

# City of Auburn Municipal Services: eServices Utilities Portal (revised 2019)

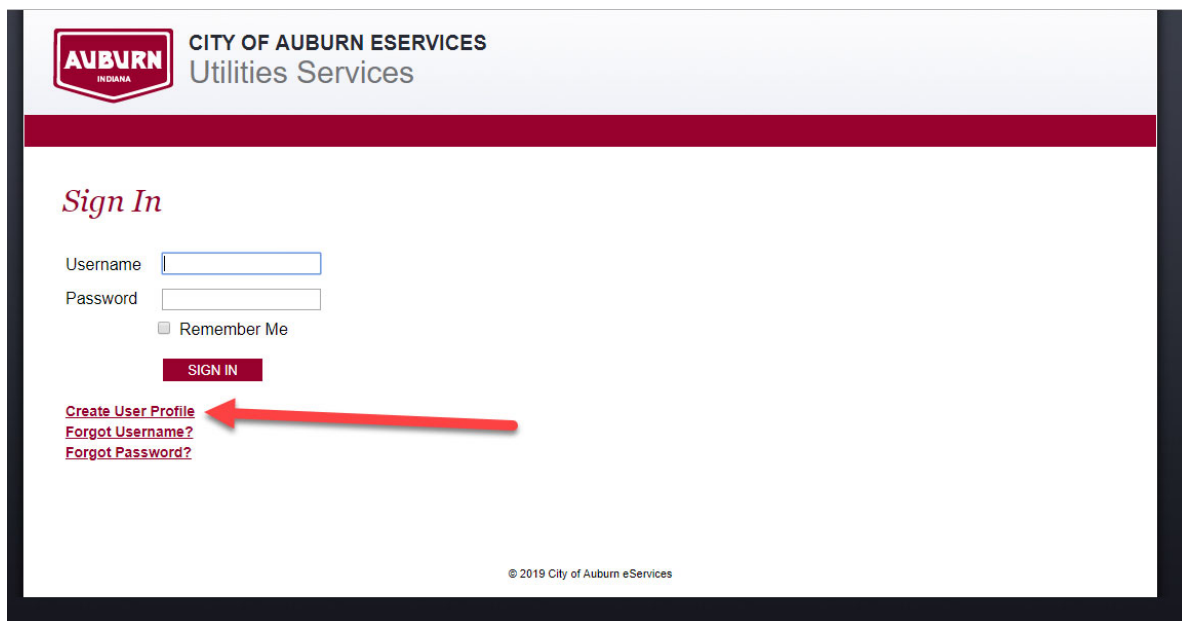
New on 2019.03.05, the City of Auburn’s eServices Utilities Portal requires customers to create a username and password. This enhancement is accompanied by improved security, a more natural and standard way to authenticate with web services, and many new features. Specifically, users with multiple accounts can now link and manage multiple accounts under a single sign in. Whether you are new to eServices or a returning user, here is how to get started:

## BROWSER SUPPORT

eServices Utilities Portal fully supports the latest versions of Google Chrome, Firefox, and Microsoft Edge. There is limited support for Internet Explorer.

## CREATE USER PROFILE

Go to [www.ci.auburn.in.us](http://www.ci.auburn.in.us) or [www.auburnessentialservices.net](http://www.auburnessentialservices.net) and find your way to the eServices Utilities portal. If visiting for the first time, select “Create User Profile”.



**AUBURN**  
INDIANA

CITY OF AUBURN ESERVICES  
Utilities Services

*Sign In*

Username

Password

Remember Me

**SIGN IN**

[Create User Profile](#)

[Forgot Username?](#)

[Forgot Password?](#)

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## CONFIRM ACCOUNT

Existing eService users prior to 2019.03.05, insert your account number and issued PIN. New eServices users, select the "Request Yours Now" link.

**AUBURN**  
INDIANA

**CITY OF AUBURN ESERVICES**  
Utilities Services

### Confirm account

Provide the following information to create an account.

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

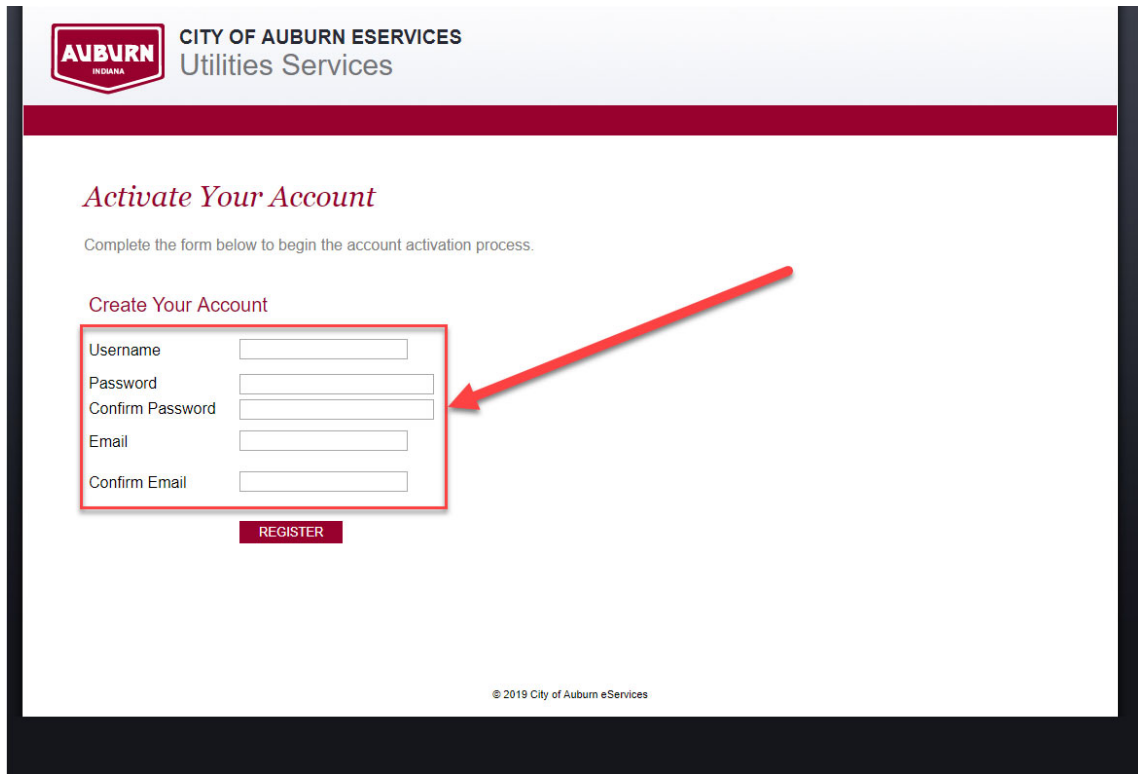
\* PIN  Forget or Need a PIN? [Request yours now.](#)

**CONFIRM ACCOUNT**

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## ACTIVATE YOUR ACCOUNT

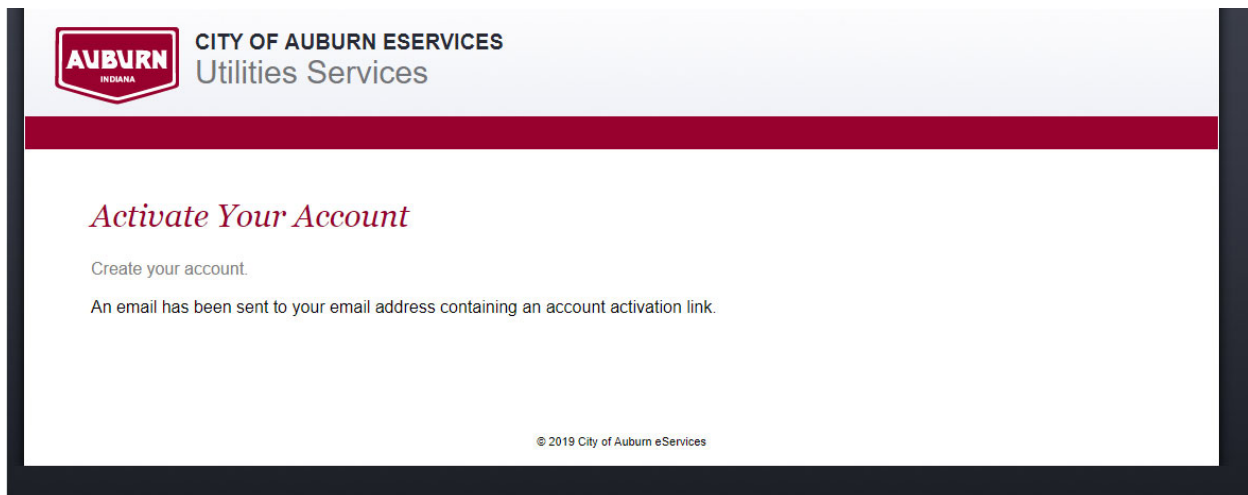
Create a username (can be your email address). Enter a password that is difficult to guess.



The screenshot shows the 'Activate Your Account' registration page for the City of Auburn eServices. At the top left is the Auburn, Indiana logo. To its right, the text reads 'CITY OF AUBURN ESERVICES' and 'Utilities Services'. Below this is a red horizontal bar. The main heading is 'Activate Your Account' in a red, italicized font. Underneath, it says 'Complete the form below to begin the account activation process.' The form is titled 'Create Your Account' and contains five input fields: 'Username', 'Password', 'Confirm Password', 'Email', and 'Confirm Email'. A red arrow points to the 'Confirm Password' field. Below the form is a red 'REGISTER' button. At the bottom center, there is a small copyright notice: '© 2019 City of Auburn eServices'.

## CHECK YOUR EMAIL

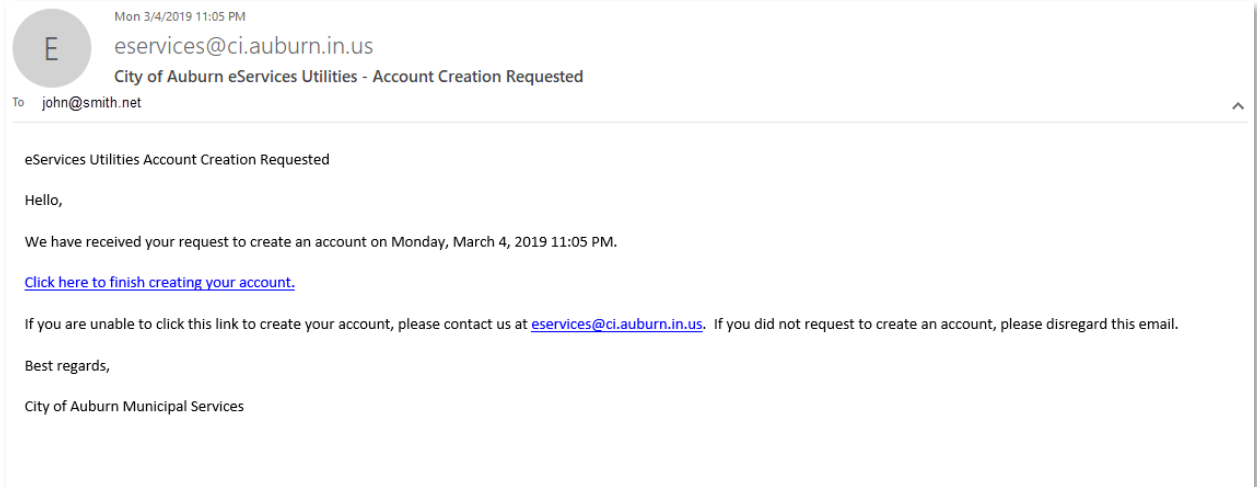
You will be notified that an email has been sent.



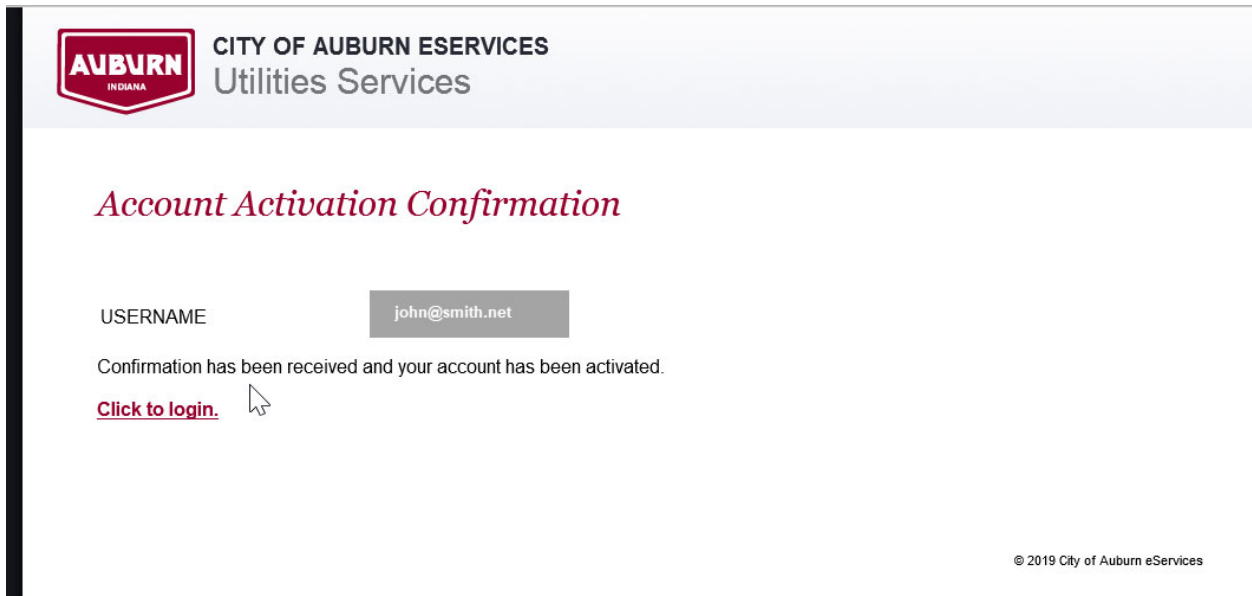
The screenshot shows the confirmation page for the 'Activate Your Account' process. At the top left is the Auburn, Indiana logo. To its right, the text reads 'CITY OF AUBURN ESERVICES' and 'Utilities Services'. Below this is a red horizontal bar. The main heading is 'Activate Your Account' in a red, italicized font. Underneath, it says 'Create your account.' and 'An email has been sent to your email address containing an account activation link.' At the bottom center, there is a small copyright notice: '© 2019 City of Auburn eServices'.

## FINISH CREATING YOUR ACCOUNT

Open the email from eServices to confirm your account. Check your spam filter if you do not receive it.



Once affirmed, you can return to the login page.



## SIGN IN

Sign in with your new username and password!

**AUBURN**  
INDIANA

CITY OF AUBURN ESERVICES  
Utilities Services

### Sign In

Username

Password

Remember Me

**SIGN IN**

[Create User Profile](#)  
[Forgot Username?](#)  
[Forgot Password?](#)

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## USE eSERVICES

You are able to review consumption, make a payment, enroll in eBill (paperless billing). Contact us if you have any trouble using the portal.

**AUBURN**  
INDIANA

CITY OF AUBURN ESERVICES  
Utilities Services

\$206.36

Account Summary Account Details Payments eBill Enrollment User Profile

### Account Summary

**Billing Status**

[View Bill](#) [Make a Payment](#)

Balance on Last Bill	\$206.36
All Activity Since Last Bill	(\$206.36)
<b>Total Due</b>	<b>\$0.00</b>

**Account Information**

Account #  
Service Address

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## LINK ANOTHER ACCOUNT

If you own or manage multiple accounts, you are able to link them to your username for a single management experience. Select User Profile, Linked Accounts.

The screenshot shows the City of Auburn eServices Utilities Services interface. The navigation bar includes a user profile icon, a balance of \$206.36, and menu items for Account Summary, Account Details, Payments, eBill Enrollment, and User Profile. The User Profile dropdown menu is open, showing options for Profile Maintenance, Linked Accounts, and Log Out. The main content area displays the Account Summary, which includes a Billing Status section with links for View Bill and Make a Payment, and an Account Information section with fields for Account # and Service Address.

Billing Status	
<a href="#">View Bill</a>	<a href="#">Make a Payment</a>
Balance on Last Bill	\$206.36
All Activity Since Last Bill	(\$206.36)
<b>Total Due</b>	<b>\$0.00</b>

Account Information

Account #  
Service Address

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Add Account...you will need the account number and PIN just as you did for the first account.

The screenshot shows the City of Auburn eServices Utilities Services interface for adding a new account. The navigation bar is the same as in the previous screenshot. The main content area displays the 'Add Account' page, which includes a 'Primary Account' section with a balance of \$206.36 and an 'Available Accounts' section with a table of accounts. The 'Add Account' link is highlighted with a red arrow.

Primary Account

\$206.36

Available Accounts

Add Account	
\$206.36	⊖
\$265.34	⊖

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Once you log in, you are able to toggle among accounts.

The screenshot displays the City of Auburn eServices Utilities Services interface. At the top left is the Auburn, Indiana logo. The main header reads "CITY OF AUBURN ESERVICES Utilities Services". A dark red navigation bar contains a user profile icon, the current account ID "-001", the balance "\$206.36", and menu items for "Account Summary", "Account Details", "Payments", "eBill Enrollment", and "User Profile".

Below the navigation bar, a dropdown menu is open, showing the selected account "-001" with a balance of "\$206.36" and an alternative account "-002" with a balance of "\$265.34". A red arrow points to the "-002" option. Below this menu is an "Add Account" section with a plus icon, the text "Add Account", and the account ID "530105AES-U01" with a balance of "\$206.36".

At the bottom, there is a table titled "Available Accounts" with an "Add Account" link. The table lists two accounts:

Account ID	Balance	Action
-001	\$206.36	⊖
-002	\$265.34	⊖

The footer contains the copyright notice: © 2019 City of Auburn eServices.