



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

How to Add Multiple Accounts to an Online Profile

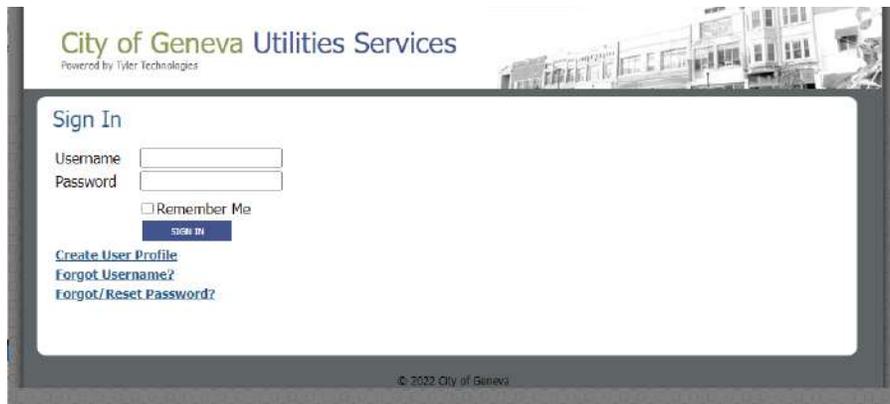
Required Information:

- Utility Account Numbers
- Phone Number Associated with each Utility Account
- eSuite User Profile

City of Geneva Website
<https://www.geneva.il.us/>

City of Geneva eSuite Utility Billing Portal
<https://coglgseste2.geneva.il.us/eSuite.Utilities/>

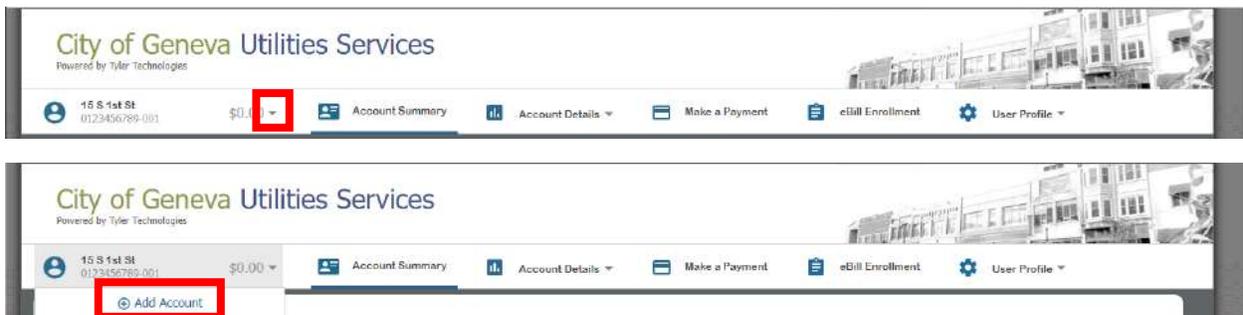
Step 1: Log In to your Account



Step 1.1: Enter your Username and Password

Enter your username and password to log in to your online profile. Click the sign-in button.

Step 2: Click the downwards facing triangle on the profile section of navigation bar. Select the “+ Add Account” link on the drop down menu.



Step 3: Fill out Add an Account Form

The screenshot shows the 'City of Geneva Utilities Services' website. The header includes the address '16 S 1st St, 0123456789-001', a balance of '\$0.00', and navigation links for 'Account Summary', 'Account Details', 'Make a Payment', 'eBill Enrollment', and 'User Profile'. The main content area is titled 'Provide the following information to add an account.' and contains two input fields: 'Account Number' with the value '0234567891-001' and a note 'Including any dashes (ie. 002923-001)', and 'Phone Number' with the value '6302320854' and a note 'Numbers only, no dashes'. Below the fields is a blue 'CONFIRM ACCOUNT' button and a link 'Return to Account Management'.

Step 3.1: Enter Account Number

Enter your Utility Account Number

Be sure to enter the full account number and the dash. Your account number, ie. 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 contact the Finance Department if you need your account number.

Step 3.2: Enter Phone 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.

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 3.3: Submit Form

Confirm that you have entered the correct information and click “Confirm Account” button.



If you were able to add your account to your profile successfully, you will see the account under “Available Accounts” on the Linked Accounts page.

To add additional accounts: Click the “Add Account” link and repeat Step 3.

To remove an account from online profile: Click the “-” button next to the selected account.

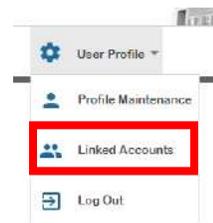


To toggle between utility accounts, click the gray down-facing triangle next to the current profile on the navigation bar, and then select the utility account you wish to view.

Change Your Profile’s Primary Account

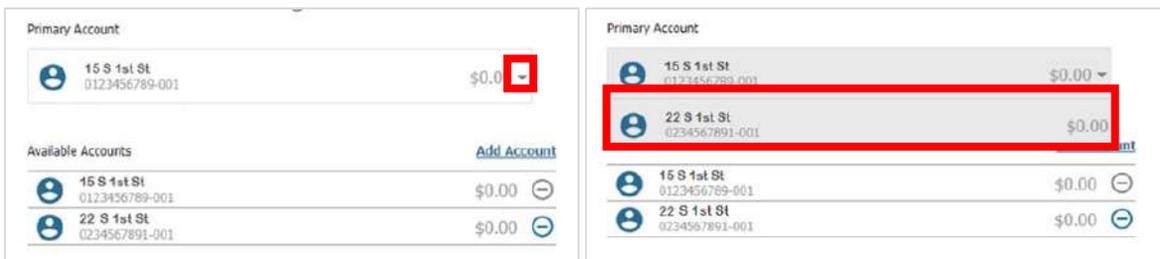
Step 1: Navigate to Linked Accounts Page

On the navigation bar, click User Profile > Linked Accounts to navigate to the Linked Accounts page.

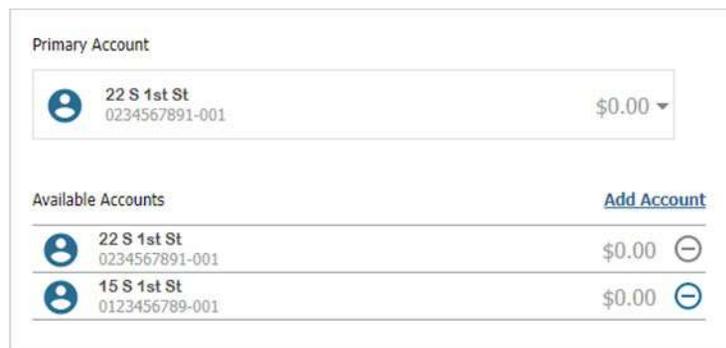


Step 2: Select new Primary Account

Under “Primary Account”, click the down-facing triangle next to the balance of the current primary account. Select the utility account that you would like as the new primary account.



The new primary account will be displayed under “Primary Account”.



Congratulations on adding additional utility accounts to your online profile to access your utility accounts 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 usage. You will also be able to make one-time payments via credit card to pay your utility bill.

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

Important Information about eBill For Multiple Accounts

eBilling is a service where you receive an email notification when your bill is ready to be viewed every month. If you wish to enroll in eBilling with multiple accounts, you must enroll each individual accounts in eBill. Any accounts that are not enrolled in eBilling will continue to receive paper copies.

You will need to toggle between each account on the “eBill Enrollment” page and complete the “Enroll in eBilling” process for each account. Please see “Enroll in eBilling” directions for instructions on how to set up eBilling. If you would like to confirm if your accounts are enrolled in eBilling, please contact the Finance Department or use the “eBill Enrollment” page.