# UTILITY BILLING – AUTO PAY ENROLLMENT

The City has transitioned to a new Utility Access online portal. All online customers need to register their account. Go to **www.cityrm.org**, click **Online Payments** on the homepage. YOU WILL NEED YOUR PAPER UTILITY BILL TO REGISTER, IF YOU DO NOT HAVE THIS INFORMATION WE WILL NOT PROVIDE IT OVER THE PHONE, FOR SECURITY PURPOSES.
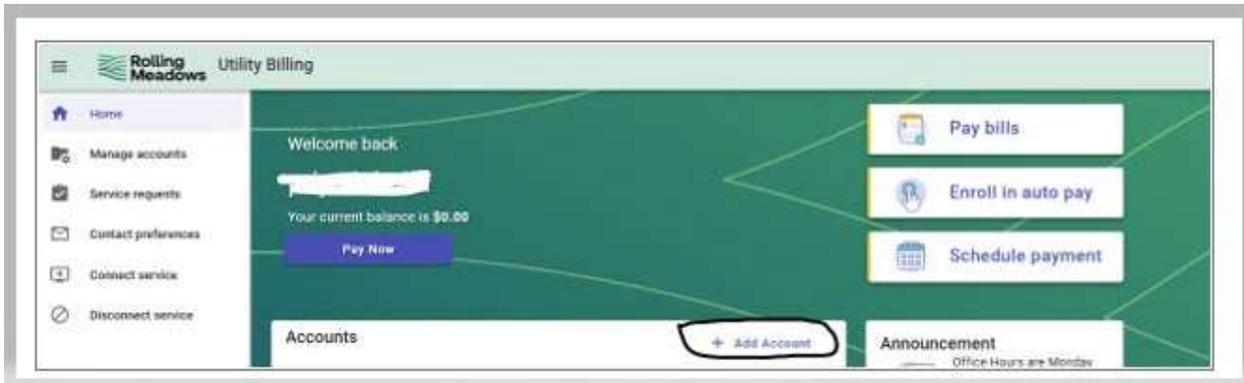
Step 1: Sign in to UA portal

Click the link below to create an account/log in

https://www.municipalonlinepayments.com/rollingmeadowsil
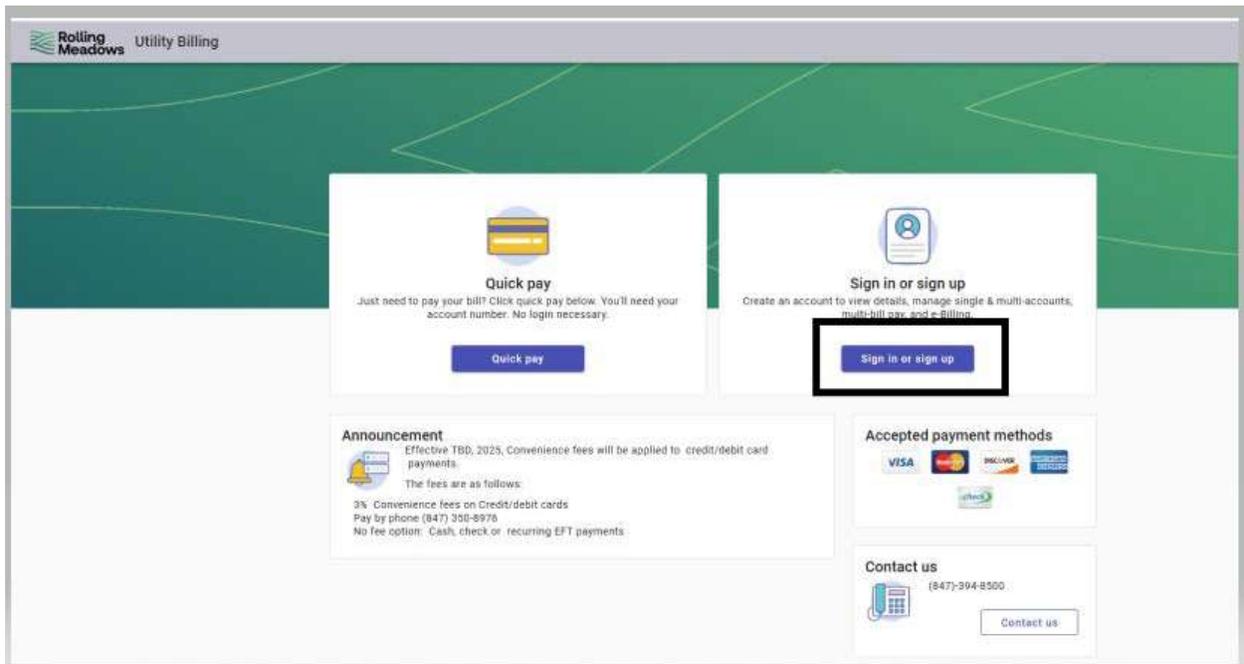
Step 2: Add UB Account
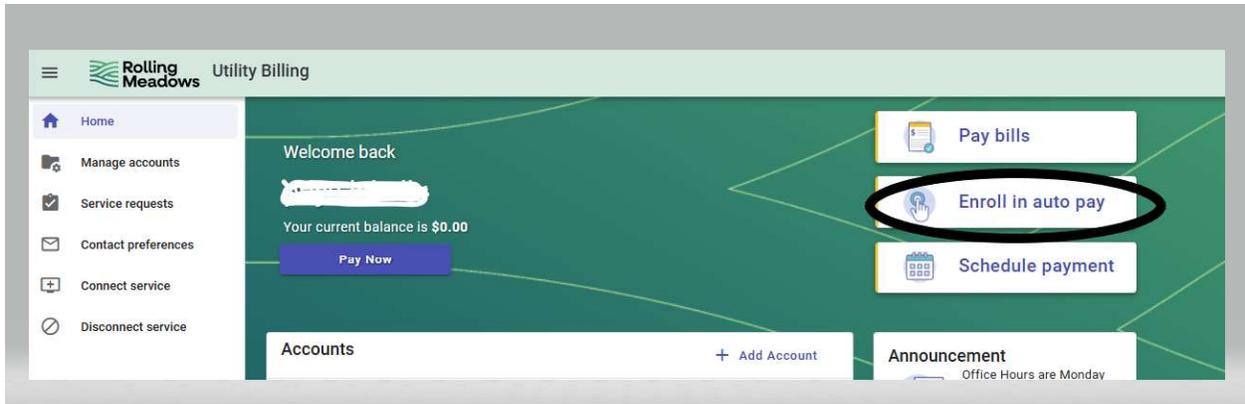
Once Sign in click add account (you can add more than one account)
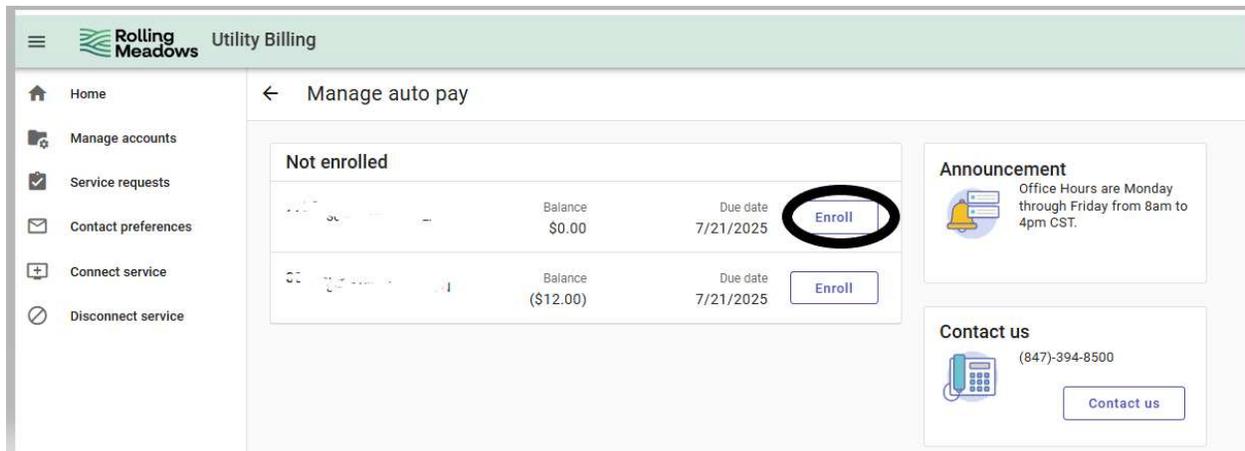
Enter UB Account Number and UB customer Number

Step 3: Enroll in Auto pay

Click Enroll in auto pay

The screen will allow you to select the desired account(s) you want to enroll in automatic payments.

Select the option you would like for Auto Pay and click Enroll now

Step 4: Payment

It will take you to Payments portal and enter Credit/Debit card Information and click Finish

Enter your automatic payment information

To complete your enrollment, enter a new card to charge for automatic payments on the following account.

Account
Account description Utility Billing Account

Your automatic payments will be processed on the due date of your bills

How are you going to pay?

○ **VISA** Visa ...1111

○ Enter new credit card

Security code
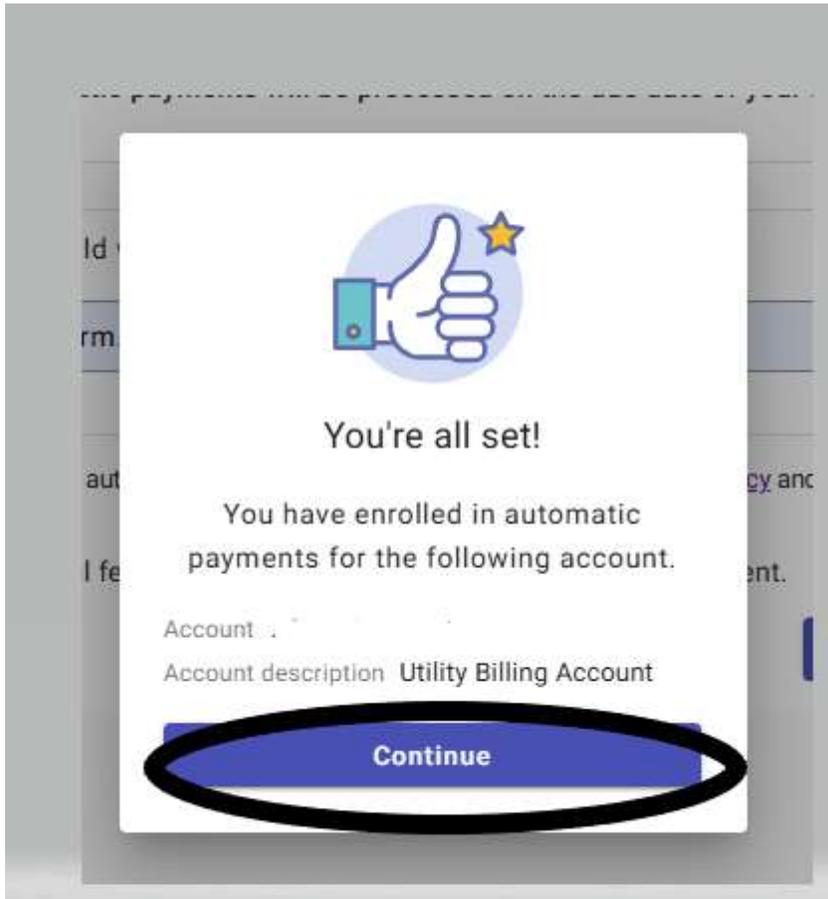
Where should we send your receipt?

test@cityrm.org

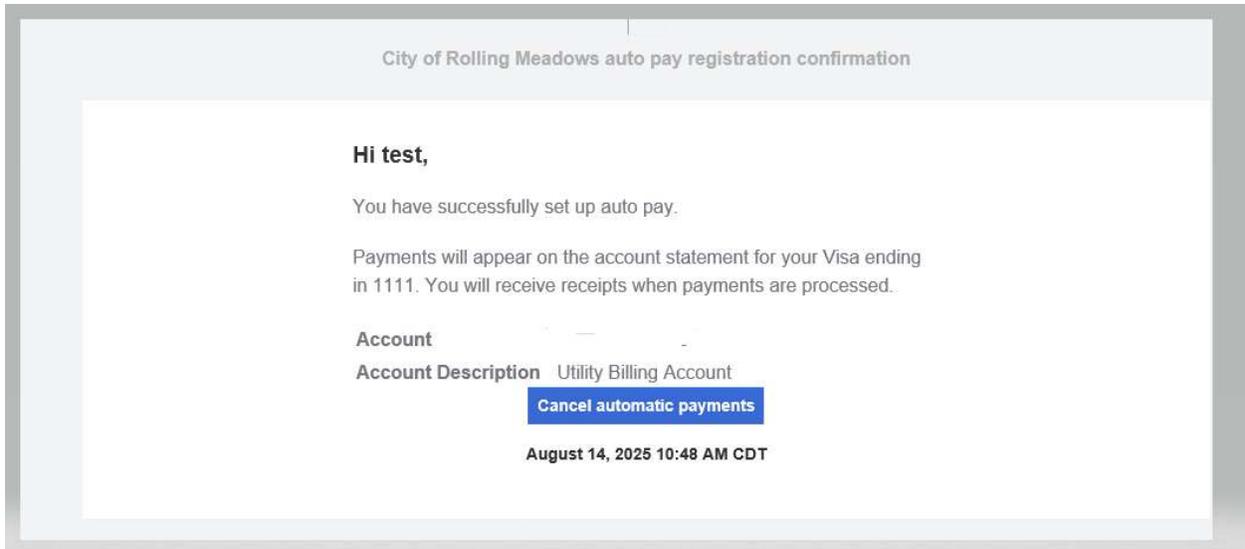By enrolling in automatic payments, you agree to the following privacy policy and terms of use.

An additional fee will be charged based on your method of payment.

Back   Finish

Upon successful complete you will receive confirmation for your records, Click continue you will receive confirmations email from Online Payments <noreply@tylerportico.com>

In the email you can click on Cancel Automatic Payments to cancel the Auto pay

City of Rolling Meadows auto pay registration confirmation

Hi test,

You have successfully set up auto pay.

Payments will appear on the account statement for your Visa ending in 1111. You will receive receipts when payments are processed.

Account

Account Description Utility Billing Account

Cancel automatic payments

August 14, 2025 10:48 AM CDT

Step 5: Update/Cancel Auto pay

Once enrolled, you will now be able to "Manage auto pay" at any time by accessing your Utility Account
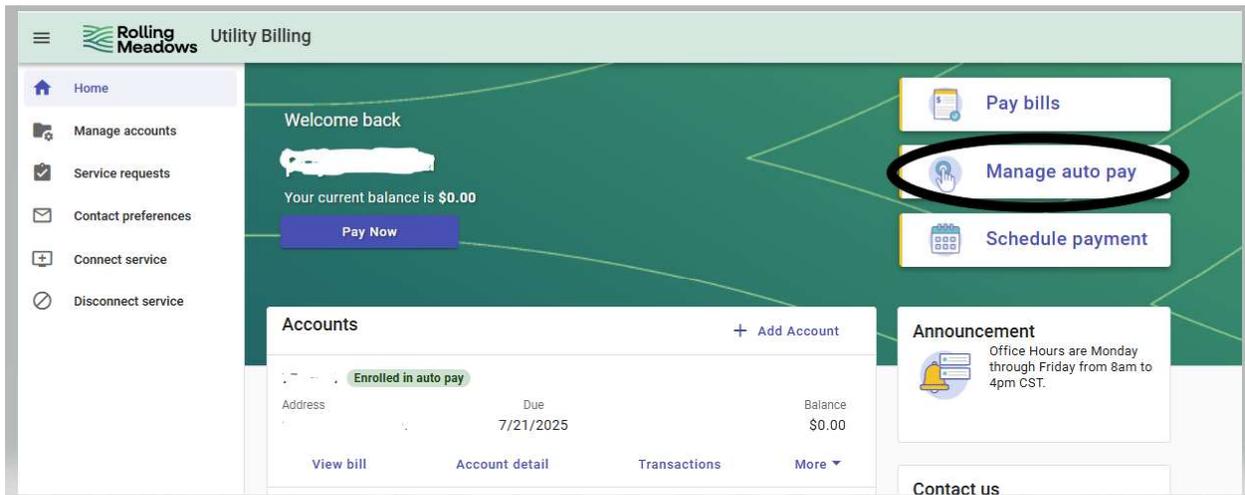

If multiple accounts are linked, each one will show if they are enrolled or not enrolled in auto pay and if enrolled, want to update Auto pay information click 3 dots next to account and choose Update/Postpone/Cancel Auto Pay option
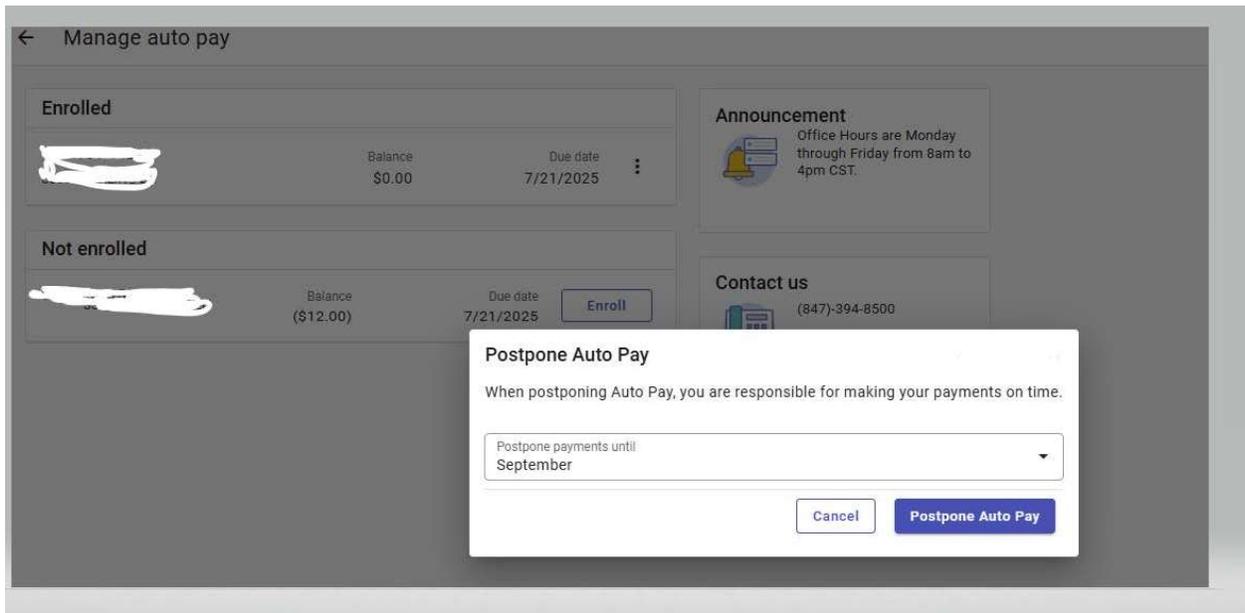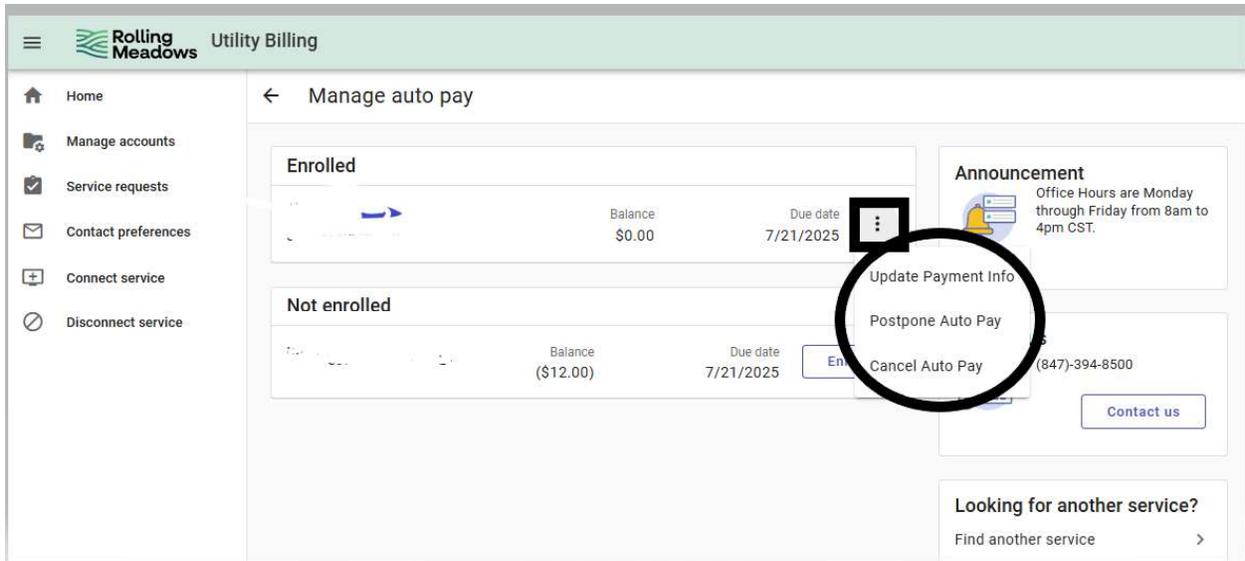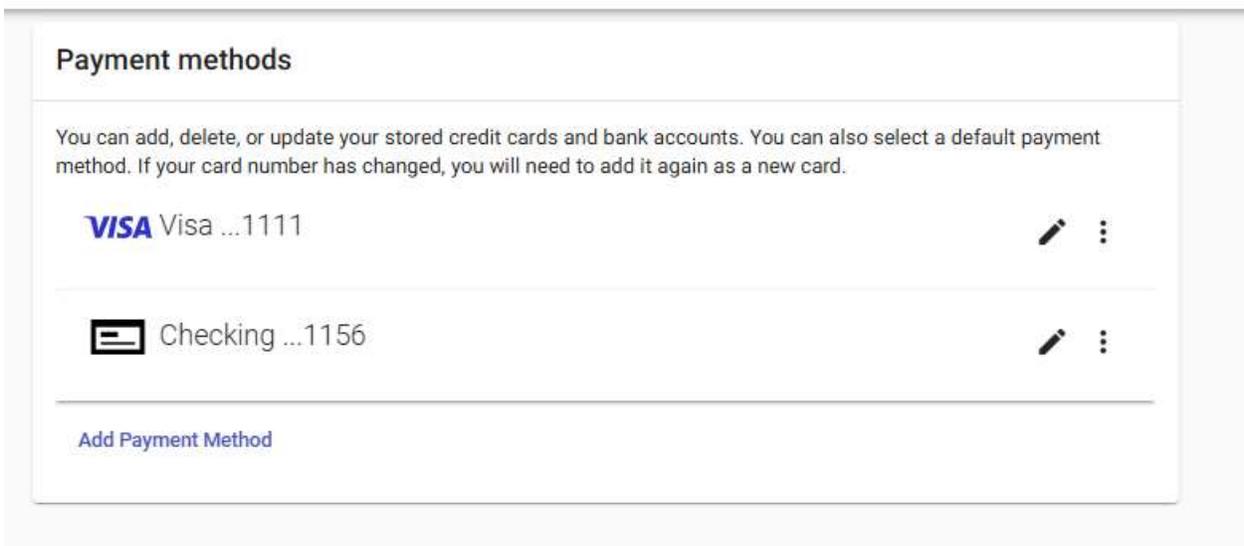
You will receive email confirmation on the update made on Auto pay
noreply@municipalonlinepayments.com

Step 6: Find Payment method used for auto enroll

Sign in to the Utility Access Account, click on credentials in the top right corner click on Payment info
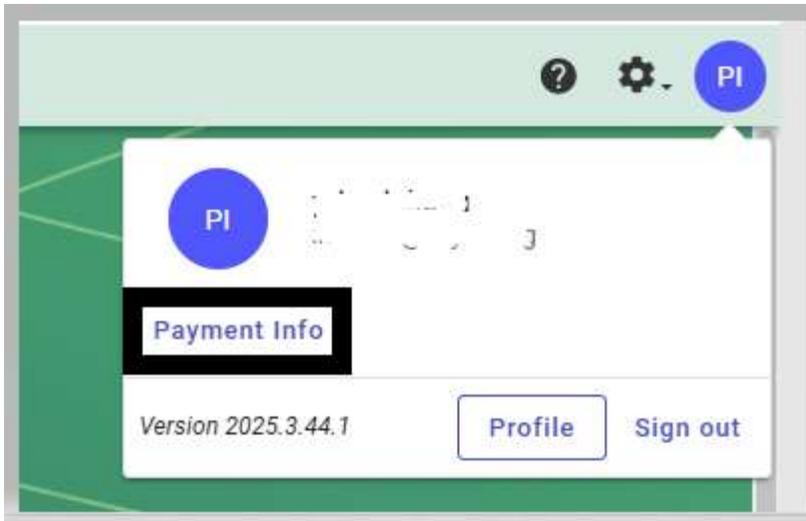
It will take to the payment's portal where the payment method that used for auto pay will show

Step 7: Sign out

Sign in to the Utility Access Account, click on credentials in the top right corner click signout

PI

Payment Info

Version 2025.3.44.1   Profile   Sign out