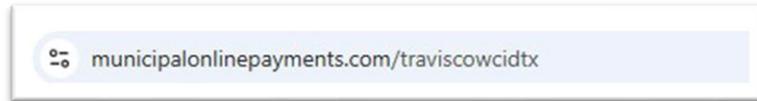


WCID No. 17 Customer Service Portal User Guide

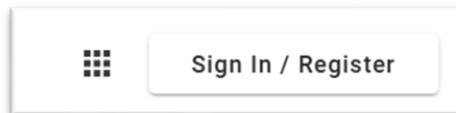
Step 1:

In your address bar type <https://www.municipalonlinepayments.com/traviscowcidtx>



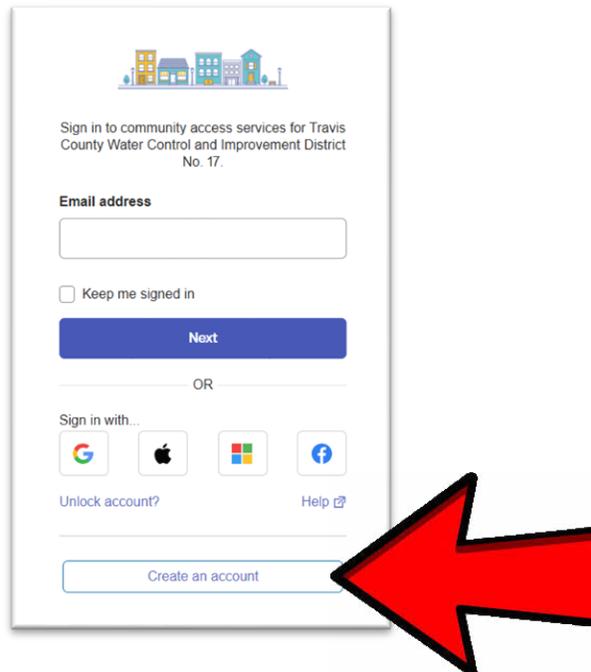
Step 2:

Click "**Sign In / Register**" in the top right corner.



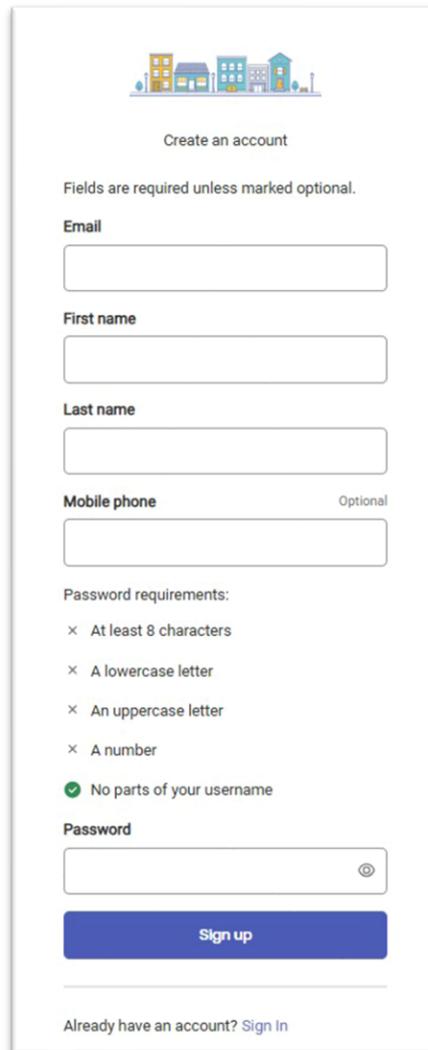
Step 3:

Click on "**Create an account**"



Step 4:

You must have an email address to register. Fill out the registration form completely. You will need to create a NEW password



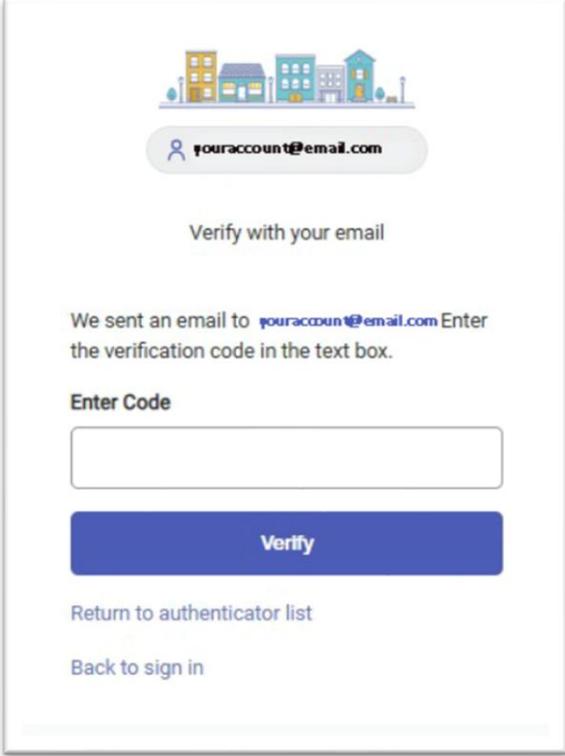
The image shows a registration form titled "Create an account". At the top, there is a colorful illustration of a town with houses and a church. Below the illustration, the text "Create an account" is centered. Underneath, a note states "Fields are required unless marked optional." The form contains several input fields: "Email", "First name", "Last name", and "Mobile phone" (with "Optional" written next to it). Below these fields, there is a section for "Password requirements" with a list of criteria: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", and "No parts of your username" (which has a green checkmark next to it). A "Password" input field is located below the requirements, featuring a toggle icon for visibility. At the bottom of the form is a blue "Sign up" button. Below the button, there is a horizontal line and a link that says "Already have an account? Sign In".

Step 5:

If registration is successful, you'll see a confirmation screen. Go to your email inbox to continue the registration process. Please remember to check your spam or junk folder if you **do not** see the confirmation email in your inbox

Step 6:

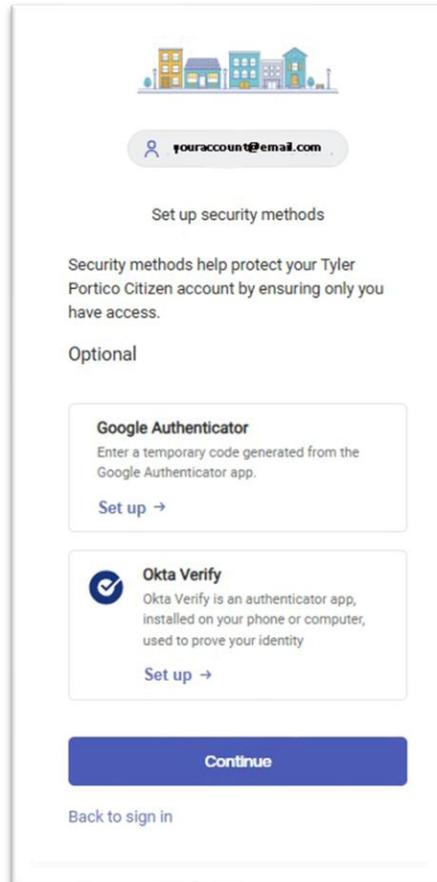
Look for an email for a verification code.

A screenshot of a verification email interface. At the top, there is an illustration of a city skyline with colorful buildings. Below this, the email address 'youraccount@email.com' is displayed in a rounded rectangle. The text 'Verify with your email' is centered below the email address. Further down, a message states: 'We sent an email to youraccount@email.com Enter the verification code in the text box.' Below this message is a label 'Enter Code' followed by a large, empty rectangular text input field. Underneath the input field is a prominent blue button with the text 'Verify' in white. At the bottom of the screen, there are two links: 'Return to authenticator list' and 'Back to sign in', both in a smaller, blue font.

Note: *This email expires within 24 hours. If you don't activate within that time, you'll need to register again.*

Step 7:

After verifying your account, you'll be asked to set up security measures and to set up phone authentication. If you're not receiving the verification code through Google Authenticator, you can try using Okta Verify as an alternative authentication method—this app also generates secure codes for account access and may work more reliably depending on your device settings.



The screenshot shows a mobile application interface for setting up security methods. At the top, there is a colorful illustration of a city skyline. Below it, a search bar contains the email address "youraccount@email.com". The main heading is "Set up security methods". A paragraph explains that security methods help protect the account by ensuring only the user has access. Under the heading "Optional", there are two selectable options: "Google Authenticator" and "Okta Verify". Each option includes a brief description and a "Set up" link with a right-pointing arrow. At the bottom, there is a prominent blue "Continue" button and a smaller link for "Back to sign in".



Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

Optional

Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
[Set up →](#)

 **Okta Verify**
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity.
[Set up →](#)

[Continue](#)

[Back to sign in](#)



 youraccount@email.com

Set up phone authentication

Enter your phone number to receive a verification code via SMS.

Country/region

United States 

Phone number

+1

This field cannot be left blank

[Receive a code via SMS](#)

[Return to authenticator list](#)

[Back to sign in](#)

Now, log in using the email and password you registered with.

Login

Your account has been activated. You may now login.

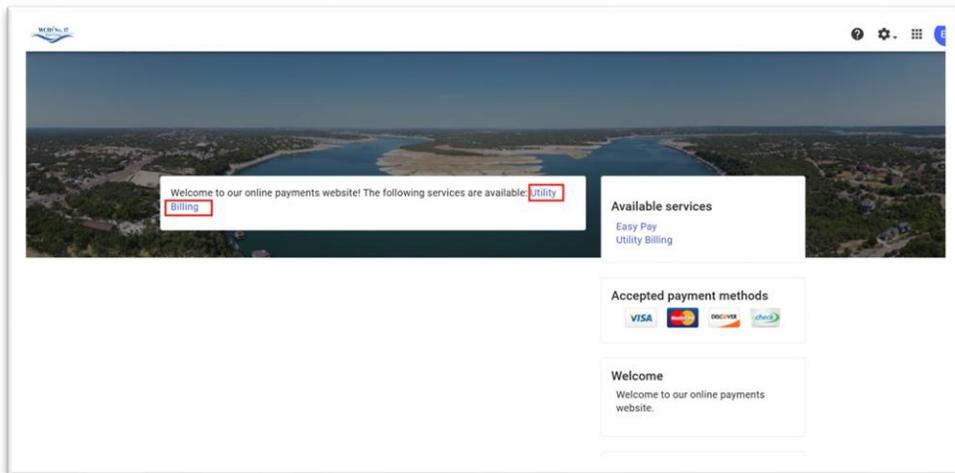
Email address

Password

[Login](#)

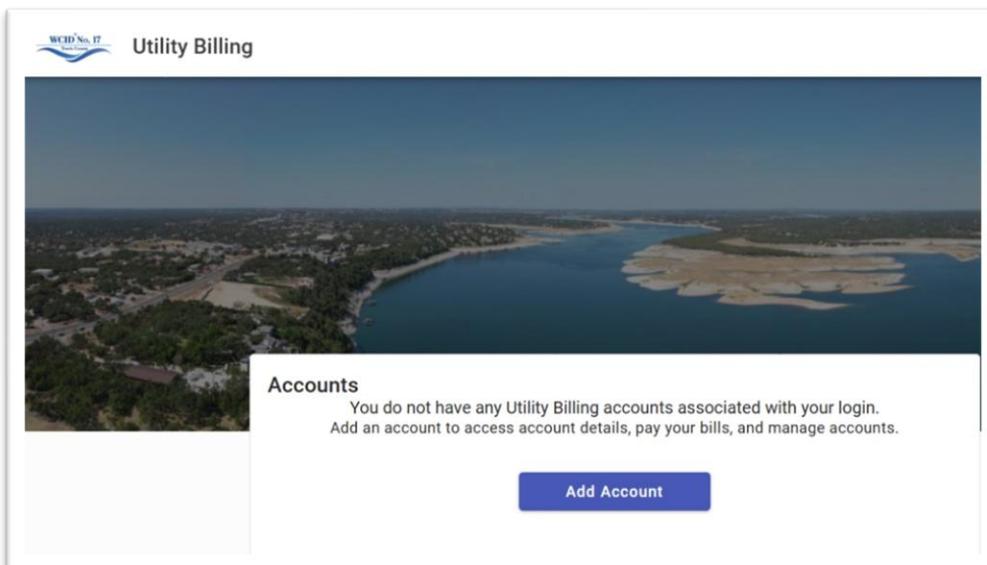
Step 8:

Once logged in, click on **"Utility Billing"**.



Step 9:

Click **"Add Account"**.



Step 10:

Enter your account number and last payment amount, without the \$ (dollar) sign.

Then click “Add Account”

WCD No. 17 Utility Billing

Add account

Let's find your account

* Account Number
Please include all dashes. For example: 010-010100-010

* Last Payment Amount

Cancel Add account

Announcement
Office Hours are Monday through Friday from 8am to 5pm.

Contact us
512-266-1111
Contact us

You can find this information on your billing statement. For new accounts, enter "0" as the last payment amount.

Your account has been added!

You can now pay your bill, enroll in auto pay, or schedule a payment.