



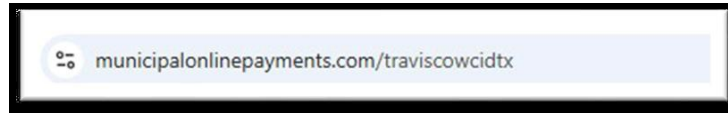
Customer Service Portal User Guide

Account registration and utility billing setup

STEP 1

Open the WCID No. 17 customer portal

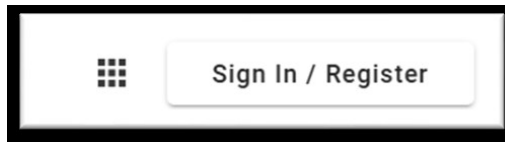
In your web browser, enter: municipalonlinepayments.com/traviscowcidtx



STEP 2

Select Sign In / Register

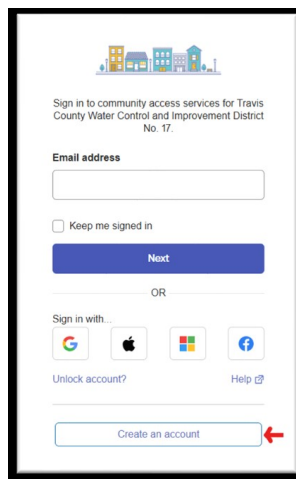
Click "Sign In / Register" in the upper-right corner.



STEP 3

Create your account

On the sign-in screen, select "Create an account."



Create Your Account

Complete the registration form and confirm your email

STEP 4

Complete the registration form

A valid email address is required. Complete all required fields and create a new password that meets the listed password requirements.


Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone

Optional

Password requirements:

- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- ✓ No parts of your username

Password

Sign up

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

STEP 5

Check your email

If registration is successful, a confirmation screen will appear. Open your email inbox to continue the registration process.

Tip: If you do not see the confirmation email, check your spam or junk folder.

Verify Your Email

Use the verification code sent to your email

STEP 6

Enter the verification code

Look for the verification email and enter the code provided.



 youraccount@email.com

Verify with your email

We sent an email to youraccount@email.com. Enter the verification code in the text box.

Enter Code

[Verify](#)

[Return to authenticator list](#)

[Back to sign in](#)

Important: The verification email expires within 24 hours. If you do not activate your account within that time, you will need to register again.

Set Up Account Security

Choose an authentication method for secure account access

STEP 7

Set up security measures

After verifying your account, you will be asked to set up security measures and phone authentication.

The screenshot shows a mobile app interface for setting up security. At the top is a city skyline icon. Below it is a user profile icon and the email address 'youraccount@email.com'. The main heading is 'Set up security methods'. A paragraph explains that security methods help protect the Tyler Portico Citizen account. Below this, the word 'Optional' is displayed. There are two selectable options: 'Google Authenticator' and 'Okta Verify'. Each option includes a brief description and a 'Set up' link with a right arrow. At the bottom is a large blue 'Continue' button and a link to '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](#)

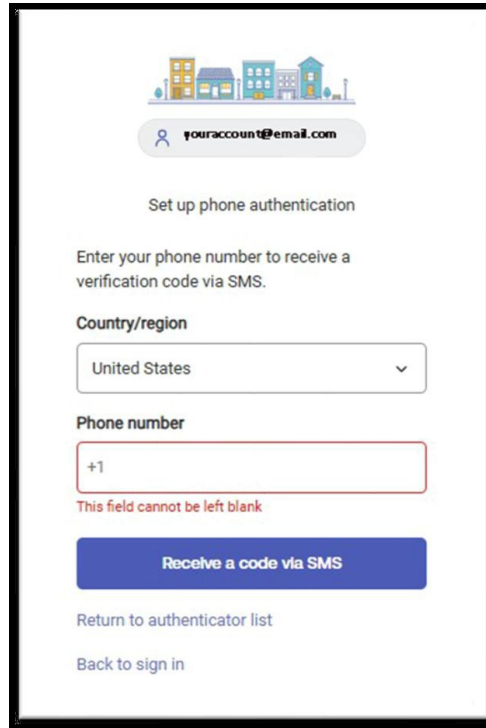
[Back to sign in](#)

Authenticator option: If you are not receiving a verification code through Google Authenticator, try Okta Verify as an alternative. It also generates secure codes and may work more reliably depending on your device settings.

Complete Authentication & Sign In

Finish security setup, then log in

Enter your phone number to receive a verification code by SMS and complete phone authentication.



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

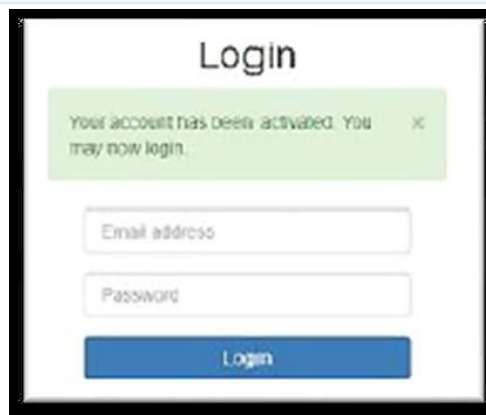
This field cannot be left blank

Receive a code via SMS

[Return to authenticator list](#)

[Back to sign in](#)

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



Login

Your account has been activated. You may now login.

Email address

Password

Login



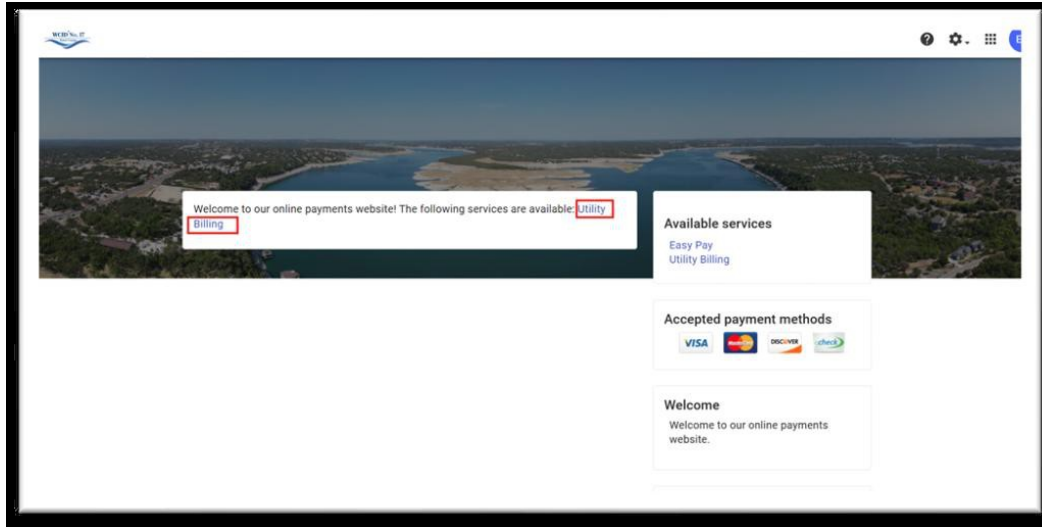
Open Utility Billing

Navigate to your billing account

STEP 8

Open Utility Billing

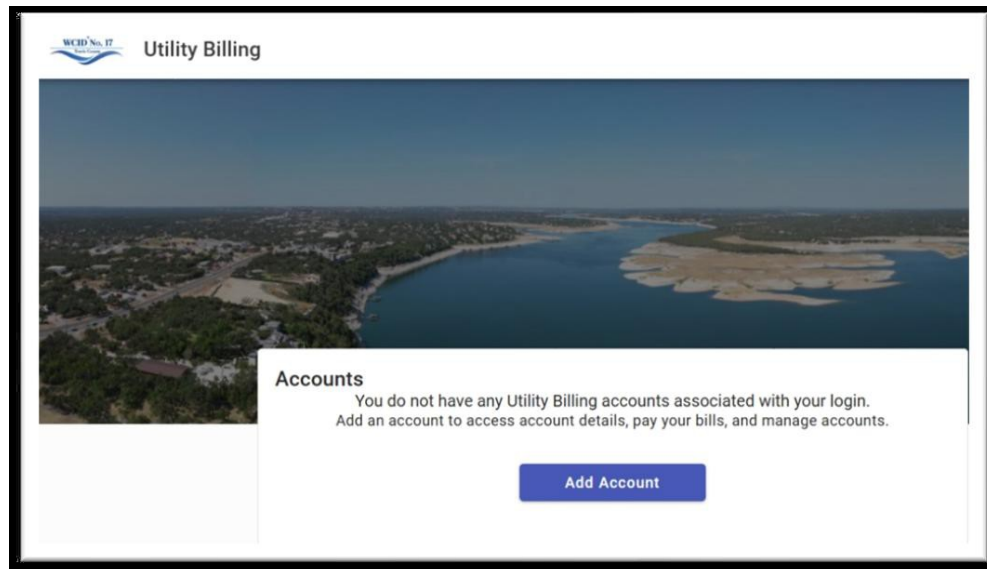
Once logged in, click "Utility Billing."



STEP 9

Select Add Account

In Utility Billing, click "Add Account."





Connect Your Utility Account

Enter the information from your billing statement

STEP 10

Enter your billing information

Enter your account number and your last payment amount without the "\$" sign. Then click "Add Account."

A screenshot of the "Add account" form within the WCID No. 17 Utility Billing portal. The form is titled "Add account" and features a search icon. It contains two input fields: "* Account Number" and "* Last Payment Amount". Below the first field, a note states: "Please include all dashes. For example: 010-010100-010". At the bottom of the form are "Cancel" and "Add account" buttons. To the right of the form, there is an "Announcement" box with a bell icon stating "Office Hours are Monday through Friday from 8am to 5pm." and a "Contact us" box with a phone icon, the number "512-266-1111", and a "Contact us" button.

Where to find this information: Your account number and last payment amount are listed 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 AutoPay, or schedule a payment.