INSITE Documentation
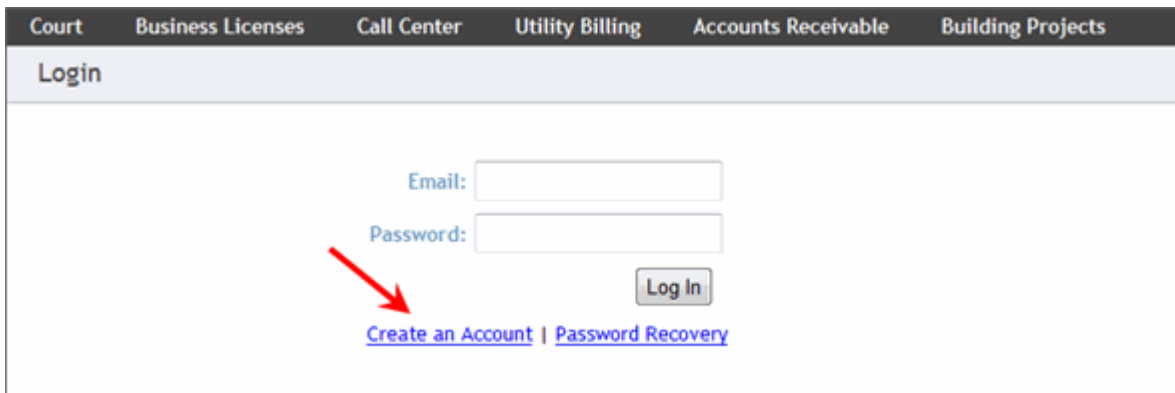
Member Help
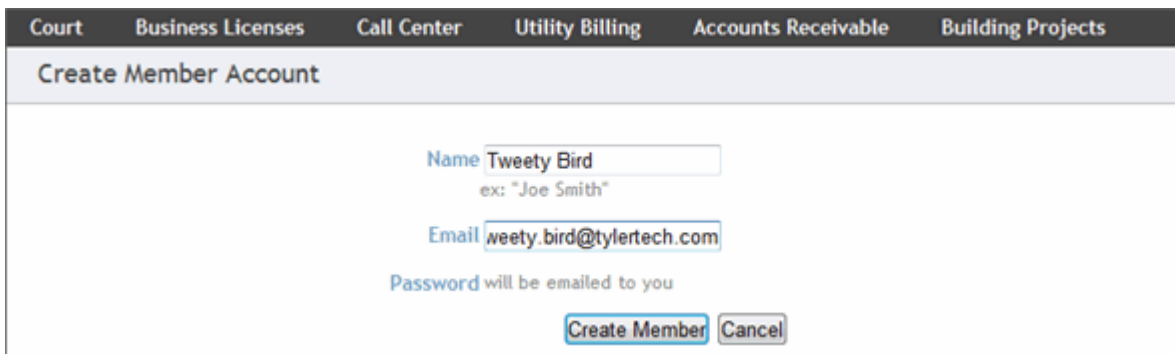
Create a member account

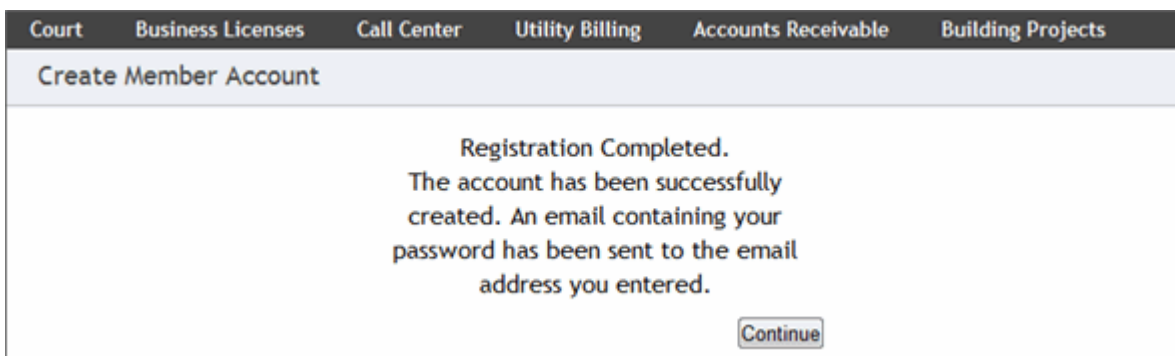1. Select an application link from the InSite homepage. For most applications, the Login page loads. If not, click the **Login** link.

2. From the Login page, click the **Create an Account** link. The Create Member Account page loads.

3. Type your information in the **Name** and **Email** fields. Your email address is your login ID and is used for password recovery or for confirmation of any activity on the site.

4. Click **Create Member**. The following message displays:

5. Click **Continue** to return to the InSite homepage.
6. Check your email to find the confirmation message that contains your password.

Thank you for registering!

From: "InSite@tylertech.com" <InSite@tylertech.com>
To: tweety.bird@tylertech.com

You may access Municipal Online Payments using your email address and password provied below:

Email: tweety.bird@tylertech.com
Password: vp_pbZ66M

After logging in for the first time, it is recommended that you change your password to something that is easy for you to remember. Secure passwords are at least six characters long, include capital and lowercase letters, include at least one number, and include at least one special character (!.+@#,/ etc.).

7. Once again, select an application and return to the Login page. Log in using your email address and the password found in the confirmation email. After logging in, you can change your password. (See Edit your member information for instructions.)

Login

1. Click the link for the application you want to access. For some applications you are redirected to the Login page. For other applications you must click the **Login** link. The Login page loads.

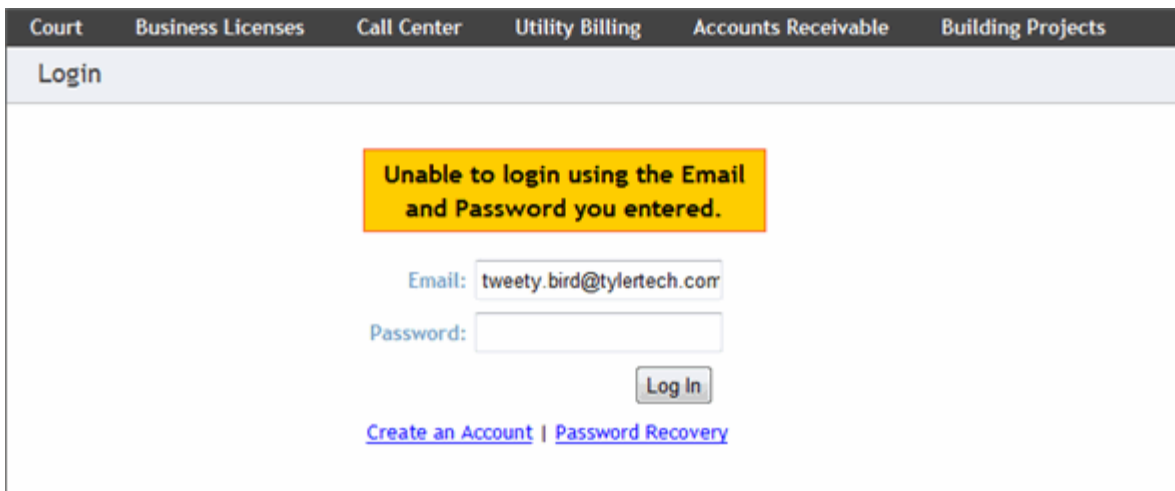| Court | Business Licenses | Call Center | Utility Billing | Accounts Receivable | Building Projects |

Login

Email: tweety.bird@tylertech.com
Password: ••••••••

Log In

Create an Account | Password Recovery

2. Enter your email address and password then click **Log In**. If this is your first time logging in, use the password from the confirmation email you received.

3. If you typed your login information correctly, you are directed to the application you selected. If you typed your email address or password incorrectly, the following message displays:

If you mistyped your email address or password, try logging in again. If you forgot your password, use the **Password Recovery** link to have your password emailed to you.

After five consecutive failed attempts to log in, your member account is locked until an administrator unlocks the account. This feature is in place to protect your account from hacking attempts and potential identity theft.

Edit your member information: Name, Email, and Password

1. From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.

2. On the **Member Information** tab, click the **edit** link. The Edit Member Information page loads.

| Court | Business Licenses | Call Center | Utility Billing | Accounts Receivable | Building Projects |

Member Profile

Current Registrations | Member Information | Payment Information

Edit Member Information

Name: Tweety Bird

Email: tweety.bird@tylertech.com

Phone Number: 135-792-4680
XXX-XXX-XXXX (Optional)

Change Password
Leave these fields blank to keep your current password.

Current Password: [   ]

New Password: [   ]

Confirm New Password: [   ]

Save Changes   Cancel

Tweety Bird
tweety.bird@tylertech.com
Member Profile | Logout

Need Help?

■ Contact Us
■ (806) 7-MEMBER

Member Announcements
SIDEBAR HERE

3. To change your display name or email address, edit the text in the **Name** and **Email** fields. You must use a valid email address. You can enter your phone number to be saved in your profile as well. This number is used in the Business Licenses and Building Projects applications.

   To change your password, type your current password in the **Current Password** field, and then type your new password in the **New Password** and **Confirm New Password** fields.

   Member passwords can be changed at any time. The first time you log in, change your password to something that is easy to remember. Secure passwords are at least six characters long, include capital and lowercase letters, include at least one number, and include at least one special character (! . + @ # , / etc.).
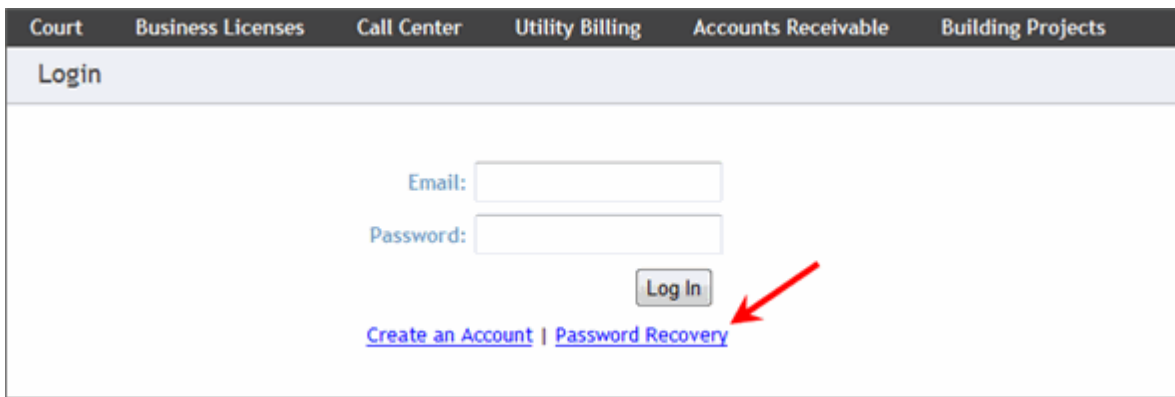
   If you are not changing your password, leave all three fields in the **Change Password** section empty.

4. Click **Save Changes**.

Recover a lost/forgotten password

1. Go to the Login page.
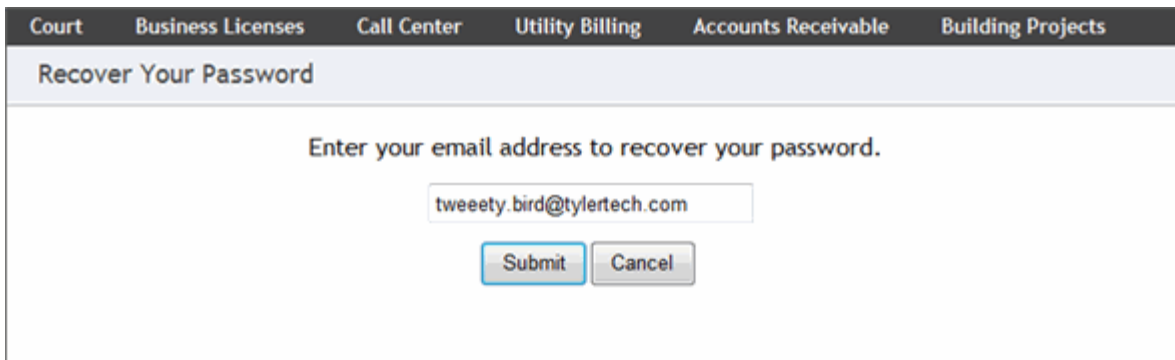
2. Click the **Password Recovery** link. The Recover Your Password page loads.

3. Enter your email address and click **Submit**. If the system is unable to locate the email address you entered, the following message displays:

This means that the email address you entered could not be verified. Make sure you typed your email address correctly. You can try another email address if you think you might have created your membership account using an alternate address.

If the system is able to verify your email address, an email is sent to your login email address and the following message displays:
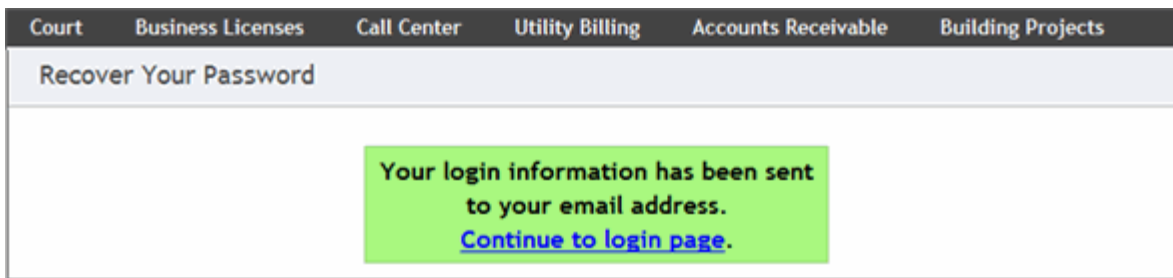
4. Check your inbox for a message from the InSite administrator containing your username and password.

Add a credit card for the first time

1. From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.

2. Select the **Payment Information** tab. The Payment Information tab loads.

3. Click the **add a credit card** link. The **Add New Credit Card** page loads.

4. Fill in your credit card information. All fields except **Billing Address 2** are required.

5. Click **Save Card**. The credit card is saved and automatically becomes your default card.

Add a credit card when making a payment

You can save a credit card to your profile when making a payment if you do not already have a credit card saved.

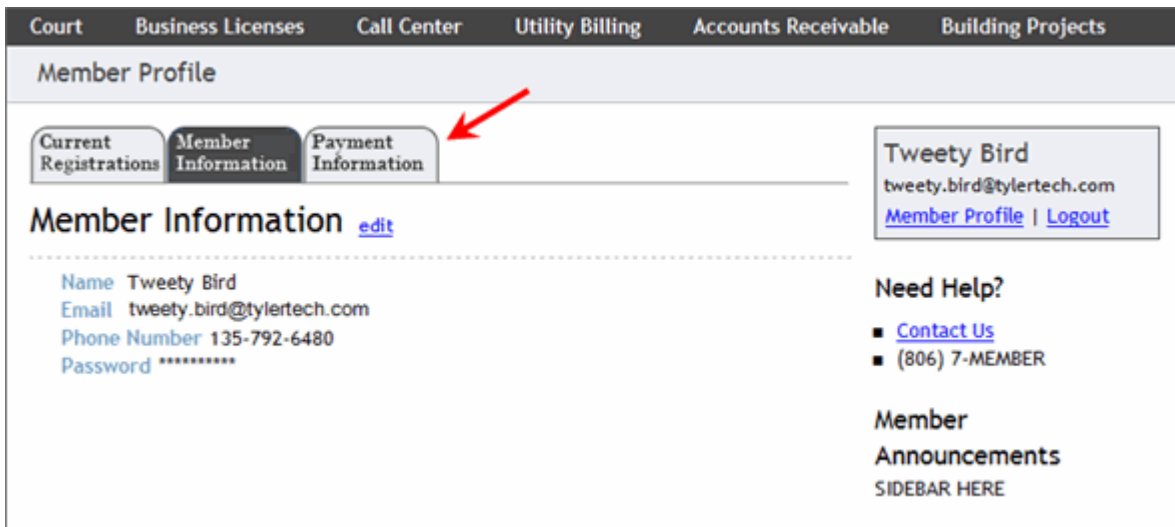1. During the payment process, mark the **Save Card in Profile** checkbox.
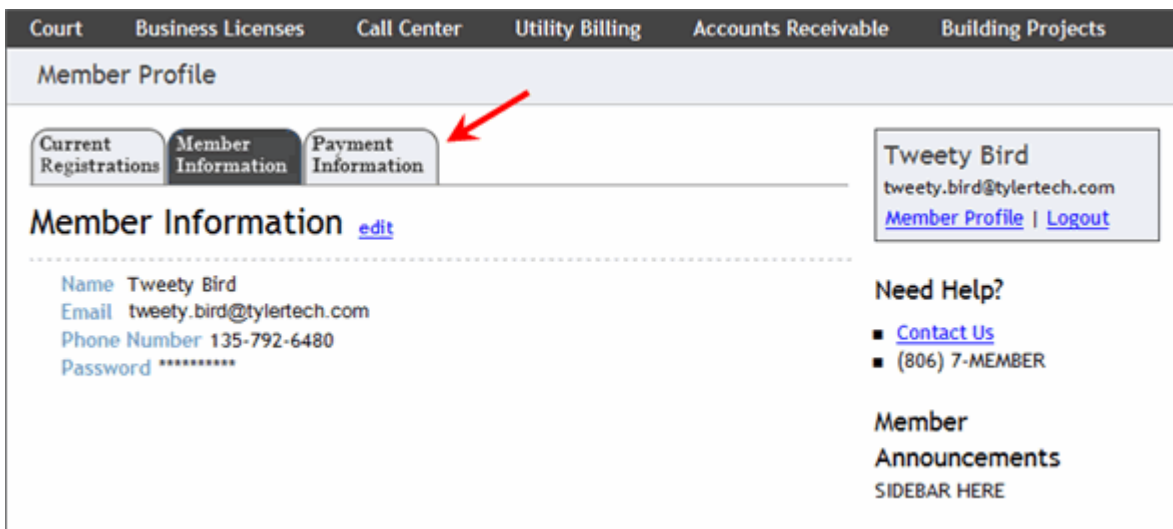
2. When you click **Process Payment**, the credit card information saves to your profile for future use.

Add an additional credit card to your account

Once you save one credit card, you can save additional credit cards to your account. This is useful when making a payment so that you can choose which credit card to use for each transaction.
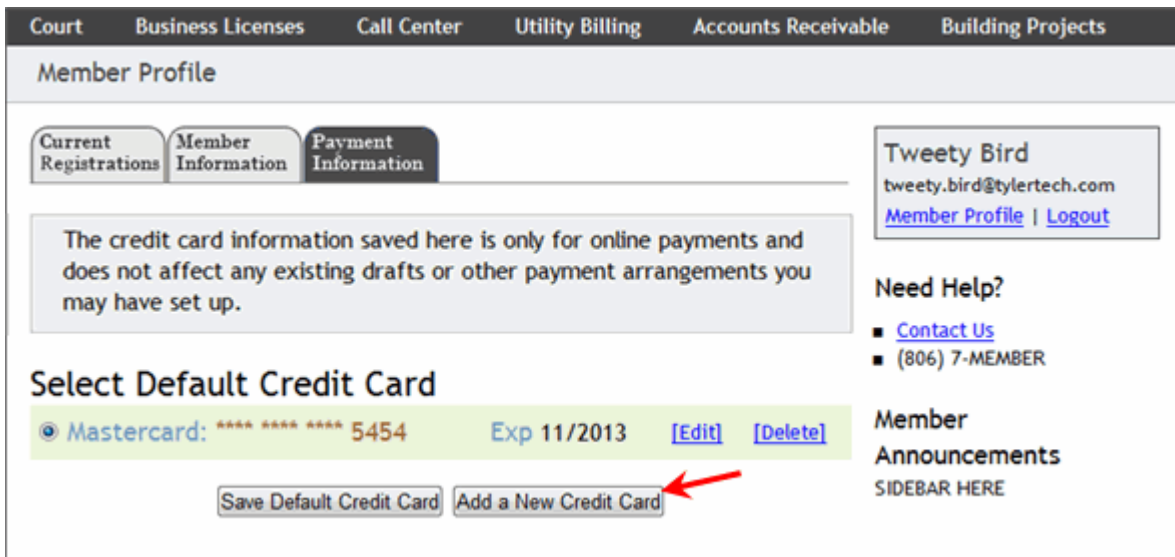
1. From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.

2. Select the **Payment Information** tab. The Payment Information tab loads and displays all the credit cards saved to your account. Your default credit card is selected and highlighted in green.

3. Click **Add a New Credit Card**. The Add New Credit Card page displays.

4. Fill in your credit card information. All fields except **Billing Address 2** are required.

5. Click **Save Card**. The card you added automatically becomes your default credit card.

Edit a credit card

1. From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.

2. Select the **Payment Information** tab. The Payment Information tab loads and displays the credit cards saved to your account. Your default credit card is selected and highlighted in green.

3. Click the **Edit** link next to the card you want to edit. The Edit Credit Card page loads. Make your changes.
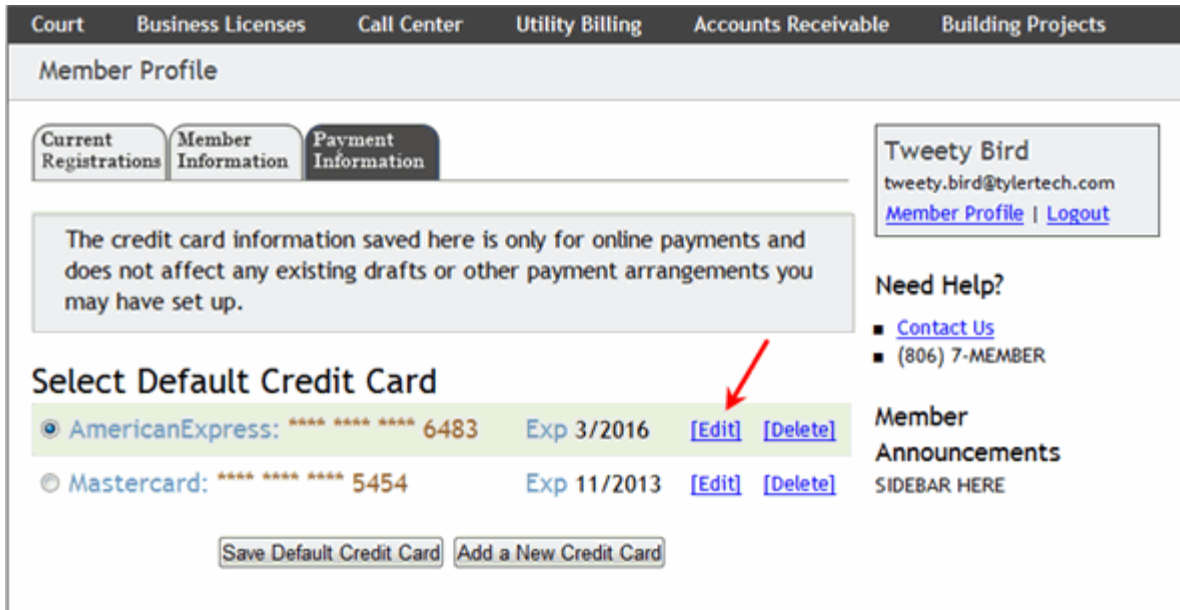
4. Click **Save Card**.

Delete a credit card

1. From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.

2. Select the **Payment Information** tab. The Payment Information tab loads and displays all of the credit cards saved to your account. Your default credit card is selected and highlighted in green.

3. Click the **Delete** link next to the card you want to permanently remove from your profile. You are prompted to confirm that you want to delete the card.
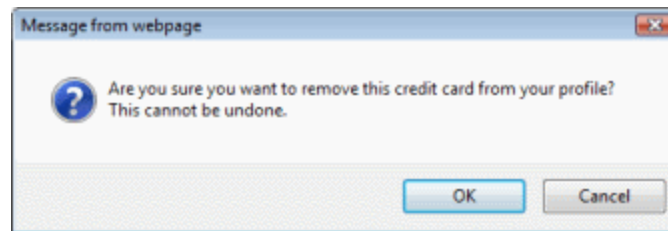
4. Click **OK**.

> **Note**: You cannot delete the default card. You must first designate another card as the default card, then delete the desired card.

Change your default credit card

Your default credit card is the card automatically used to make payments unless you select another card when making a transaction. You can change your default card at any time. If you have only one credit card in your profile, it is your default credit card.

1. From any application page, click the **Member Profile** link. The Member Profile page loads with the **Member Information** tab selected. If you are not logged in, you are prompted to log in before you can continue.

2. Select the **Payment Information** tab. The Payment Information tab loads and displays the credit cards saved to your account. Your default credit card is selected and highlighted in green.

3. Select the radio button next to the card you want to be your new default credit card.

4. Click **Save Default Credit Card**. The default credit card is saved and highlighted in green.

Member account security

Personal information is collected and stored by the website and the software that powers the site. All information passes over the Internet using SSL 128-bit encryption. This is the industry standard for passing important information securely over the Internet. You can verify the use of this encryption by making sure the URL for the page you are on is prefixed by "https://". The secure certificate can be viewed by clicking the lock symbol in your web browser. It is recommended that users access the site using one of the following browsers or

newer: Internet Explorer 7.0, Firefox 2.0, Safari 2.0, Opera 9.0, or Google Chrome 2.0.

All member passwords and credit card numbers are encrypted again when stored in the database. The password cannot be viewed on the website and requires a user to have access to the email account of the member in order to retrieve the password. In addition, the user must be logged in to change the password and must re-enter the existing password. A member credit card number can only be viewed on the Edit Credit Card page.

On all other pages on the site where the member's credit card information displays, the card number itself is replaced by asterisks (*) except for the last four digits.

Members are encouraged to only view or make changes to their credit card information in a safe location. A safe location is defined as a computer under the user's control which does not have malicious software installed on it (known or unknown) and which is located where others cannot see the user's personal information. A good example of this would be the user's home computer with a firewall, anti-virus, and anti-spyware software running. Public places, with computers or wi-fi hot spots with free access, such as the public library or a sidewalk café, should be avoided.

Current Registrations tab: Manage registrations

View the Current Registrations page by selecting the **Current Registrations** tab of your Member Profile page. The **Current Registrations** tab displays accounts, entities, or contacts you have registered. There are also links to add new registrations or to remove registrations.

Note: Refer to each application's member help for more information on each section of the Current Registrations tab:

Building Projects	Business Licenses
Call Center	Utility Billing

Court	Business Licenses	Call Center	Utility Billing	Accounts Receivable	Building Projects

Member Profile

| Current Registrations | Member Information | Payment Information |

Current Registrations

Tweety Bird
tweety.bird@tylertech.com
Member Profile | Logout

Utility Billing Accounts

[Add an Account]

Account #	Address	Last Payment	Balance	
01-0520-01 Past Due	5009 RIDGE CREST DR.	($140.25) 04/08/2003	$282.81 Due 05/27/2003	⊗
20-2050-00 active	4732 CRAWFORD DR.	($776.62) 05/07/2003	$620.47 Due 05/30/2003	⊗
15-7020-00 active	6317 FALL RIVER DR	($332.38) 04/07/2003	$191.06 Due 05/08/2003	⊗
KC-0020-01 active	60 CHARLIES WAY	($5.00) 07/09/2009	$1,586.01 Due 03/15/2008	⊗

Building Projects Entity

Name	Contractor	Status	
Tweety Bird	No	Pending	⊗

Business License Contacts

[Add a Contact]

There are no Business License Contacts associated with your Membership. Register a contact.

Call Center Contact

There are no Call Center Contacts associated with this Membership.

Need Help?

- Contact Us
- (806) 7-MEMBER

Member Announcements
SIDEBAR HERE