Online Bill Pay
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Introduction

In 2015, the City of Winter Springs introduced a redesigned website where citizens can pay their utility bill online with a credit card. This document has instructions on how to navigate the different pages of the new website.
Navigating to the Site

You can navigate to the website through this direct link: https://eservices.winterspringsfl.org/eSuite.Utilities or you can follow these next few steps to get there from the City of Winter Springs website.

1. Type www.winterspringsfl.org. into your browser's address field or do a Google search for City of Winter Springs.
2. Click Utility Bill Pay.
Login Credentials

You will need your account number and the name that appears on your bill to login. Your account number can be found in the crosswalk files mentioned earlier in this documentation. You can also find it on your bill.

1. Enter the credentials and click Login.
Account Summary

In Account Summary, you can view all of the basic information about your account.
View Bills

You can view a PDF copy of your bill in the View Bills page.

1. Click View Bills.
2. The page will automatically bring up your most recent bill. You can access older bills by clicking on the Due Date dropdown and then View Bill. If you don't have a PDF reader, you can download Adobe Reader from Adobe's website.
Account History

Account History will take you to a page where you can see your transactions.

1. Click **Account History**.
2. By default, the history will go back for one year. You can change the date range at the top of the page and then click **Update**. Some bills are hyperlinked so that you can click on them. They will take you to the View Bills page and show you that particular bill.
Make a Payment

You can make a payment online with a credit card.

1. Click **Make a Payment**.
2. Here you can edit the amount you are going to pay by changing the Payment Amount textbox. After doing so, you can check the "I agree to the Terms and Conditions" check box and click **Pay with Credit Card**.
3. Now you will need to enter the information associated with your credit card and click **Make Payment**. You can also click **Clear Form** to start over or **Cancel** to cancel making a payment.
4. If you did make a payment, you will be presented with your receipt that has the confirmation number and payment amount. Print it for your records.
5. When you are done, click **Log Out**.