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# OFFICIAL CITY OF WINTER SPRINGS NEW WORLD DOCUMENTATION



Online Bill Pay

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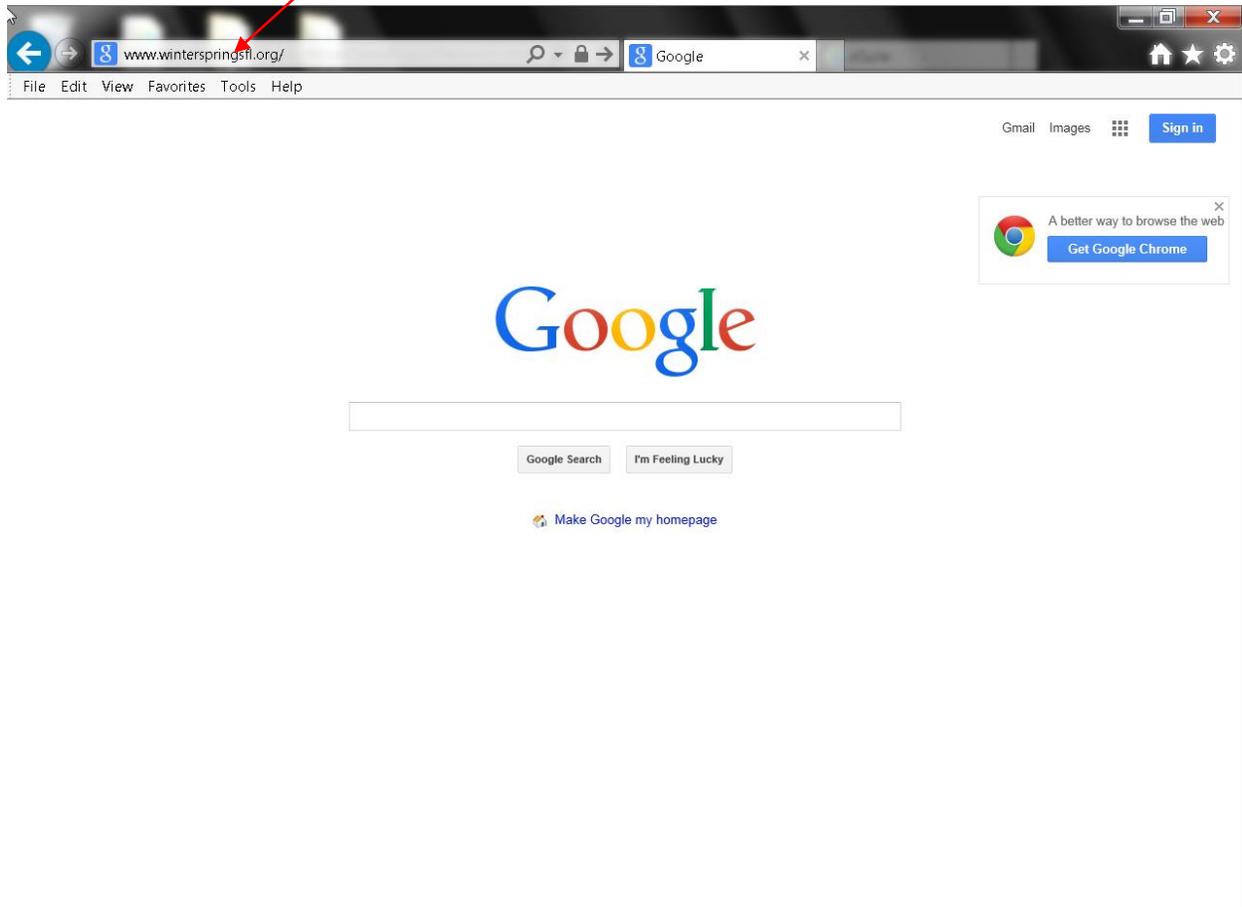
## Introduction

In 2015, the City of Winter Springs introduced a redesigned website where citizens can pay their utility bill online with a credit card. This document has instructions on how to navigate the different pages of the new website.

## Navigating to the Site

You can navigate to the website through this direct link: <https://eservices.winterspringsfl.org/eSuite.Utilities> or you can follow these next few steps to get there from the City of Winter Springs website.

1. Type **www.winterspringsfl.org.** into your browser's address field or do a Google search for City of Winter Springs.



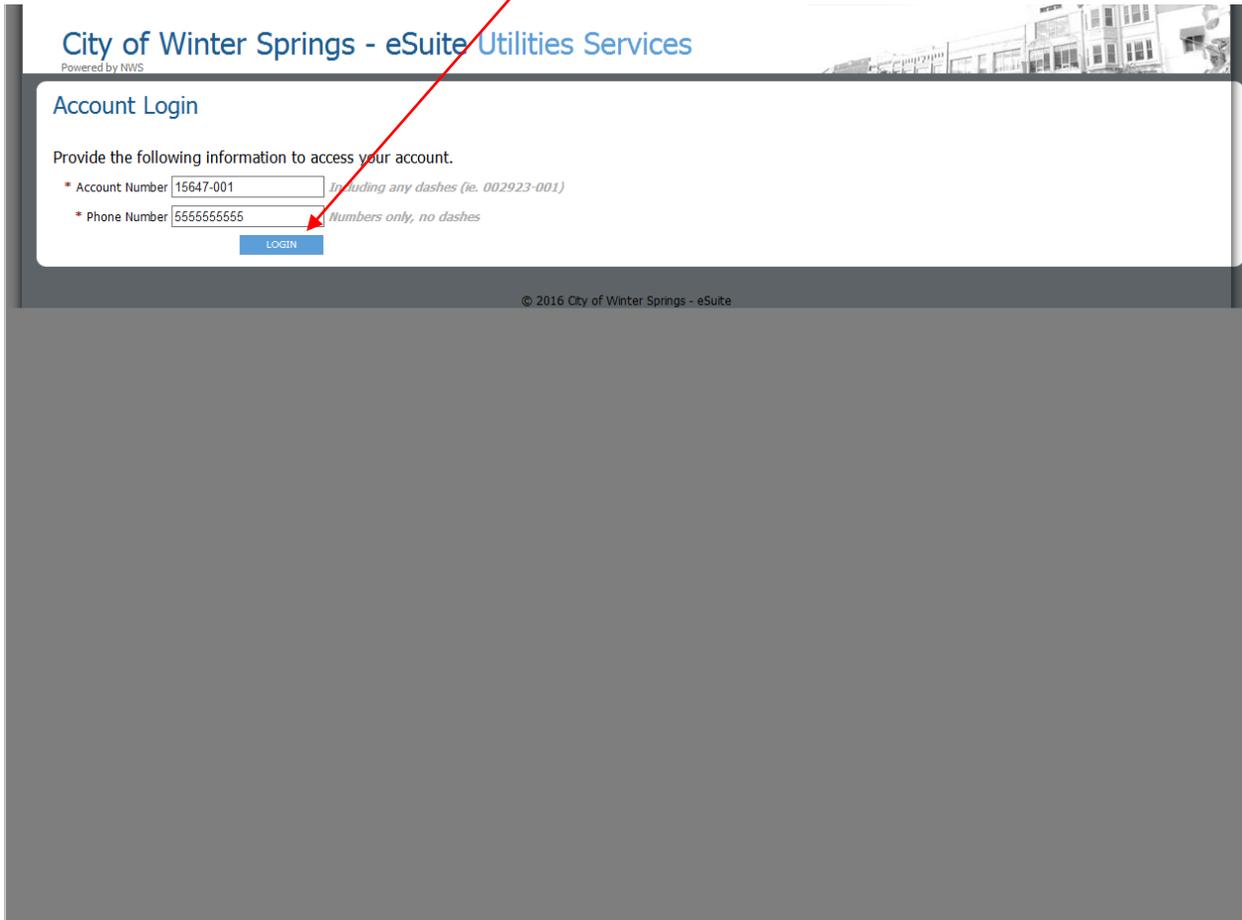
2. Click **Utility Bill Pay**.

The screenshot shows the City of Winter Springs website. At the top left is the city logo with the text "CITY OF WINTER SPRINGS" and "FLORIDA INCORPORATED 1959". To the right are links for "Home | RSS Feeds | Sitemap | Help" and a "Google Custom Search" box. Below the header is a navigation bar with "Resident", "Business", "Visitors", "Government", "Departments", and "Find". A large banner image of a playground is visible. Below the banner is a main content area with tabs for "Commission Meeting Schedule", "ePlans", and "Winter Springs SOURCE". A photo of five city officials is shown with the text: "IN GOD WE TRUST", "Notice: Regular Commission meetings now begin at 6:00 PM in the Winter Springs City Hall Commission Chambers. All City of Winter Springs' City Commission Workshops/Regular meetings are open to the general public and the public is encouraged to attend and provide input to their elected officials. To listen to previous Commission Meeting audio, please CLICK HERE", and "For Important information on the City Commission meeting schedule, CLICK HERE". To the right is a sidebar with a list of links: "Utility Bill Pay", "Parks and Recreation", "Special Events", "Economic Development", "Current Development Projects", "City Records", "eAlert & eCitizen Notifications", "City Newsletter", "Golocal Business Directory", and "History of Winter Springs". Below this is a "Mayor & Commission" section with "Meet Your Mayor" and "Meet Your Commissioners". At the bottom of the main content area are tabs for "News & Information", "Public Notices", and "Meeting Agenda/Audio". A red arrow points from the instruction above to the "Utility Bill Pay" link in the sidebar.

## Login Credentials

You will need your account number and the name that appears on your bill to login. Your account number can be found in the crosswalk files mentioned earlier in this documentation. You can also find it on your bill.

1. Enter the credentials and click **Login**.



City of Winter Springs - eSuite Utilities Services  
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### Account Login

Provide the following information to access your account.

\* Account Number  including any dashes (ie. 002923-001)

\* Phone Number  Numbers only, no dashes

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## Account Summary

In Account Summary, you can view all of the basic information about your account.

The screenshot shows the 'Account Summary' page for the City of Winter Springs. The page header includes the title 'City of Winter Springs - eSuite Utilities Services' and a navigation menu with options: 'Account Summary', 'View Bills', 'Account History', 'Make a Payment', and 'Log Out'. The main content area is titled 'Account Summary' and is divided into two sections: 'Billing Status' and 'Account Information'. The 'Billing Status' section contains a table with the following data:

Billing Status	
<a href="#">View Bill</a>	<a href="#">Make a Payment</a>
Balance on Last Bill	\$1,053.85
All Activity Since Last Bill	\$0.00
<b>Total Due</b>	<b>\$1,053.85</b>

Below the table, a note states: '(May include charges from a previous bill)'. The 'Due Date' is listed as 8/25/2015. The 'Account Information' section displays the following details:

- Account #: 15647-001
- Service Address: 1126 E STATE RD 434, WINTER SPRINGS, FL 32708

At the bottom of the page, the copyright notice reads: © 2015 City of Winter Springs - eSuite.

## View Bills

You can view a PDF copy of your bill in the View Bills page.

1. Click **View Bills**.



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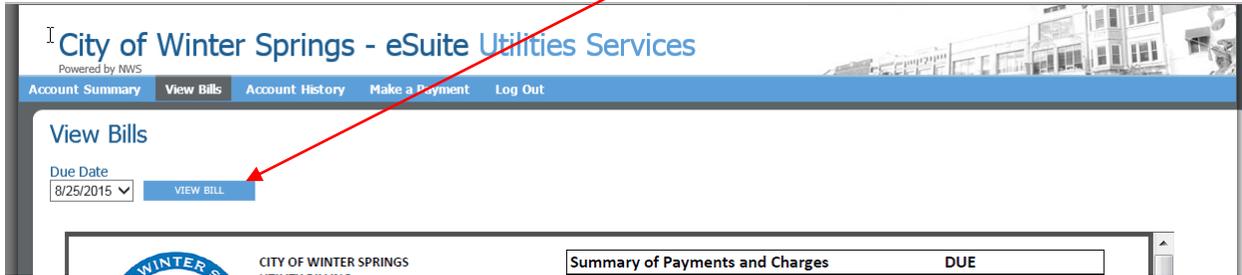
Account Summary | **View Bills** | Account History | Make a Payment | Log Out

### Account Summary

Billing Status		Account Information	
<a href="#">View Bill</a>	<a href="#">Make a Payment</a>	Account #	15647-001
Balance on Last Bill	\$1,053.85	Service Address	1126 E STATE RD 434 WINTER SPRINGS, FL 32708
All Activity Since Last Bill	\$0.00		
<b>Total Due</b>	<b>\$1,053.85</b>		
<small>(May include charges from a previous bill)</small>			

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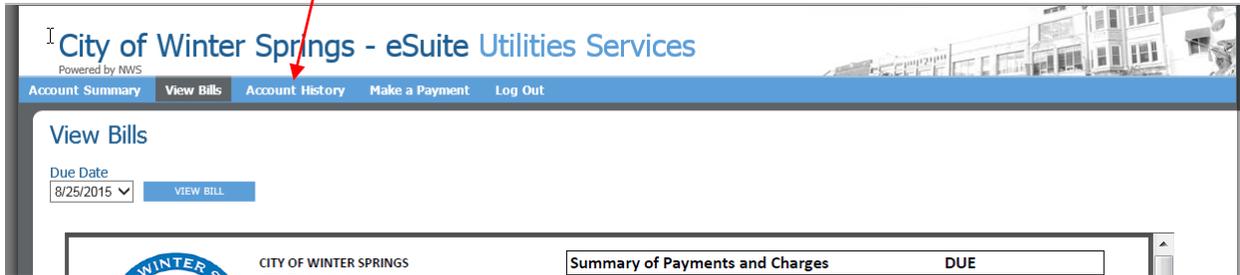
2. The page will automatically bring up your most recent bill. You can access older bills by clicking on the Due Date dropdown and then **View Bill**. If you don't have a PDF reader, you can download Adobe Reader from Adobe's website.



## Account History

Account History will take you to a page where you can see your transactions.

1. Click **Account History**.



- By default, the history will go back for one year. You can change the date range at the top of the page and then click **Update**. Some bills are hyperlinked so that you can click on them. They will take you to the View Bills page and show you that particular bill.

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Account Summary View Bills **Account History** Make a Payment Log Out

Account History

From 8/25/2014 To 8/25/2015 UPDATE

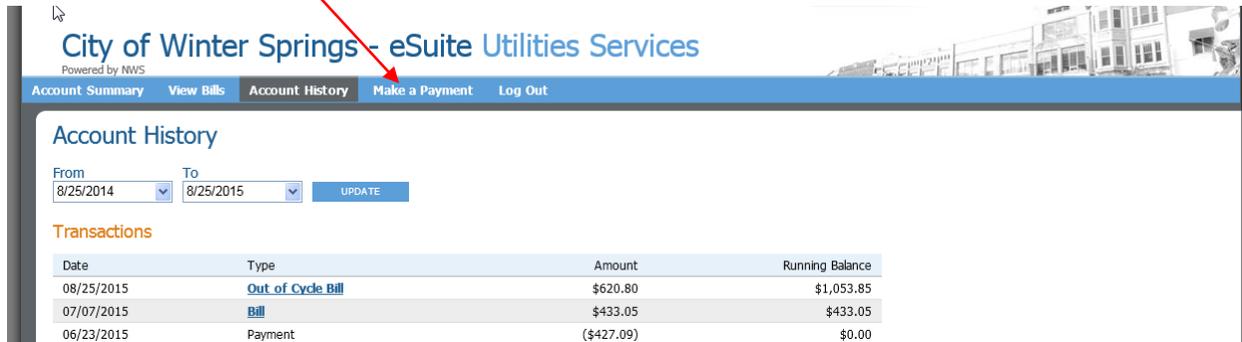
Transactions

Date	Type	Amount	Running Balance
08/25/2015	<a href="#">Out of Cycle Bill</a>	\$620.80	\$1,053.85
07/07/2015	<a href="#">Bill</a>	\$433.05	\$433.05
06/23/2015	Payment	(\$427.09)	\$0.00

## Make a Payment

You can make a payment online with a credit card.

1. Click **Make a Payment**.



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Account Summary View Bills Account History **Make a Payment** Log Out

Account History

From: 8/25/2014 To: 8/25/2015 UPDATE

Transactions

Date	Type	Amount	Running Balance
08/25/2015	<a href="#">Out of Cycle Bill</a>	\$620.80	\$1,053.85
07/07/2015	<a href="#">Bill</a>	\$433.05	\$433.05
06/23/2015	Payment	(\$427.09)	\$0.00

- Here you can edit the amount you are going to pay by changing the Payment Amount textbox. After doing so, you can check the "I agree to the Terms and Conditions" check box and click **Pay with Credit Card**.

The screenshot shows the 'City of Winter Springs - eSuite Utilities Services' interface. The main heading is 'City of Winter Springs - eSuite Utilities Services', with a sub-heading 'Powered by NWS'. A navigation bar includes 'Account Summary', 'View Bills', 'Account History', 'Make a Payment', and 'Log Out'. The 'Make a Payment' section is active, displaying a 'Balance Summary' table and a 'Payment' form.

Balance Summary	
Balance On Last Bill	\$1,053.85
New Activity	\$0.00
<b>Total Due</b>	<b>\$1,053.85</b>

**Make a Payment**

**Payment**

\* Payment Amount \$

Web SF **\$26.35**

Total Charge to Credit Card **\$1080.20**

I agree to the [Terms and Conditions](#)

**PAY WITH CREDIT CARD**

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3. Now you will need to enter the information associated with your credit card and click **Make Payment**. You can also click **Clear Form** to start over or **Cancel** to cancel making a payment.

### BILLING INFORMATION

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip:  /

Phone:

Email:

Web

Web Service Fee

Grand Total: 1.03

### PAYMENT INFORMATION

Payment Method:

4. If you did make a payment, you will be presented with your receipt that has the confirmation number and payment amount. Print it for your records.

5. When you are done, click **Log Out**.

The screenshot shows the 'City of Winter Springs - eSuite Utilities Services' interface. The top navigation bar includes links for 'Account Summary', 'View Bills', 'Account History', 'Make a Payment', and 'Log Out'. A red arrow points to the 'Log Out' link. The main content area is titled 'Make a Payment' and features a 'Balance Summary' table on the left and a 'Payment' form on the right.

Balance Summary	
Balance On Last Bill	\$1,053.85
New Activity	\$0.00
<b>Total Due</b>	<b>\$1,053.85</b>

**Payment**

\* Payment Amount \$

Web SF **\$26.35**

Total Charge to Credit Card **\$1080.20**

I agree to the [Terms and Conditions](#)

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