

Step-by-Step Instructions to Create a FrontDesk Account

- Click **Create Now** below the login button to begin your account creation.

Log In: FrontDesk

Email Address
Enter Your Email

Password
Enter Password

Remember Me [Forgot Password?](#)

Login

Don't have an account **Create Now**

- Are you a current Utility customer receiving bills? If so, select **Yes**. If not, select **No**.

Account Status Account Info Finish Sign-up

Are you already receiving utility bills from us?

Yes No

If the answer is no, you will proceed to the next screen where you can enter contact information including Phone Number, Account Type, Name, Email Address, and set a password.

- If you are a current Utility Customer, you must then provide additional information for your utility account:
 - a. **Account Number**. Also select whether you are a renter or own the property. If you have multiple accounts, you only need to enter one here and the additional accounts can be added later.
 - b. **Last billed address**. This is the address associated with the Utility Account.
 - c. **Name**. Enter The first and last name of the person whose name is on the utility account.

Welcome to the FrontDesk Account Setup.

You're just a few steps away from a more convenient way to interact with your government!

Account Status Account Info Finish Sign-up

Are you already receiving utility bills from us?

Yes No

Enter your Account Number from your most recent Utility Bill

Account Number Re-type Account Number I am a renter

Last Billed Address
Address 1

Account Type
Citizen

Enter the name associated with this account.

First Name Middle Name Last Name

Have more than one utility account with us? That's ok. You can add the rest of them after signing up for your FrontDesk Account!

Next

Your Account is now created!

Associating Multiple accounts

- Click on the utilities tab on the left menu bar to begin associating additional accounts

The screenshot shows the 'Utilities' page for a user named BRAD ADAMSON. The left sidebar contains a menu with options: Pay Bills, Citizen Request (311), Forms, Utilities (highlighted), Public Notices, Agendas / Minutes, My Account, and FAQ. The main content area displays account information for account # 1054100, which is active and includes services for electric, sewer, and water. The last payment was \$233.89 on 10/14/2020, and the current balance is \$387.85. At the top right, there are buttons for 'Existing Account' and 'New Account'.

ACCOUNT INFORMATION	
Account #	1054100
Location Address	511 W OHIO ST, LENOX, IA
Property Owner	BRAD ADAMSON [Bill Payer]
Balance	\$387.85
Status	Active
Services	ELECTRIC, SEWER, WATER
Last Payment	\$233.89 paid on 10/14/2020

- Then proceed to click on the “existing account” option on the top left (shown above)

The screenshot shows the 'Utilities - Associate Account' page. The left sidebar is the same as in the previous screenshot, with 'Utilities' highlighted. The main content area has a form titled 'ASSOCIATE ACCOUNT'. The form includes fields for 'Account Number' (with a sub-field for 'Account Id'), 'Address 1', and a dropdown menu for 'Are you the owner?' with 'No' selected. There are 'Cancel' and 'Associate' buttons at the bottom right of the form.

ASSOCIATE ACCOUNT	
Account Number	Are you the owner?
<input type="text" value="Account Id"/>	<input type="text" value="No"/>
Address 1	
<input type="text" value="Address 1"/>	

- On the associate account page, you will then enter the utility account number, the address for that utility account, and indicate if you are the owner by selecting the drop-down.