billing Address

Current branch: V1.1.0

**One-Time Payment:**  
Once you have selected the utility account(s) for which you wish to make a payment, the system will prompt you to make the payment using a credit card.  
Simply select a payment type and enter the required information to make a payment.  
You can also pay using a saved payment method, if you have a saved payment method.

<https://mountainhome.billingdoc.net/login>