AccessMyGov (AMG) Online Utility Billing Options

Questions? Call us at (855) 272-7638 and ask for the I.T. Department, or email tech@bsasoftware.com.

Included in the many improvements made by AMG are significant changes to the Utility Billing lookup feature. Outlined in this document are the new security features that have been added.

Searching for a Utility Billing Record

Utility Billing information can be found on AMG using four different search criteria:

~ Account Number or Location ID
~ Customer Name
~ Customer Address
~ Parcel Number (if applicable)

All of these search options can be enabled or disabled upon request.

Additional Security Options

In addition to the ability to limit search criteria, the following options are also available:

~ **Require exact Location ID or Account Number to be entered on search.**

By default , all searches will return results of partial matches. This feature allows residents to only be able to view accounts for which they have the exact Location ID or Account Number.

~ **Require PIN to be entered to view detailed data.**

PIN numbers are generated in Utility Billing .NET automatically. This PIN can then be given to residents via a field on their utility bill, or on an individual mailing. PINs can be manually changed by each municipality. When this feature is enabled, a resident will see a screen similar to that pictured:

Once the Account PIN has been entered, the resident will be able to see all of the details.

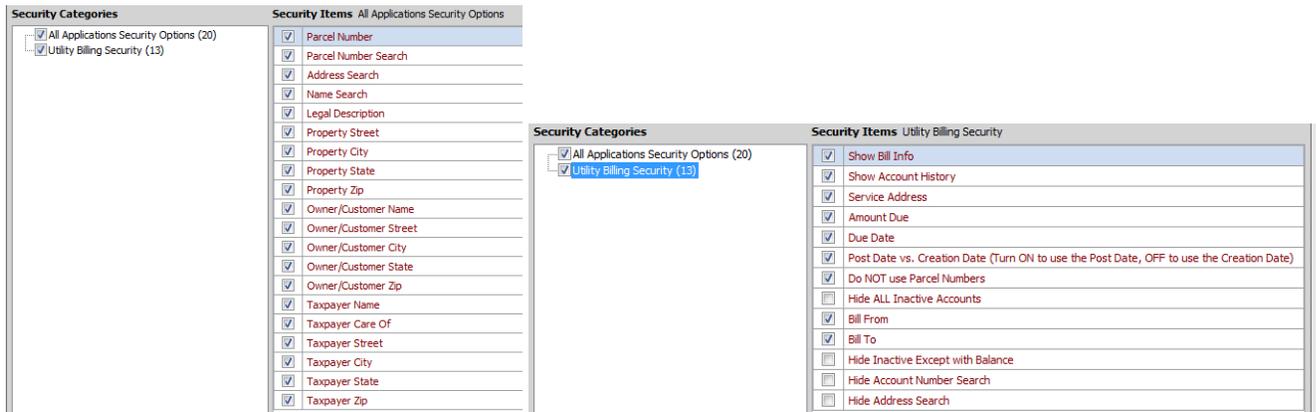Within Utility Billing .NET, the PIN can be found on the Other tab of the Account Information screen:
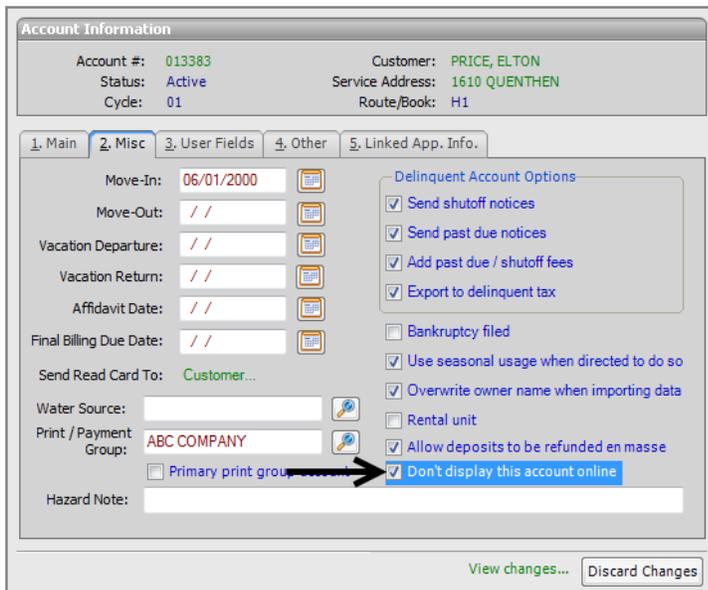
~ **User-specific security settings.**

When building the AMG display, default security options will be enabled. These options can show or hide most of the detailed information online and can all be changed at the discretion of each municipality.

~ **Hide an account from the website entirely.**

A situation may arise in which a particular account needs to be entirely removed from the website. To do this, open Utility Billing .NET, go to Account>Misc tab, and check the *Don't display this account online* box.

AccessMyGov (AMG) Utility Billing Implementation Questionnaire

Please choose which search options you would like available for AccessMyGov. <u>Keep in mind that these affect all lookups, not just Utility Billing</u>.

Search Methods

__ Customer Name

__ Customer Address

__ Parcel Number (if applicable)

__ Utility Billing-specific:
    __ Location ID
    __ Account Number
    __ Neither

Additional Security Options

__ Require exact Location ID or Account Number to be entered for search

__ Require PIN to be entered to view detailed data

__ User-specific security settings. Please provide contact information below to discuss specific requirements:

Municipality:_____

Name:_____ Title:_____

Phone/Fax:_____ Email:_____

Please return this questionnaire to the BS&A IT Department either by fax (517-641-8960) or by scanning and emailing to IS@bsasoftware.com

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