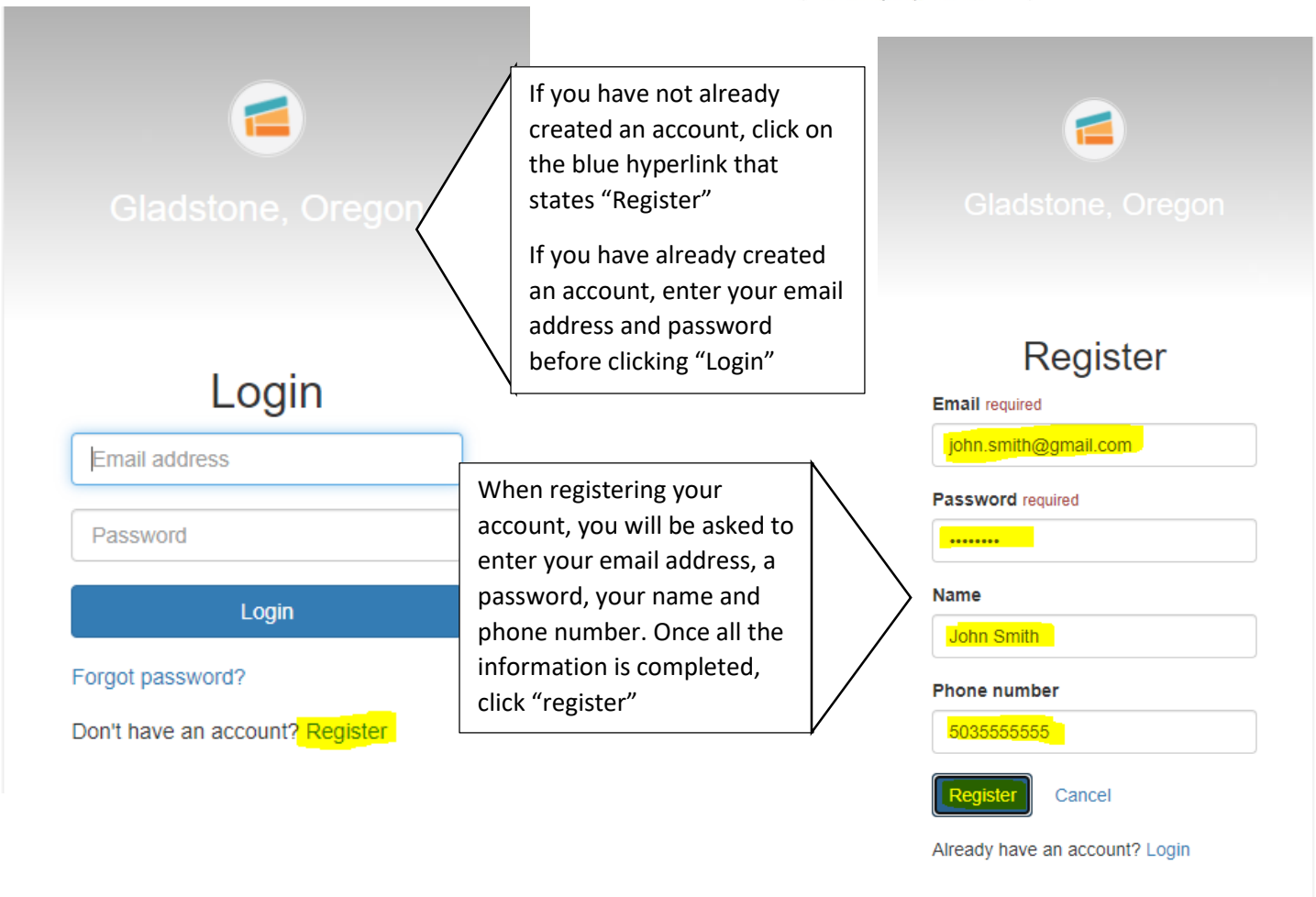
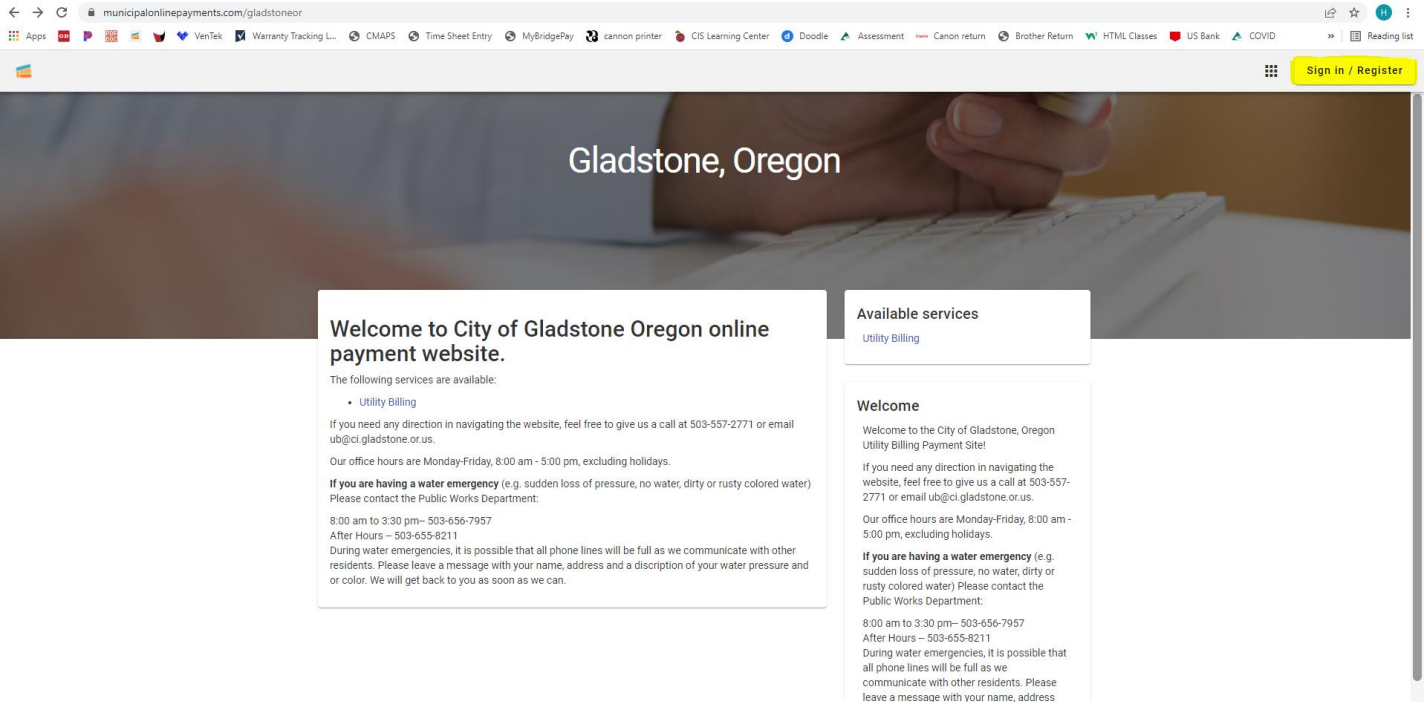


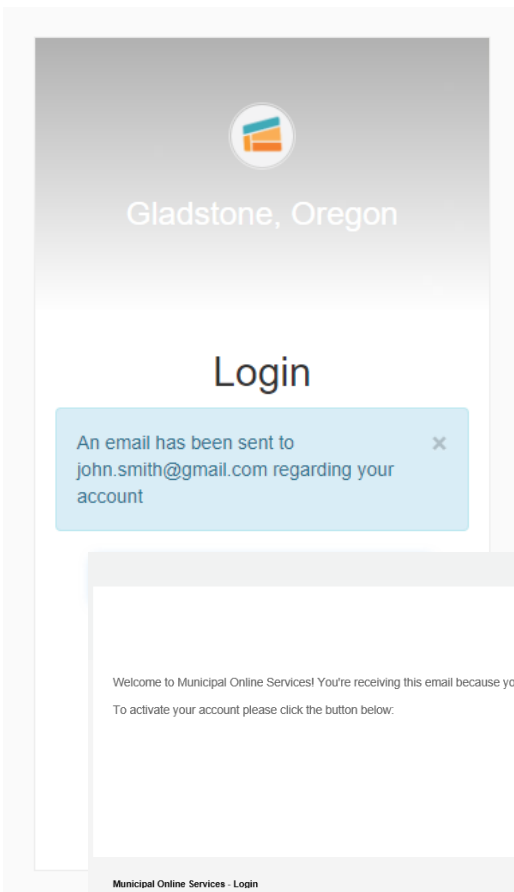
How to Create an Account

The first step when creating an account is to visit <https://www.municipalonlinepayments.com/gladstoneor>

Once here, at the top right corner of the page you will see a box that says "Sign in/ Register" click on that box.

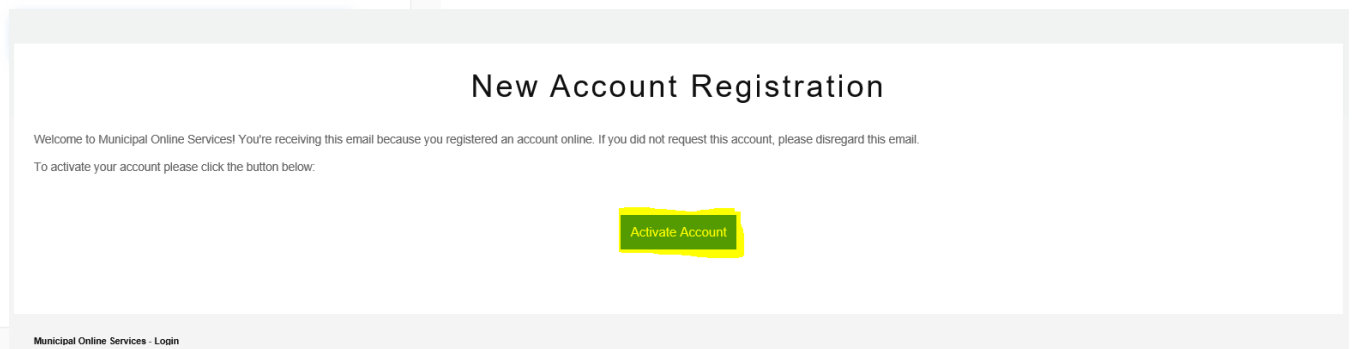


How to Create an Account



After clicking the “register” button, you will see a note stating “an email has been sent to (email address you had entered) regarding your account.”

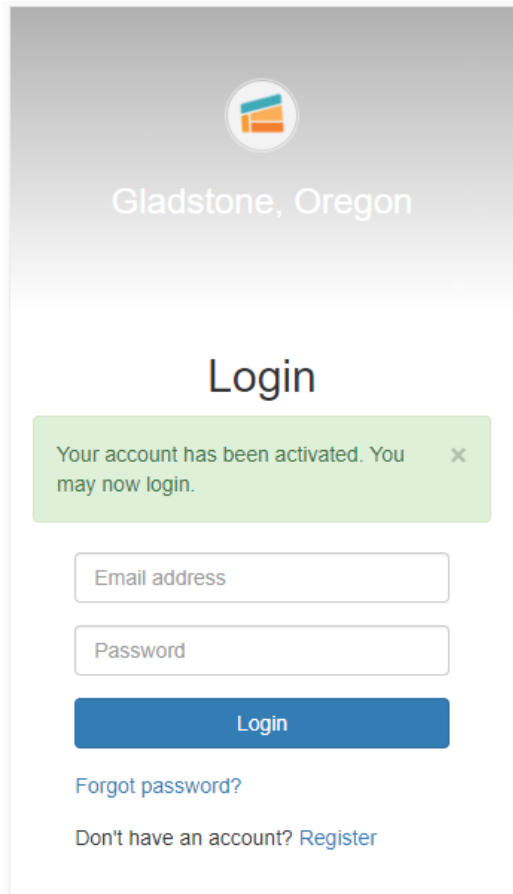
Before you will be able to log into your account, you will have to check your email account for an email from “noreply@municipalonlinepayments.com” it will look like the example below. Click “Activate Account”.



New Account Registration

Welcome to Municipal Online Services! You're receiving this email because you registered an account online. If you did not request this account, please disregard this email. To activate your account please click the button below.

Activate Account



Once you see the green message that states “Your Account has been activated. You may now login”, you can enter the email address and password that was used when creating the account.

Now you have created an account for the website itself.

The next steps will walk you through how connect your City of Gladstone utility account to the website account.

How to Create an Account

Once you login to your account, you will be brought to the home page. Click on the blue Hyperlink that says "Utility Billing"

The screenshot shows the home page of the City of Gladstone Oregon online payment website. The header features the city name "Gladstone, Oregon" over a background image of a hand typing on a keyboard. Below the header, there is a main content area with a welcome message: "Welcome to City of Gladstone Oregon online payment website." This message includes information about available services (Utility Billing), contact details for the Public Works Department, and office hours. To the right of the main content, there are three sidebar sections: "Available services" with a link for "Utility Billing", "Additional links" with a link for "Remove from my services", and a "Welcome" message.

You do not have any Utility Billing accounts associated with your login.

[Add an Account](#)

Click the "Add an Account" button.

Add an account to access the following features:

- View account detail
 - Transaction history
 - Address info
 - Account info
 - Consumption history
- Pay your bill
 - Pay multiple bills in one payment
 - Save credit card for future payments
- Sign up for e-Billing
- Manage multiple accounts

The screenshot shows a form titled "Let's find your account" with a magnifying glass icon. It contains two input fields: "Account Number*" with the value "18-01218-00" and "Last Payment Amount*" with the value "0.00". Below the fields is a note: "Please include all dashes. For example: 01-01010-01 For new accounts, enter 0.00 for Last Payment Amount". At the bottom of the form are two buttons: "Cancel" and "Add account".

To connect your utility account with the account you have just created on the payment website, you will need two pieces of information:

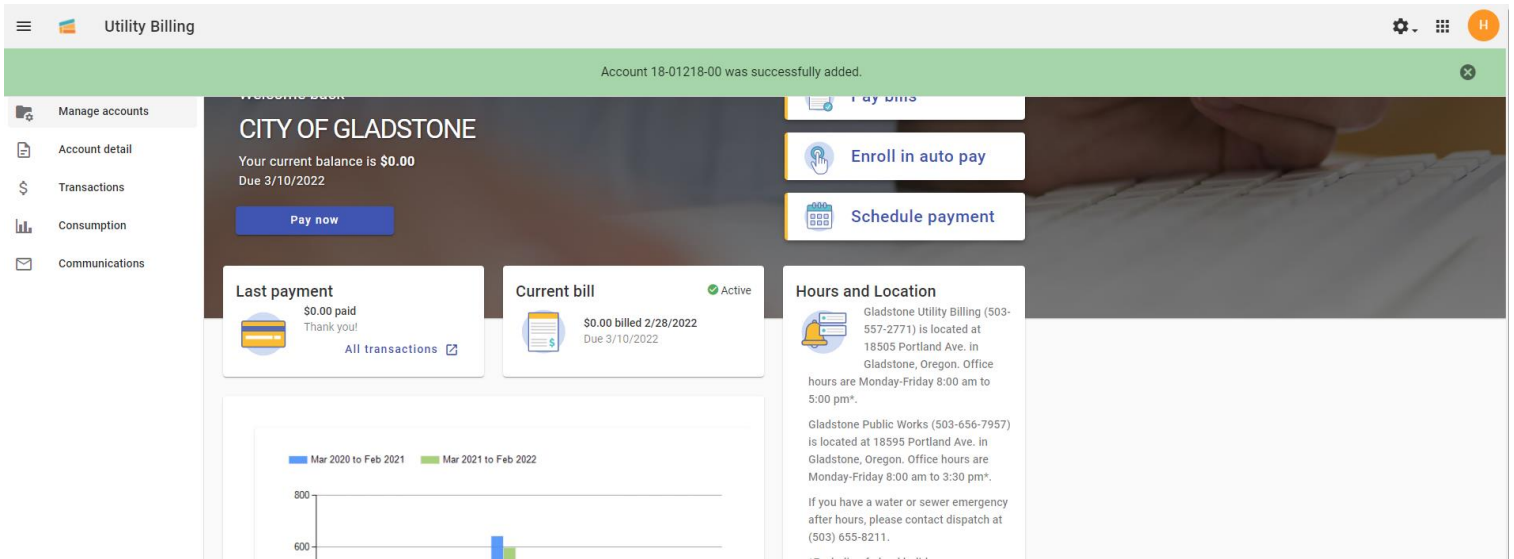
1. Your account number
 - a. This can be found on your bill in the top right corner with a format as follows: ##-#####-##. When entering your account number, it is important to include the dash marks.
2. The last payment made on your account
 - a. This can also be located on your bill and shown as "Less Payments Received"
 - b. If you are a new account holder and have never made a payment on the account, the last payment made will be 0.00

If you are having problems locating either the last payment made or the account number, please call the Utility Billing Department at 503-557-2771

Once you have entered the information, click "Add account"

How to Create an Account

Now your account has been added and you have the ability to make a payment, enroll in auto pay, and view your account information.



Property owners or managers who own more than one property within the City of Gladstone have the ability to add all their accounts under one login.

This can be done by clicking “Manage Accounts” on the left hand side of the screen. Then clicking “Add Account” and entering the other account number and last amount paid. This can create a list of all accounts and make it easier to manage payments on these accounts.

