

Utility Access Online Portal

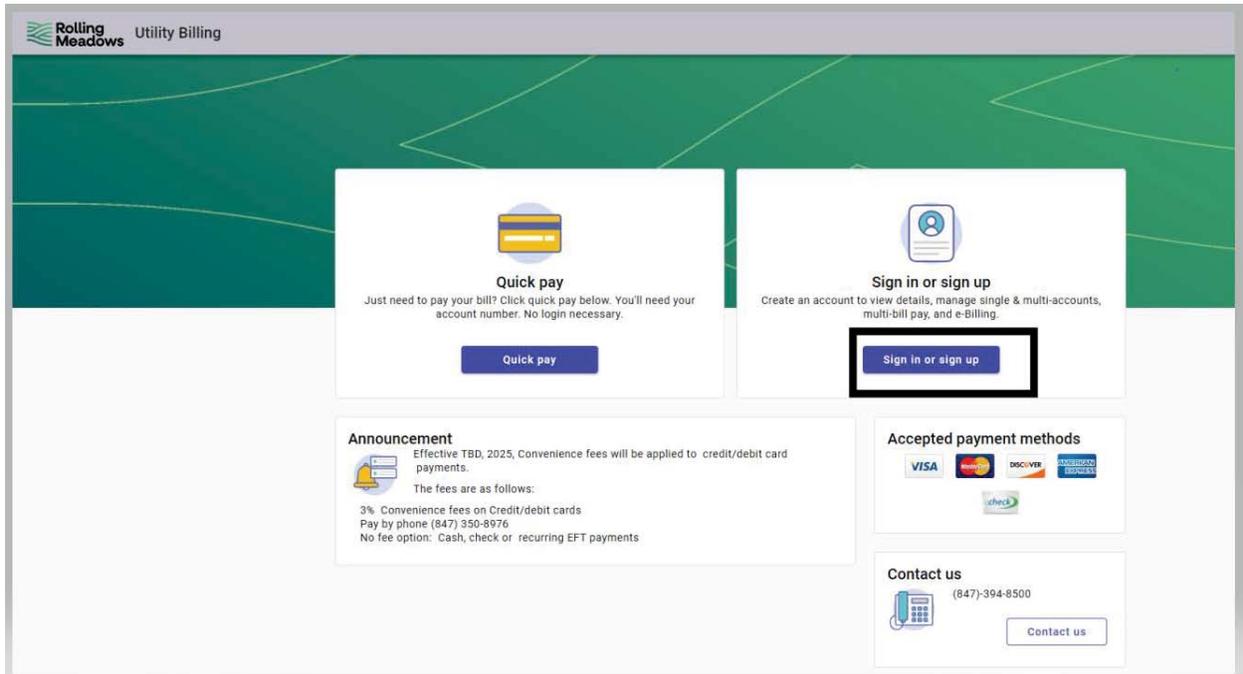
How to create your Utility Billing Online Account

The City has transitioned to a new self-service 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: Register Your Utility Billing Account

Click the link below to Sign in/Sign up to create the UB account

<https://www.municipalonlinepayments.com/rollingmeadowsil/utilities>



Step 2: Registration Page: Email Id or Social media account

You are now on the Registration Page.

Provide your email address and click Next.

Or you can use your google/Facebook account to register



Sign in to community access services for City
of Rolling Meadows, IL

Email address

Keep me signed in

OR



[Unlock account?](#)

[Help](#) 

In the next page provide Email, First, Last name, Mobile phone(optional) and Password click Signup



Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone

Optional

Password requirements:

- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- ✓ No parts of your username

Password

Sign up

Already have an account? [Sign In](#)

Activation e-mail will come from noreply@municipalonlinepayments.com. Enter and the code and Click verify.



test11@gmail.com

Verify with your email

We sent an email to t***1@gmail.com. Enter the verification code in the text box.

Enter Code

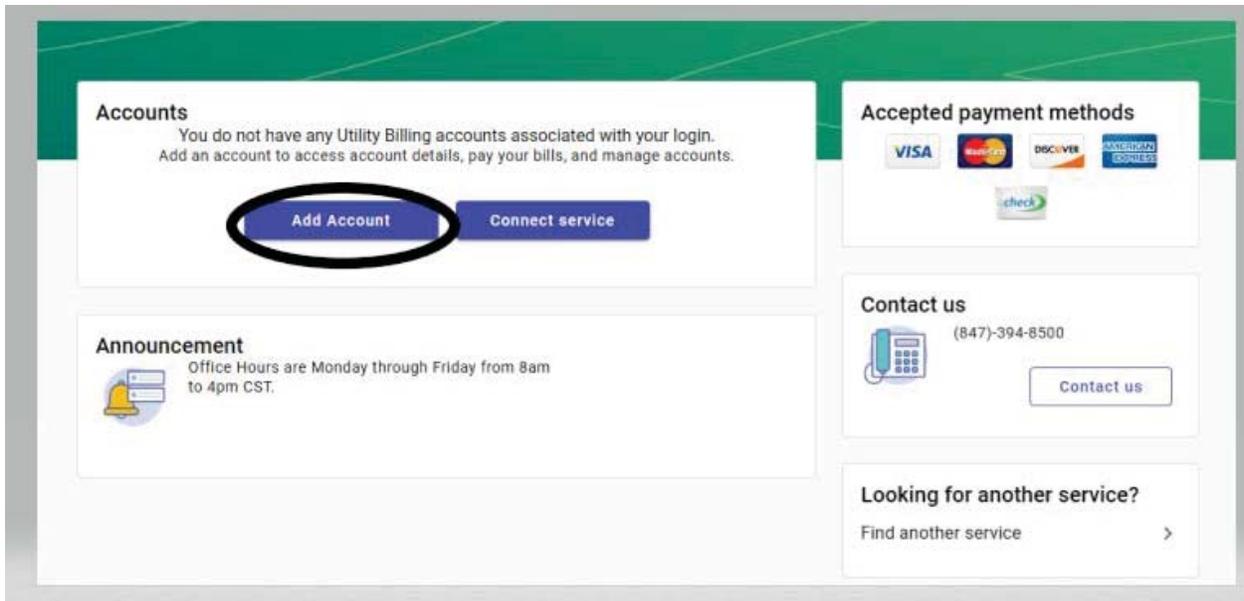
Verify

[Return to authenticator list](#)

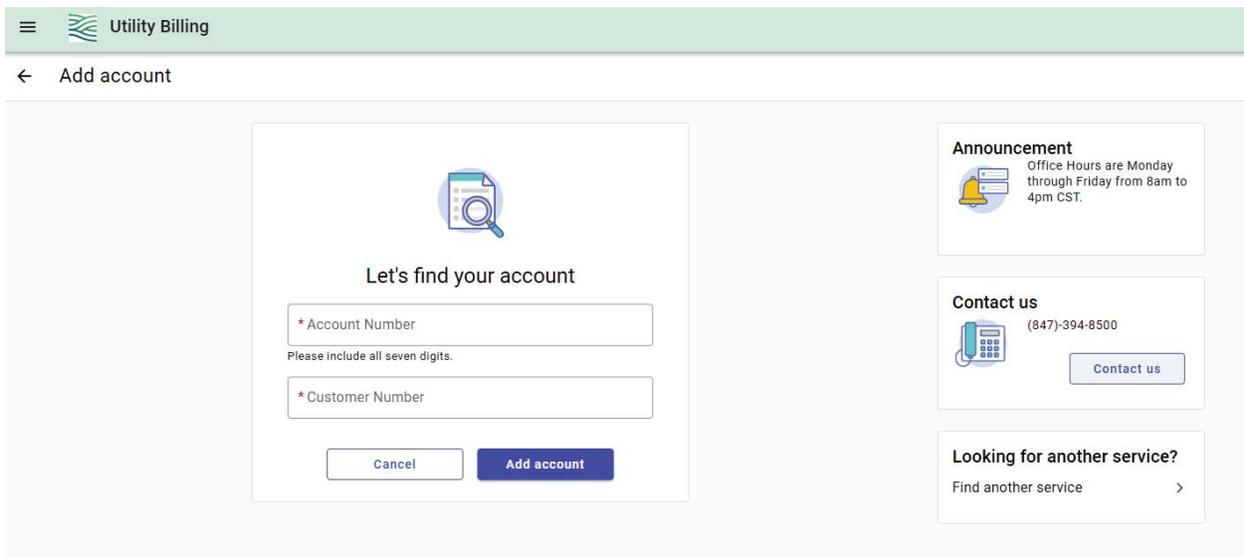
[Back to sign in](#)

Step 3: Linking your Utility Billing Account(s)

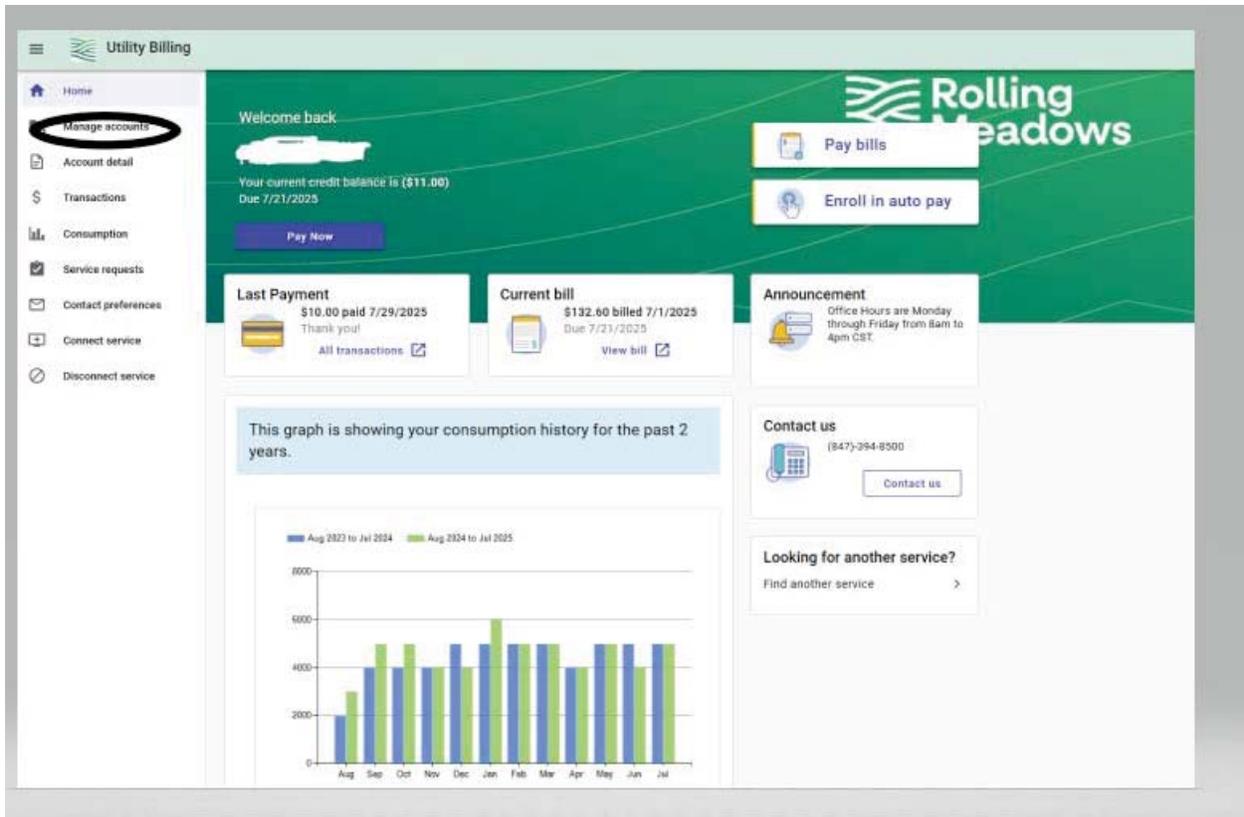
To connect to your UB account, click **“Add account”**



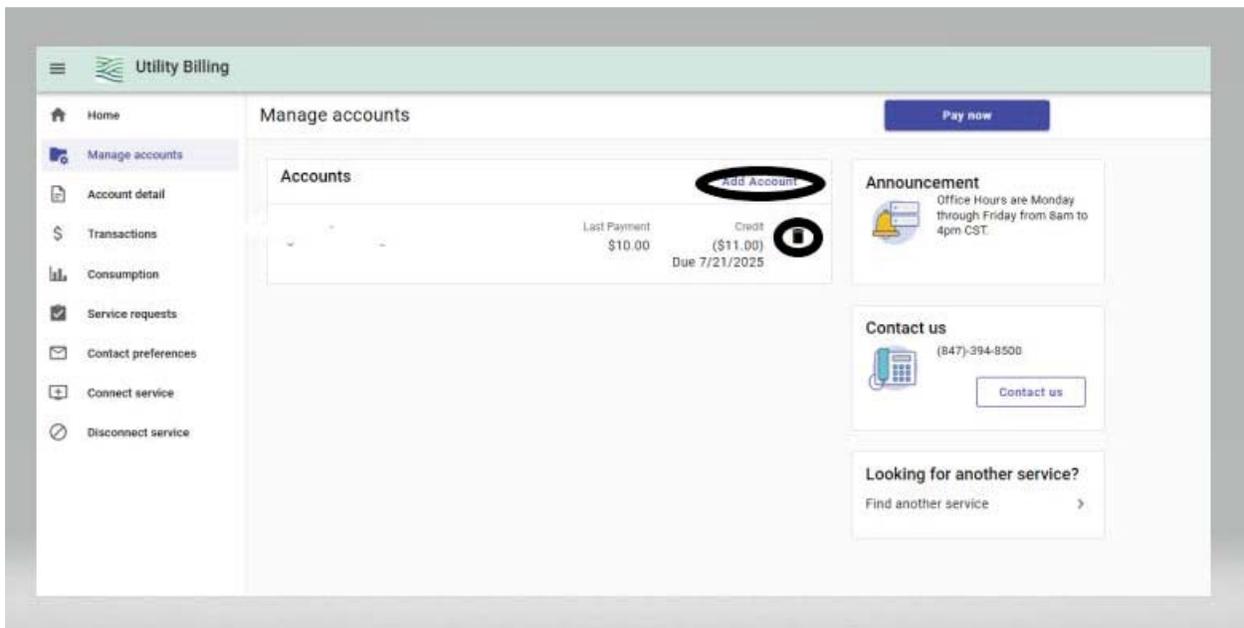
The next prompt will ask you for your **Utility Billing Account Number and Customer ID Number**. Enter your **7-Digit Account Number, Customer Number** printed on your Utility Bill and **click Add account**



If you have more than one account, you can add them under the “Manage accounts” once sign in to Utility Access Portal.



Manage Accounts Will give you access to access your account(s). If you have multiple Utility Billing accounts in the City, you will be able to toggle between the accounts and/or add & remove accounts as needed



To log out, click the icon in the upper right-hand corner and select **“Sign out”**.

