City of Geneva
Finance Department
15 South First Street
Geneva, Illinois 60134
(630) 232-0854

How to Create an Online Profile

Required Information:

- Utility Account Number
- Phone Number Associated with Utility Account
- Email

## Step 1: Locate the Utility Billing Portal on the City of Geneva Website

Step 1.1: On the City of Geneva website homepage (www.geneva.il.us), click the "Online Bill Pay" button

Step 1.2: Click the "Pay Your Bill Online" button to access the eSuite Utility Billing Portal

Alternatively, you can find it by clicking "City Utility Bill" under the Pay section on the "How Do I?" navigation tab.
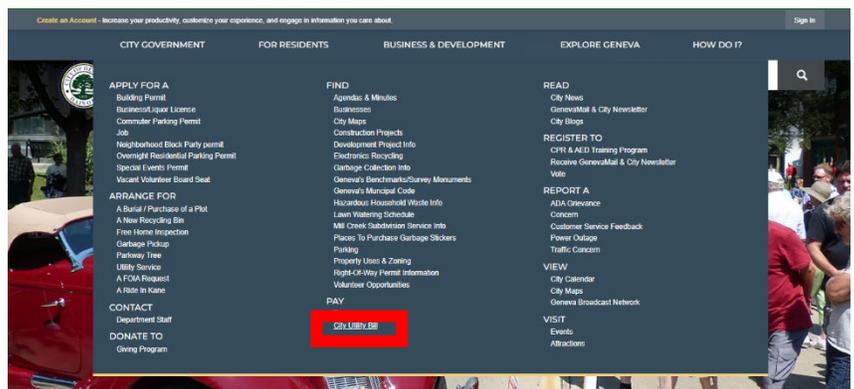

Step 2: Create a User Profile

Step 2.1: Click "Create User Profile"

Please note: If you already have an existing user profile, you will be required to add the utility account to the user profile. Please see the "Add Multiple Accounts to Online Profile" directions.

If you do not remember your username, please click the "Forgot Username?" link.

If you do not remember your password, please click the "Forgot/Reset Password?" link.
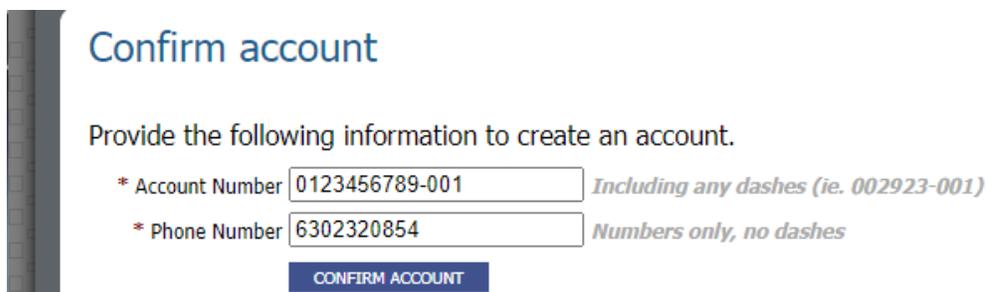
Step 2.2: Confirm Utility Account by entering your "Account Number" and "Phone Number"

Enter your utility Account Number

Be sure to enter the full account number and the dash. Your account number, i.e. 0123456789-001, is 14 characters long (ten numbers, followed by a dash "-", followed by three numbers). Your account number can be found on your utility bill.

> **Error Message:** Account number not found!
> **Solution:** Please double-check if you are entering the correct account number. Please make sure to include the dash "-". Please contact the Finance Department if you need your account number.

Enter your Phone Number

Be sure to enter the phone number that is on file on your utility account. Please enter the number only, do not enter any characters such as dashes. i.e. 6302320854

For long-time utility account holders, please try your landline phone number. Otherwise, try any other alternative phone number such as your cell phone number. If the phone number is not valid, please contact the Finance Department to update your phone number and information for your utility account.

> **Error Message:** The account information you provided could not be verified.
> **Solution:** Please double-check if you are entering the correct phone number on file. Please contact the Finance Department if you need to update your phone number.

Step 2.3: Create Your Account

Please note: If you have an existing online profile, please read the tutorial on how to add multiple accounts to an online profile to link a utility account.
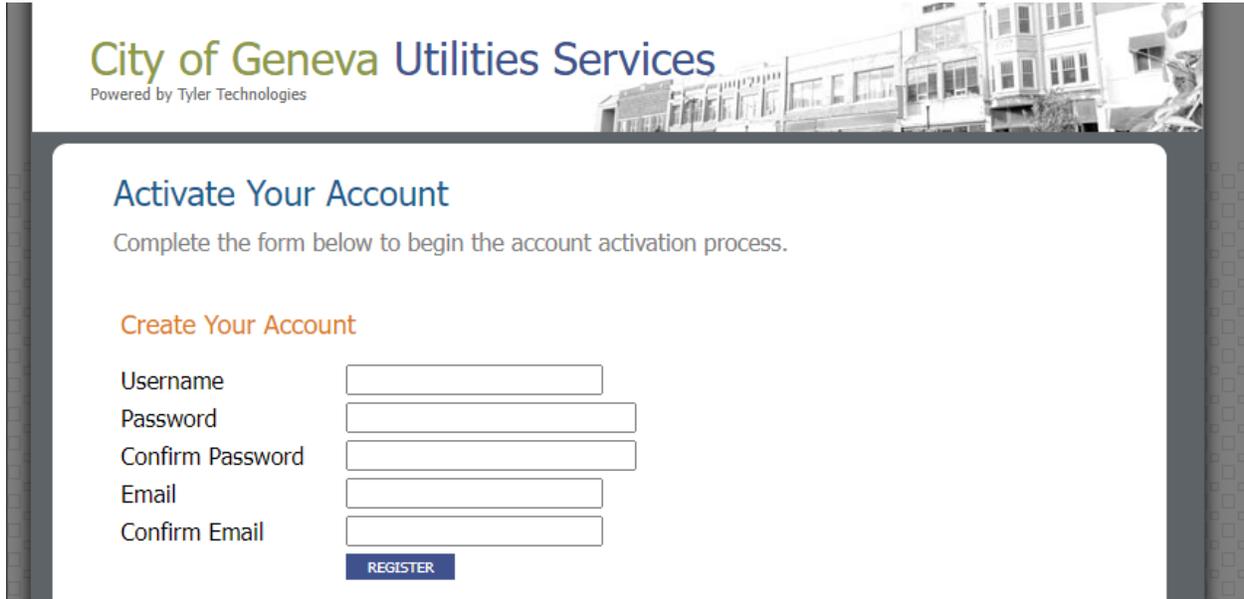
Enter a username: Enter a username that will be required to log in to the system. You can use any username that you would like, as long as it has not been taken.

> **Error Message:** Create user account process failed: The User Name is Already In Use
>
> **Solution:** The username has been taken and cannot be registered again. If you already have an online profile, you will have to add a utility account to the profile. If you forgot the password associated with the username, please use the "Forgot/Reset Password?" link.

Enter a password: Enter a password that will be required to log in to the system.

Password Requirements
- Minimum password length – 5 characters
- Requires upper case letter and number
- Maximum failed attempts – 3
- Can't use your last 5 passwords when resetting the password

Enter an email: Enter an email that will be associated with your online profile and will be used to contact and communicate any information regarding your account or the system.

> **Error Message:** Create user account process failed: The Email Address Is Already In Use
>
> **Solution:** The email address already has an online profile. An email address can only be associated with one username. You cannot change a username once you registered an email address. Please use "Forgot Username?" form to receive an email notification with your username. If you forgot the password associated with the username, please use the "Forgot/Reset Password?" link.
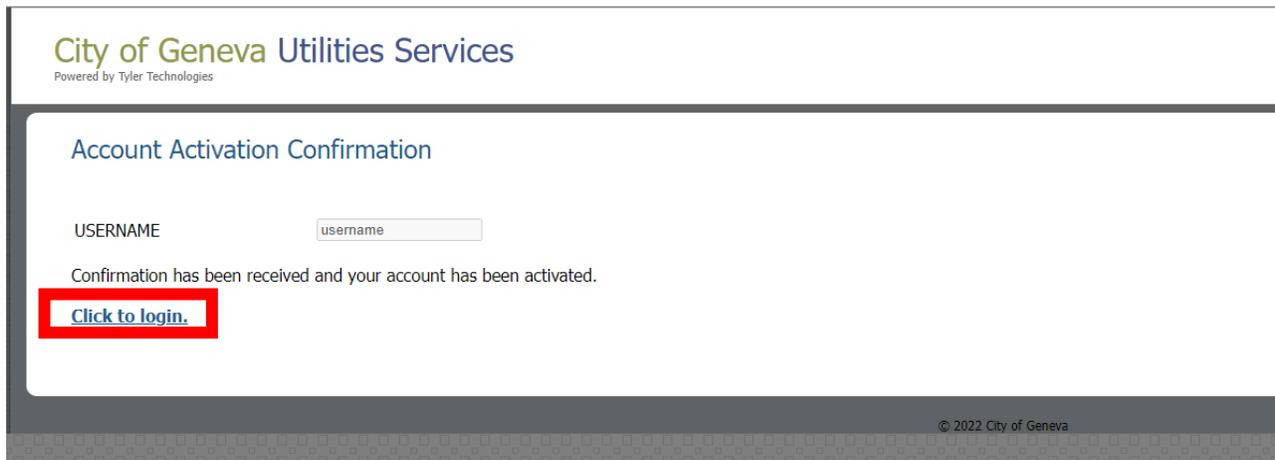
Step 2.4: Activate Your Account

Click the link in your email to activate your account: You must activate your account by confirming your email to log in. Please check your email for a message from utilitybill@geneva.il.us with "Account Creation Request" as a subject. **You must click the link stating, "Activate My Account."**


Click the login link: Once you click the link to activate your account on your email, you will be directed to a confirmation page. You will be able to click a link to log in to your online profile.

If you do not activate and confirm your account in a timely manner, your activation email will eventually time-out. Please log into your account to receive directions on how to have another activation email resent to your email address.
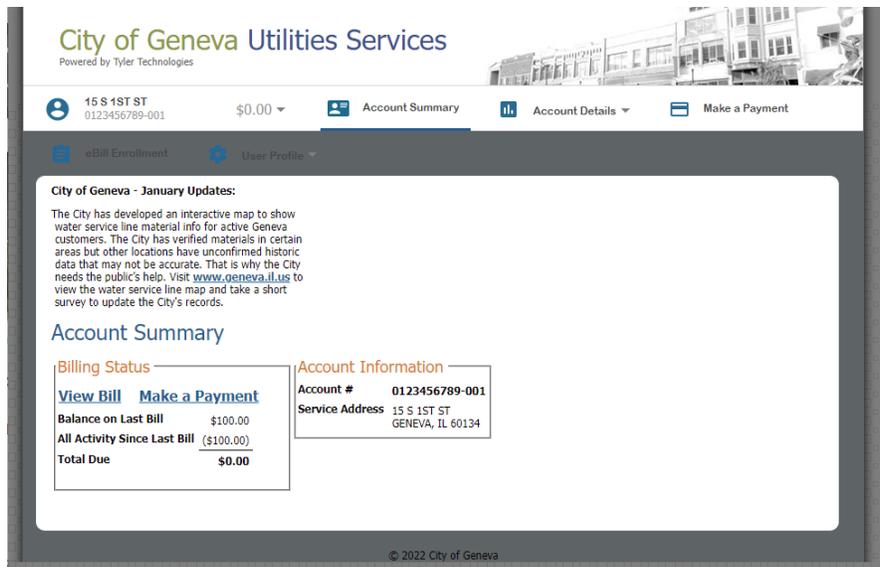
Step 3: Log In to your Account
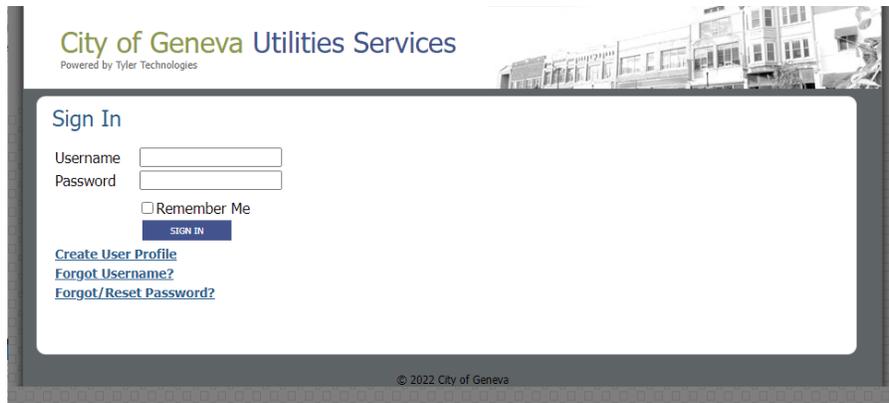
Step 3.1: Enter your Username and Password

Enter the username and password that you chose for your online profile. Click the sign-in button.

Congratulations on setting up your online profile to access your utility account through our self-service utility billing portal. You will be able to view and print your current and prior bills. You can view reports on your consumption history. You will be able to view your account transaction history. You will also be able to make one-time payments via credit card to pay your utility bill.

If you have not received any emails, your email provider's spam filtering system may be misidentifying our automated emails as spam. Please try checking your "Spam" folder in your email inbox. Please try adding "utilitybill@geneva.il.us" to your email provider's contact list or safe sender list to avoid emails from being marked as spam. Please review and adjust your email provider's spam system filter setting.

If you have any questions or need any additional help, please contact the City of Geneva Finance Department at (630)-232-0854 during our operating hours or send us an email at financeemail@geneva.il.us.