



City of Lancaster

New Customer Portal User Guide

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Getting Started: Set up a New User – Step 1

The screenshot shows a web browser window with the address bar displaying <https://lancaster.billingdoc.net/login>. The page header includes the Lancaster logo and a "Create an Account" button. The main content area is divided into two sections. The left section, titled "New Users:", contains a welcome message and two buttons: "Create An Account" and "One-Time Payment". A blue callout box with an arrow points to the "Create An Account" button. The right section contains a sign-in form with fields for "Email" and "Password", a "Remember me" checkbox, and a "Sign In" button. Below the "Sign In" button are links for "Don't have an account? Create An Account" and "Forgot Password?".

New Users:
Start by selecting 'Create an Account'

Welcome to the City of Lancaster Portal
All payments processed after 9:00 pm will be credited to the next business day. Balances not paid on or before the due date will be subject to a 15% penalty.

[Create An Account](#) [One-Time Payment](#)

Sign In
Don't have an account? [Create An Account](#)
[Forgot Password?](#)

Current branch: -V1.1.0

<https://lancaster.billingdoc.net/login>

Getting Started: Set up a New User – Step 2

New Users:
Making a new user account is easy! Simply enter your name, the email address you want to use, and a password.

Check Your Email:
Once you fill in your information and hit submit, the system will send you an email to confirm your email address.

Name
Enter Full Name

Email Address
Enter Email

Password
Password 6-30 characters

Confirm Password

Submit Cancel

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

<https://lancaster.billingdoc.net/login>

Getting Started: Set up a New User – Step 3

The screenshot shows a web browser window with the URL <https://lancaster.billingdoc.net/login>. The page header includes the Lancaster logo and a "Create an Account" button. The main content area features the Lancaster logo, a welcome message, and two buttons: "Create An Account" and "One-Time Payment". A callout box titled "New Users:" is overlaid on the page, containing instructions and a list of benefits. To the right of the callout box is a login form with fields for "Email" and "Password", a "Remember me" checkbox, a "Sign In" button, and links for "Don't have an account?" and "Forgot Password?".

New Users:

Once you have created an account and confirmed your email address, you can log in to the payment portal and link your utility account(s).

With your account(s) linked you can:

- Sign up for eStatements
- View statement & payment history
- Save credit card and ACH Info
- Sign up for autopay

Current branch: -V1.1.0

<https://lancaster.billingdoc.net/login>

Link Utility Accounts to User Login – Step1

City of Lancaster Portal

https://lancaster.billingdoc.net/home

Lancaster
The Shining Star of Texas

Account Number Dashboard

Dashboard

- History
- Payment Methods
- Settings
- Log Out

Add Account Number

Account Setup:

Now that you've created an account and logged in, you can link your utility account(s) to this login.

Simply select 'Add Account Number.'

Current branch: V1.1.0

City of Lancaster Portal | waterbilling@lancaster-tx.com | 972-218-1328

<https://lancaster.billingdoc.net/login>

Link Utility Accounts to User Login – Step 2

City of Lancaster Portal
https://lancaster.billingdoc.net/user_accounts

Lancaster
The Shining Star of Texas

Dashboard / Add New Account Number

Add New Account Number

Fill in the form below to attach a new account.

First 3 characters of the first or last name printed on your paper statement (example: jan)

Statement Name

Account Number (Please use only account numbers without dashes)

Account Number

Submit Cancel

Location of your account on your paper statement:

Payment Coupon

AMOUNT ENCLOSED

FOR OFFICE USE ONLY

Account Number: 000-000000-000
Current Amount Due \$121.64
Net Amount Due If Paid By 07/23/2024 \$121.64
Net Amount Due If Paid After 07/23/2024 \$133.80

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT
PLEASE MAKE YOUR PAYMENTS TO THE FOLLOWING ADDRESS

ACCOUNT INFORMATION

NAME: JANE DOE
PIN #: 00000000
SERVICE ADDRESS: 1234 SAMPLE ADDRESS
SERVICE PERIOD: 05/01/2024 06/25/2024
BILLING DATE: 07/03/2024

CITY OF LANCASTER
PO BOX 650427
DALLAS TX 75265-0427

001000020000400000121648

0010070-0000010

Current branch: V1.1.0

Account Setup:

To link a utility account, simply enter the first three (3) letters of the first or last name and account number printed on your utility bill. Then click 'Submit.'

Adding multiple accounts?

Repeat this process to add more accounts if necessary. You can link as many accounts as you need.

<https://lancaster.billingdoc.net/login>

Add Payment Methods – Step 1

The screenshot shows a web browser window with the URL <https://lancaster.billingdoc.net/home>. The page displays account information for account number 12345678910. A red warning message states: ****AUTOPAY IS NOT SET FOR ACCOUNT NUMBER 12345678910**. The service address is 123 MAIN ST. Account details include Name: JOHN SMITH, Statement Date: 2023-08-16, Due Date: 2023-09-05, Current Due: \$68.03, and Total Due: \$68.03 (Paid \$0.00). There are buttons for Pay Bill, Paperless, and AutoPay. A callout box on the right, titled **Account Setup:**, contains the following text: "You now have a utility account linked to your user login. Next you can save a payment method to your account to make payments and set up autopay. Select 'Payment Methods.'" A blue arrow points from the callout box to the "Payment Methods" menu item in the left sidebar. At the bottom of the page, there is a plus sign icon and the text "Add Additional Account Number(s)".

Account Setup:

You now have a utility account linked to your user login.

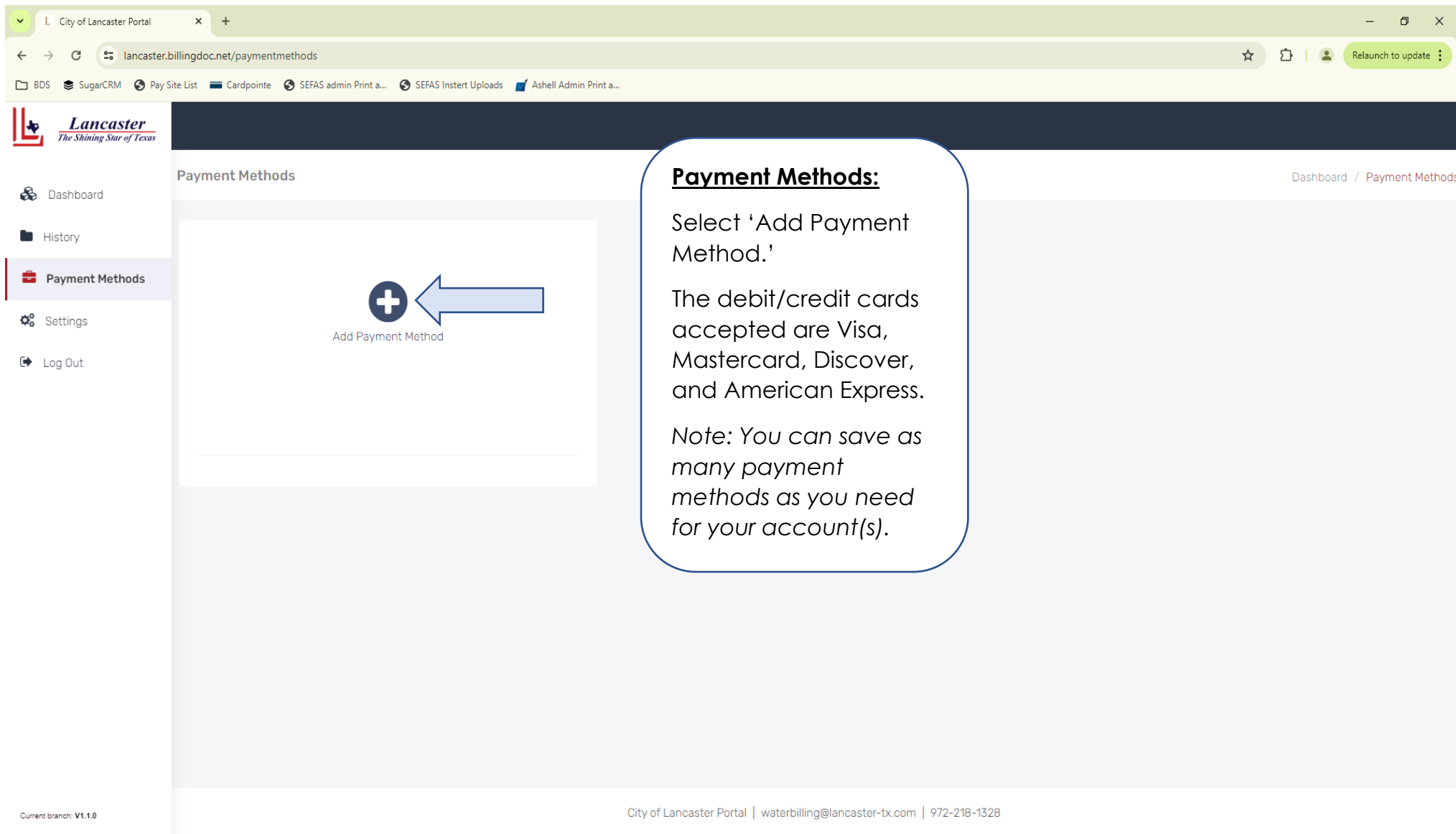
Next you can save a payment method to your account to make payments and set up autopay.

Select 'Payment Methods.'

Current branch: V1.1.0

<https://lancaster.billingdoc.net/login>

Add Payment Methods – Step 2



The screenshot shows a web browser window with the URL lancaster.billingdoc.net/paymentmethods. The page title is "Payment Methods". On the left, there is a navigation menu with options: Dashboard, History, Payment Methods (highlighted), Settings, and Log Out. The main content area features a large white box with a blue plus sign icon and a blue arrow pointing to it, with the text "Add Payment Method" below the icon. In the top right corner of the page, there is a "Relaunch to update" button. At the bottom of the page, there is a footer with the text "City of Lancaster Portal | waterbilling@lancaster-tx.com | 972-218-1328".

Payment Methods:

Select 'Add Payment Method.'

The debit/credit cards accepted are Visa, Mastercard, Discover, and American Express.

Note: You can save as many payment methods as you need for your account(s).

<https://lancaster.billingdoc.net/login>

Add Payment Methods – Step 3

The screenshot shows the Lancaster billing portal interface. On the left is a navigation menu with options: Dashboard, History, Payment Methods (highlighted), Settings, and Log Out. The main content area is titled 'Payment Methods' and features a large plus sign icon with the text 'Add Payment Method'. A modal window titled 'Add Payment Method' is open, containing the following fields:

- Add Credit Card** (button, circled in blue)
- Description (No Special Characters)** (text input)
- Credit Card Number** (text input)
- Type** (dropdown menu, currently showing 'Visa')
- Name on Credit Card** (text input)
- Zip Code (Postal Code)** (text input)
- Expiration Date** (two dropdown menus, currently showing 'January' and '2024')
- Security Code** (text input)

Payment Methods:
You can save a credit card or ACH payment method for future use on the portal. Enter all of the required information and select **'Save'** at the bottom.
Repeat this process to save additional payment methods.

Set Up Autopay – Step 1

Lancaster
The Shining Star of Texas

Dashboard / Payment Method

Payment Methods

Payment Method created

CREDIT CARD #: ****1222

VISA

Description:
Test
Name on Credit Card:
csv team testing
Expires on:
06/2025

Make Payments:

Now that you have payment method saved, you can make one-time payments and sign up for autopay.

Note: You do not need to save a payment method to make a one-time payment.

To make a one-time payment, select 'Pay My Bill.'

To set up autopay, select 'Settings.'

Current branch: V1.1.0

City of Lancaster Portal | waterbilling@lancaster-tx.com | 972-218-1328

Set Up Autopay – Step 2


City of Lancaster Portal

lancaster.billingdoc.net/settings

Dashboard / Settings

Settings

Update your AutoPay settings here: (Must have a Payment Method First).
Accepted credit cards: Visa, MasterCard, Discover and American Express.
Terms: By authorizing this transaction you agree to paying the amount listed. Disputing this service fee transaction will result in losing the ability to pay by credit or debit card.

Account Number	Payment Method	Next Payment	
12345678910	Not set	Not set	 Add Autopay

Current branch: V1.1.0

City of Lancaster Portal | waterbill

Autopay:

To set up automatic recurring payments (also known as 'autopay'), select the [+] box.

Note: You must have at least one saved payment method to set up autopay.

Set Up Autopay – Step 3

Autopay:
Autopay: Select the day of the month you want payments to come out, select the month that you want autopay to begin, and select the saved Credit Card or eCheck (ACH) payment method that you wish to use for this Utility Account. Then hit 'Save AutoPay Plan'.

Note: Once Autopay is set up, payments will automatically come out for the account balance, on the day of the month you that you selected.

Repeat this process to set up additional accounts on Autopay.

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Set Up Paperless Statements – Step 1



- Dashboard
- History
- Payment Methods
- Settings
- Back to Admin
- Log Out

Account Number Dashboard

Dashboard

ACCOUNT NUMBER 12345678910

****AUTOPAY IS NOT SET FOR ACCOUNT NUMBER 12345678910**

SERVICE ADDRESS: 123 MAIN ST

Name: JOHN SMITH	Statement Date: 2023-08-16	Due Date: 2023-09-05
Current Due: \$68.03		Total Due: \$68.03 (Paid \$0.00)
Pay Bill	Paperless	AutoPay

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user and see History for additional details.

[See Statement History](#)
[See Payment History](#)

Paperless Statements:

From the 'Dashboard' you can also sign up for eStatement notifications!

Rather than receiving a paper bill in the mail, you can choose to receive an email or text notification when a digital copy of your statement is available to view on the customer portal (lancaster.billingdoc.net).

To get started, select 'Paperless' on the customer dashboard page as shown above.

Current branch: V1.1.0

Set Up Paperless Statements – Step 2



- Dashboard
- History
- Payment Methods
- Settings**
- Back to Admin
- Log Out

Settings Dashboard / Settings

\$ AutoPay**Paperless**Account

Update your Paperless settings here:

By checking the "Check for Notification" boxes on either email or text notifications you agree to receive notification that your bill have logged on with your user name and password.

Account Number	Email Notification to bney@valli.com
12345678910	<input type="checkbox"/> Check for Notification

Current branch: V1.1.0 City of Lancaster Portal | waterbilling@lancaster-tx.com | 972

Paperless Statements:

To sign up for eStatement notifications, simply check the box next to the utility account number you want to set up.

Note: You can set up email notifications for as many utility billing accounts as you need.

Alternatively, you can add a phone number and sign up for text notifications.

If you sign up for email or text notifications, you will no longer receive a paper bill.

Set Up Paperless Statements – Step 3



- Dashboard
- History
- Payment Methods
- Settings
- Log Out

Account Number Dashboard

Dashboard

ACCOUNT NUMBER

****AUTOPAY FOR ACCOUNT NUMBER** CURRENTLY SET

Name:	Statement Date: 2024-07-03	Due Date: 2024-07-23
Current Due: \$120.15	Past Due: \$155.39	Total Due: \$275.54 (Paid \$0.00)

[View Bill](#) [Pay Bill](#) [Paperless](#) [AutoPay](#)

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please log in and see History for additional details.

[See Statement History](#)
[See Payment History](#)

Paperless Statements:

Once you receive your eStatement notification, log in to your customer portal (lancaster.billingdoc.net), and select 'View Bill' to view your current statement.

The system will prompt you to download a pdf copy of your statement. You can then view a digital copy of your bill and retain for your records, if desired.

Current branch: V1.1.0

<https://lancaster.billingdoc.net/login>

Statement & Payment History – Step 1

The screenshot shows the Lancaster billing portal interface. The left sidebar contains navigation options: Dashboard, History (highlighted with a blue circle and arrow), Payment Methods, Settings, and Log Out. The main content area is titled 'History' and includes a sub-section for 'Statement History' and 'Payment History'. A table displays a list of entries with columns for Date, Account Number, and a Download link. The table shows entries from 2023-12-06 to 2024-07-03, all for account number 0610009000001. A search bar is visible on the right side of the table.

Date	Account Number	Download
2024-07-03	0610009000001	Download
2024-06-05	0610009000001	Download
2024-05-01	0610009000001	Download
2024-04-03	0610009000001	Download
2024-03-06	0610009000001	Download
2024-02-07	0610009000001	Download
2024-01-03	0610009000001	Download
2023-12-06	0610009000001	Download

Current branch: V1.1.0

Statement & Payment History:

You can also access past statements, and payment history on the portal!

Select 'Statement History' or 'Payment History'.

Note: If you have multiple utility accounts, you can access Statement/Payment History for each account.

Statement & Payment History – Step 2



- Dashboard
- History**
- Payment Methods
- Settings
- Log Out

History Dashboard / History

Statement HistoryPayment History

Show entries Search:

Date	Account Number	
2024-07-03	0610009000001	Download
2024-06-05	0610009000001	Download
2024-05-01	0610009000001	Download
2024-04-03	0610009000001	Download
2024-03-06	0610009000001	Download
2024-02-07	0610009000001	Download
2024-01-03	0610009000001	Download
2023-12-06	0610009000001	Download

Current branch: V1.1.0

Statement History:
On the 'Statement History' tab, customers can download and view past statements.

Statement & Payment History – Step 3



Dashboard

History

Payment Methods

Settings

Log Out

History

Dashboard / History

Statement History

Payment History

Show 10 entries

Search:

Date	Account Number	
2024-07-03	0610009000001	Download
2024-06-05	0610009000001	Download
2024-05-01	0610009000001	Download
	0610009000001	Download
	0610009000001	Download
	0610009000001	Download
	0610009000001	Download
	0610009000001	Download
	0610009000001	Download

Payment History:

On the 'History' tab, you can review past payments made by credit card on the new portal, IVR payments and over-the-counter card payments after July 1, 2024.

Current branch: V1.1.0

Update Account Info & Add Phone # - Step1



Account Number Dashboard

- Dashboard
- History
- Payment Methods
- Settings**
- Log Out



ACCOUNT NUMBER

AUTOPAY FOR ACCOUNT NUMBER

CURRENTLY SET

Edit Nickname

View & Update Account Info:

To view your Login account info, select 'Settings', and go the 'Account' tab.

Name:	Statement Date: 2024-07-03	Due Date: 2024-07-23
Current Due: \$120.15	Past Due: \$155.39	Total Due: \$275.54 (Paid \$0.00)

- View Bill
- Pay Bill
- Paperless
- AutoPay

NOTE: Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

- See Statement History
- See Payment History

Current branch: V1.1.0

Update Account Info & Add Phone # - Step 2

Lancaster
The Shining Star of Texas

Dashboard / Settings

Settings

Dashboard
History
Payment Methods
Settings
Back to Admin
Log Out

AutoPay Paperless **Account** Password

Update your account settings here:

Name
Brooks

NOTE: On email address changes all AutoPay settings as well as Paperless email notification settings will be removed.

Email Address bney@valli.com
OPTIONAL new email address

NOTE: On phone number changes Paperless text notification settings will be removed.

Phone Number (Phone number for text messaging.)
OPTIONAL ###-###-####

Update

View & Update Account Info:
On the 'Account' tab, you can update your name and change the email address associated with your account. You can also add a cell phone number to receive text eStatement notifications.

Current branch: V1.1.0

Make a One-Time Payment – Step 1



Account Number Dashboard

Dashboard

History

Payment Methods

Settings

Back to Admin

Log Out

Dashboard

ACCOUNT NUMBER 12345678910

Edit Nickname

****AUTOPAY IS NOT SET FOR ACCOUNT NUMBER 12345678910**

SERVICE ADDRESS: 123 MAIN ST

Name:
JOHN SMITH

Current Due:
\$68.03

Pay Bill

Pay

Statement Date:

One-Time Payment:

You can make a one-time payment using a credit card.

Select 'Pay My Bill' to make a one-time payment.

Due Date:
2023-09-05

Total Due:
\$68.03 (Paid \$0.00)

NOTE: Total amount due is as of your last billing cycle. If you have any pending payments, if you have a user account setup please login and see History for additional details.

See Statement History
See Payment History

Make a One-Time Payment – Step 2



- Dashboard
- History
- Payment Methods
- Settings
- Back to Admin
- Log Out

Pay My Bill

Dashboard / Pay My B

Update amounts if necessary and click Next to review and pay:

Total amount due is as of your last billing statement and may or may not reflect recent payments, if you have a user account setup please login and see History for additional details.

Account Number	Current Due	Past Due	Total Due	Want To Pay
12345678910	\$68.03	\$0.00	\$68.03 (Paid \$0.00)	\$ 68.03



One-Time Payment:

On the 'Pay My Bill' tab, customers will see their current balance due for each utility billing account you have linked to your user login.

Simply enter in the amount you wish to pay and select 'Next.'

Note: You can pay towards multiple accounts in the same transaction.

Make a One-Time Payment – Step 3



- Dashboard
- History
- Payment Methods
- Settings
- Back to Admin
- Log Out

Pay My Bill

Dashboard / Pay My Bi

Review Amounts, Choose payment method and click Pay to complete transaction:

Account Number	Current Due	Past Due	Total Due	Want To Pay
12345678910	\$68.03	\$0.00	\$68.03 (Paid \$0.00)	\$68.03

Total Amount from Above:	\$68.03
(0.00% Minimum \$0.00) Fee:	\$0.00
Final Total To Pay:	\$68.03

Accepted credit cards: Visa, MasterCard, Discover and American Express.

Terms: By authorizing this transaction you agree to paying the amount listed. Disputing this service fee transaction will result in losing the ability to pay by credit or debit card.

Pay with Credit Card

Pay by Card Method

Name on Credit Card

Billing Address

Current branch: V1.1.0

One-Time Payment:

Once you have selected the utility account(s) for which you wish to make a payment, the system will prompt you to make the payment using a credit card.

Simply select a payment type and enter the required information to make a payment.

You can also pay using a saved payment method, if you have a saved payment method.