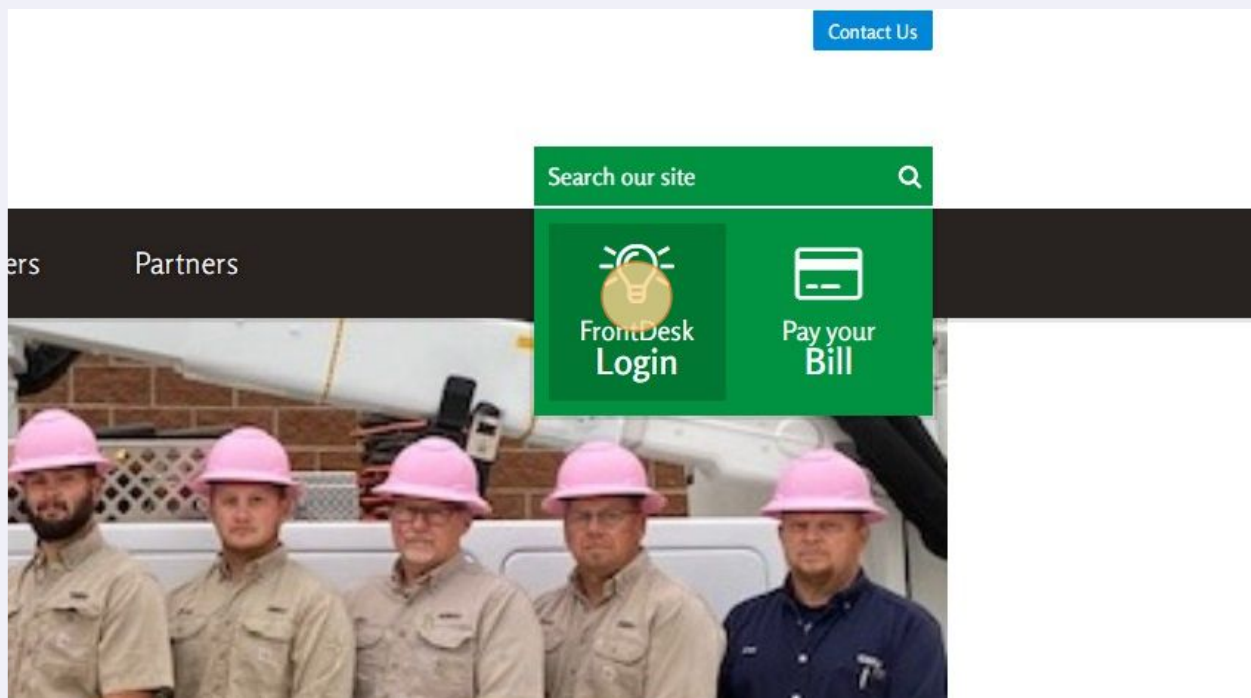


Frontdeskworks Workflow

1 Navigate to <https://www.gmu-ia.com/>

2 Click here.



3 Click "Create Now"

Enter Your Email

Password

Enter Password

☐ Remember Me [Forgot Password?](#)

Login

Don't have an account? [Create Now](#)

[FrontDesk Account Creation Instructions](#)

Please contact the Agency if you have any issues signing up for FrontDesk.

Greenfield Utilities

We're glad to see you again

Login to Access

4 Click "Yes"

Welcome to the FrontDesk Account Setup.

Just a few steps away from a more efficient way to interact with your agent!

Account Status Account Info Finish Sign-up

Are you already receiving utility bills from us?

☒ Yes ☐ No

- 5 Click the "Account Number" field.

Welcome to the FrontDesk Account Setup.

Just a few steps away from a more efficient way to interact with your community!

Account Status Account Info Finish Sign-up

Are you already receiving utility bills from us?

☒ Yes ☐ No

Enter your Account Number from your most recent Utility Bill

Account Number Re-type Account Number

Current Physical Address where Service is located

Address 1

① Have more than one utility account with us? That's ok. You can add the FrontDesk Account.

Next

- 6 Type "Your GMU Account Number [[tab]] Your GMU Account Number [[tab]] The exact address in the top right corner of your GMU utility bill"

7

Click "Next"



123456789

123456789

Current Physical Address where Service is located

202 S 1st St

ⓘ Have more than one utility account with us? That's ok. You can add them to your FrontDesk Account.



8

Verify the information that you entered

9 Click "Next"

FrontDesk Setup.

Steps away from a more interactive way to interact with your community.

Please confirm the information you entered on step 1.

Account Number: 123456789

Service Address: 202 S 1ST ST, GREENFIELD, IA

If this information is correct, then please continue.

Back to Edit Next

10 Click the "First Name" field.

Welcome to the FrontDesk Account Setup.

Just a few steps away from a more interactive way to interact with your community!

Account Status Account Info Finish Sign-up

Account Type

Citizen

Name

First Name Middle Name

Email Confirm Email

Email Address Confirm Email Address

Password Confirm Password

..... Confirm Password

☐ By clicking here, you acknowledge you will be receiving electronic bills and no longer receive paper bills from the Greenfield Municipal Utilities. You can opt out to electronic bills by updating your Notification Preferences on the My Account page.

11

Type "First Name [[tab]] Middle Name (not required) [[tab]] Last Name [[tab]] Email Address [[tab]] Email Address [[tab]] Phone Number [[tab]] Password [[tab]] Password"

12

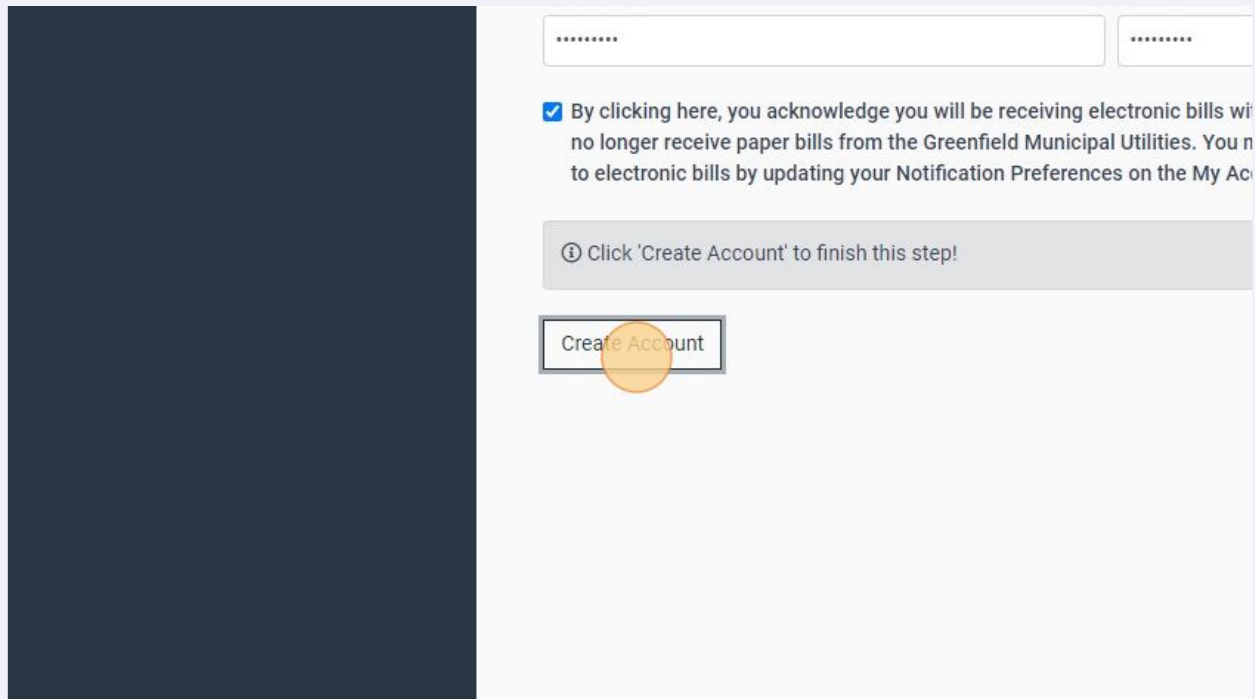
Click the "By clicking here, you acknowledge you will be receiving electronic bills with your Frontdesk account. By default, you will no longer receive paper bills from the Greenfield Municipal Utilities. You may opt in to receiving paper bills in addition to electronic bills by updating your Notification Preferences on the My Account tab." field.

Account Setup.

You're just a few steps away from a more convenient way to interact with your government!

First Name		Middle Name	
Test			
Email		Confirm Email	
gmtesting@gmail.com		gmtesting@gmail.com	
Password		Confirm Password	
*****		*****	
<input type="checkbox"/> By clicking here, you acknowledge you will be receiving electronic bills with your Frontdesk account. By default, you will no longer receive paper bills from the Greenfield Municipal Utilities. You may opt in to receiving paper bills in addition to electronic bills by updating your Notification Preferences on the My Account tab.			
ⓘ Click 'Create Account' to finish this step!			
<input type="button" value="Create Account"/>			

13 Click "Create Account"



.....

.....

☒ By clicking here, you acknowledge you will be receiving electronic bills and will no longer receive paper bills from the Greenfield Municipal Utilities. You may opt out to electronic bills by updating your Notification Preferences on the My Account page.

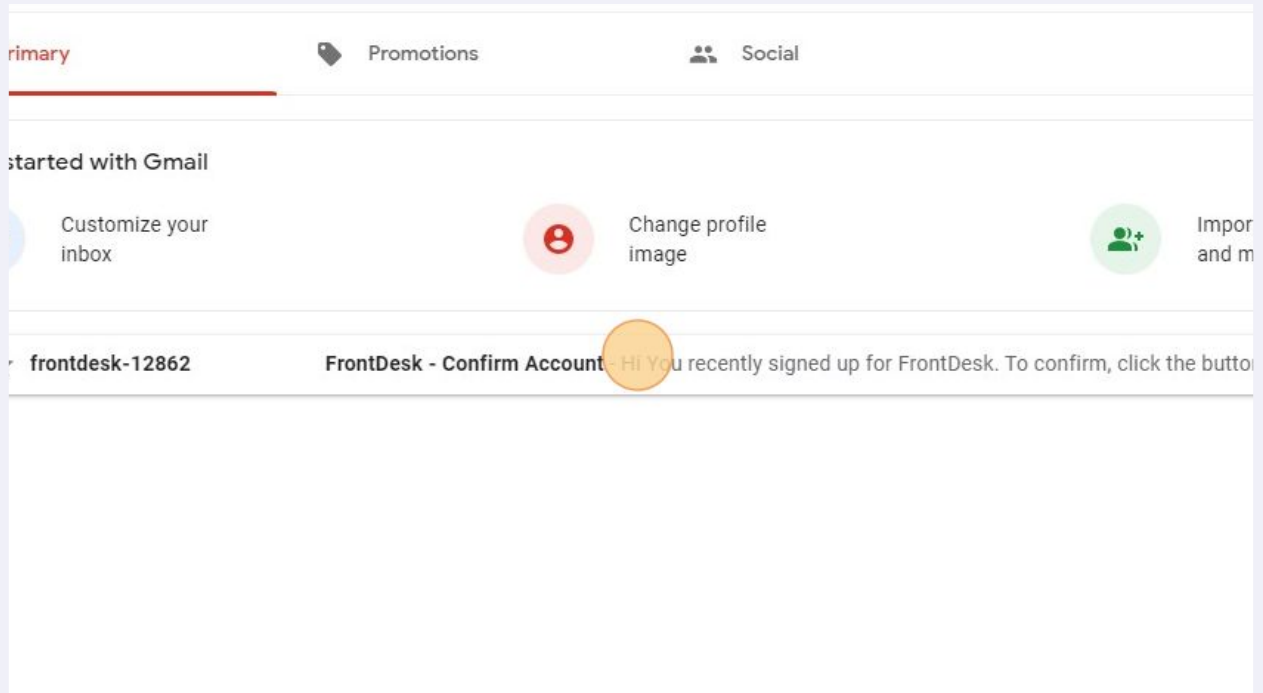
ⓘ Click 'Create Account' to finish this step!

Create Account

14 Check your email for the verification email

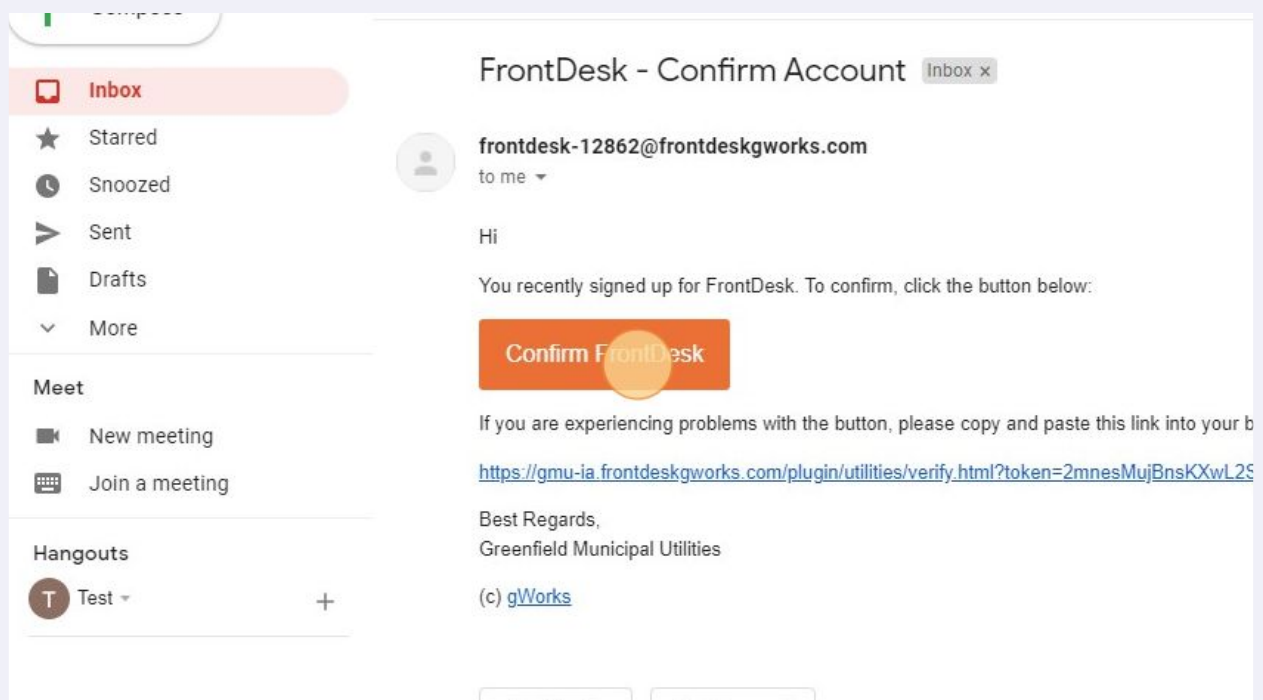
15

Click "-
Hi You recently signed up for FrontDesk. To confirm, click the button below:
Confirm FrontDesk If you are experiencing problems with the butt..."



16

Click "Confirm FrontDesk"



17 Click "clicking here" to login in

ulations; your account has been confirmed. You can login by [clicking here](#).



18 Enter your email address & password

19 Click "Login"

Email Address
gmtesting@gmail.com

Password

☐ Remember Me [Forgot Password?](#)

Login

[Don't have an account? Create Now](#)
[FrontDesk Account Creation Instructions](#)

Please contact the **Greenfield Municipal Utilities** if you have any issues signing up for FrontDesk.

[Back to Home](#)

20 Click "EDIT" on payment preferences to add a bank account

CIPAL Welcome back, TEST ACCOUNT

Pay Bills

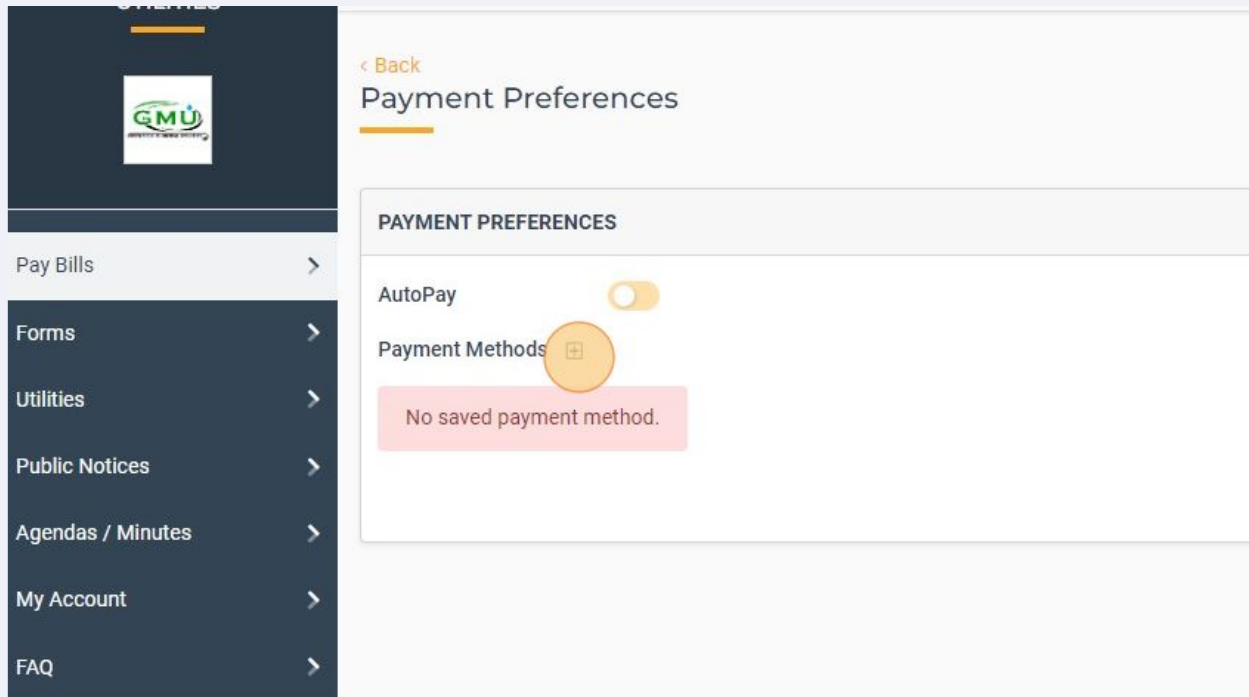
PAYMENT PREFERENCES [EDIT](#)

AutoPay ✖ Disabled

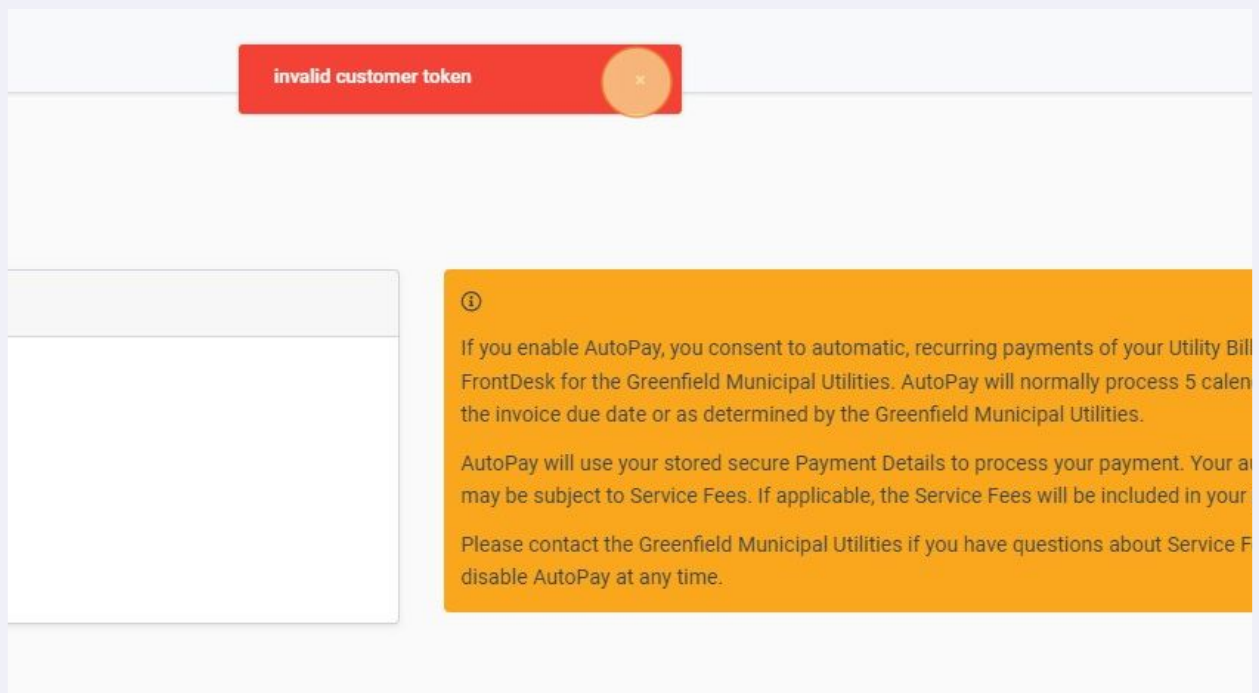
No saved payment method

OPEN BILLS (0) PAYMENT HISTORY (0)

21 Click here.



22 Click "x" - if you receive this message, close the red error box and try again in a few minutes. Sometimes the system has too many people trying at one time.



23



24

24

- 25 Click the "Routing number" field.

The screenshot shows a web form titled "GREENFIELD MUNICIPAL UTILITIES WEB". Under the "PAYMENT METHOD" section, there are two tabs: "Card" and "eCheck". The "eCheck" tab is selected. Below the tabs, there are three input fields: "Routing number", "Account number", and "Re-enter acc number". The "Routing number" field is highlighted with a blue border and an orange circle. A tooltip "Please fill out this field." is visible over the "Account number" field. Below these fields is the "BILLING INFORMATION" section, which includes a dropdown menu for "United States of America" and three input fields: "Company name", "Full name", and "Address line 1".

- 26 Click the "Full name" field.

The screenshot shows the same web form as before, but now the "Full name" field in the "BILLING INFORMATION" section is highlighted with a blue border and an orange circle. A tooltip "Enter a valid routing #" is visible over the "Routing number" field. The "Account number" and "Re-enter acc number" fields now contain the text "**3456". The "Address line 1" field has a tooltip "This field is required" over it. The "City" field has a dropdown menu for "--State--". The "Postal code" and "Phone number" fields are also visible. At the bottom, there is a note: "* required (only one name field is required)".

27 Click here.

Re-enter acc number **3456

BILLING INFORMATION United States of America ▼

Company name Company name *

Full name Test Account *

Address line 1 202 S 1st St *

Address line 2 Address line 2

City State Greenfield * --State-- ▼

Postal code Postal code

Phone number Phone number

Email address Email address

* required

Save

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Payment Details to process your payment. Your auto applicable, the Service Fees will be included in your pay
pal Utilities if you have questions about Service Fees

This field is required

28 Click "Iowa"

Re-enter acc number **3456

BILLING INFORMATION United States of America ▼

Company name Company name *

Full name Test Account *

Address line 1 202 S 1st St *

Address line 2 Address line 2

City State Greenfield * Iowa ▼

Postal code Postal code

Phone number Phone number

Email address Email address

* required

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Idaho

Illinois

Indiana

Kansas

Kentucky

29 Click the "Postal code" field.

The screenshot shows a 'BILLING INFORMATION' form for the 'United States of America'. The form includes fields for Company name, Full name (Test Account), Address line 1 (202 S 1st St), Address line 2, City (Greenfield), State (Iowa), Postal code, Phone number, and Email address. The 'Postal code' field is highlighted with a blue border and an orange circle. A tooltip 'This field is required' is visible over the 'Phone number' field. A 'Save' button is at the bottom right. The footer contains '© 2022 CSG Forte Payments, Inc.', 'Security', 'Privacy', and 'TOS' links.

BILLING INFORMATION		United States of America ▼
Company name	Company name *	
Full name	Test Account *	
Address line 1	202 S 1st St *	
Address line 2	Address line 2	
City	Greenfield *	Iowa ▼
Postal code	Postal code *	
Phone number	Phone number *	
Email address	Email address	

* required

Save

© 2022 CSG Forte Payments, Inc. Security Privacy TOS

30 Click the "Phone number" field.

The screenshot shows the same 'BILLING INFORMATION' form. The 'Phone number' field is now highlighted with a blue border and an orange circle. The 'Postal code' field now contains the value '50849'. The tooltip 'This field is required' remains over the 'Phone number' field. The 'Save' button and footer are the same as in the previous screenshot.

BILLING INFORMATION		United States of America ▼
Company name	Company name *	
Full name	Test Account *	
Address line 1	202 S 1st St *	
Address line 2	Address line 2	
City	Greenfield *	Iowa ▼
Postal code	50849 *	
Phone number	Phone number *	
Email address	Email address	

* required

Save

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31 Click the "Email address" field.

Company name Company name *

Full name Test Account *

Address line 1 202 S 1st St *

Address line 2 Address line 2

City State Greenfield * Iowa ▼

Postal code 50849 *

Phone number 641-743-2741

Email address Email address

Save

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32 Click "Save"

Address line 1 202 S 1st St *

Address line 2 Address line 2

City State Greenfield * Iowa ▼

Postal code 50849 *

Phone number 641-743-2741

Email address gmutesting@gmail.com


Save

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33

Click here to turn on or off AutoPay. AutoPay is deducted on the 20th of each month and does incur a \$.50 charge on your monthly utility bill.

GREENFIELD MUNICIPAL
UTILITIES



Pay Bills >
Forms >
Utilities >
Public Notices >
Agendas / Minutes >
My Account >


Welcome back, TEST ACCOUNT


[< Back](#)



Payment Preferences


PAYMENT PREFERENCES

AutoPay

Payment Methods 


Primary

Account Ending - 3456  



Routing number *****073910745
Checking Account *****3456


34



Click "My Account" to access your payment & notification preferences.


Pay Bills >
Forms >
Utilities >
Public Notices >
Agendas / Minutes >
My Account >
FAQ >

AutoPay

Payment Methods 



Primary


Account Ending - 3456  


Routing number *****073910745
Checking Account *****3456


35

Click "EDIT" in Notification preferences to get a paper utility bill rather than email bill if desired.


UPLOAD

PAYMENT PREFERENCES

EDIT

AutoPay


Disabled

Saved Payment Methods


1


Primary Payment Method

Account Ending - 3456

Routing number *****073910745

Checking Account *****3456




NOTIFICATION PREFERENCES

EDIT

	Email	SMS Text
Payments	—	—
Utilities	—	—
Citizen Requests	—	—
Form Updates	—	—
Weekly Digest	—	—

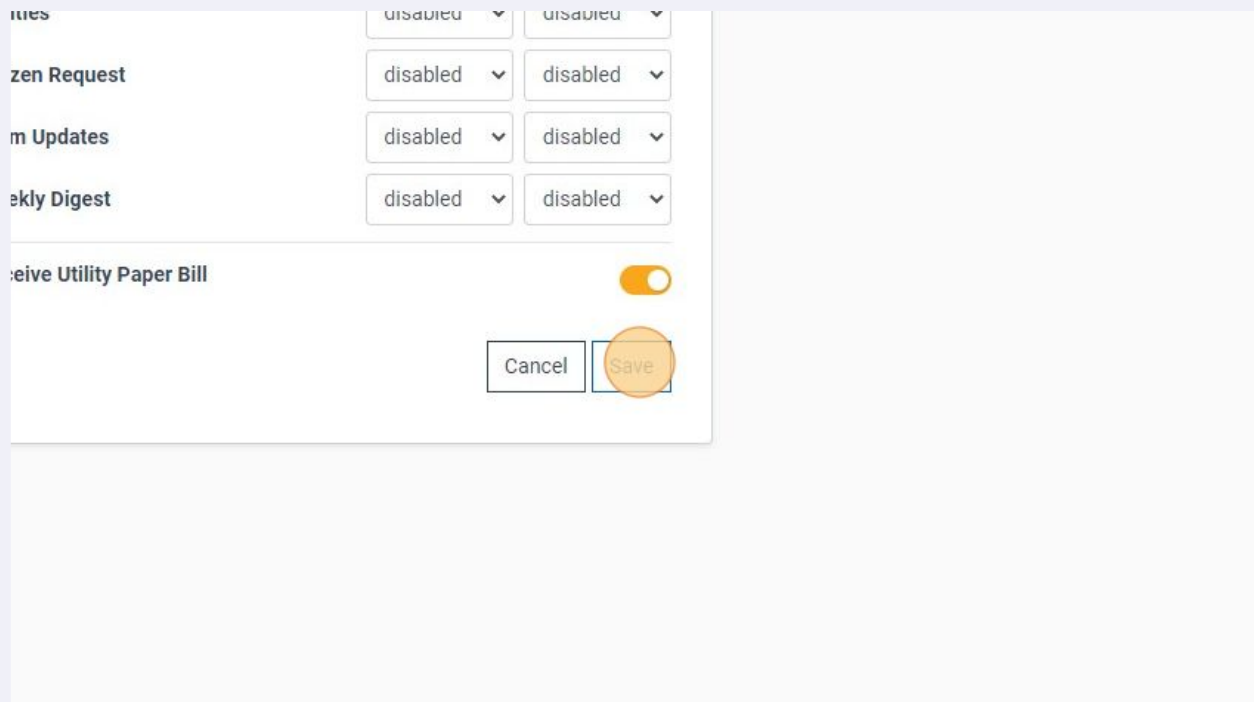
36

[Click here.](#)

Comments	<input type="text" value="disabled"/>	<input type="text" value="disabled"/>
Activities	<input type="text" value="disabled"/>	<input type="text" value="disabled"/>
Open Request	<input type="text" value="disabled"/>	<input type="text" value="disabled"/>
Open Updates	<input type="text" value="disabled"/>	<input type="text" value="disabled"/>
Weekly Digest	<input type="text" value="disabled"/>	<input type="text" value="disabled"/>

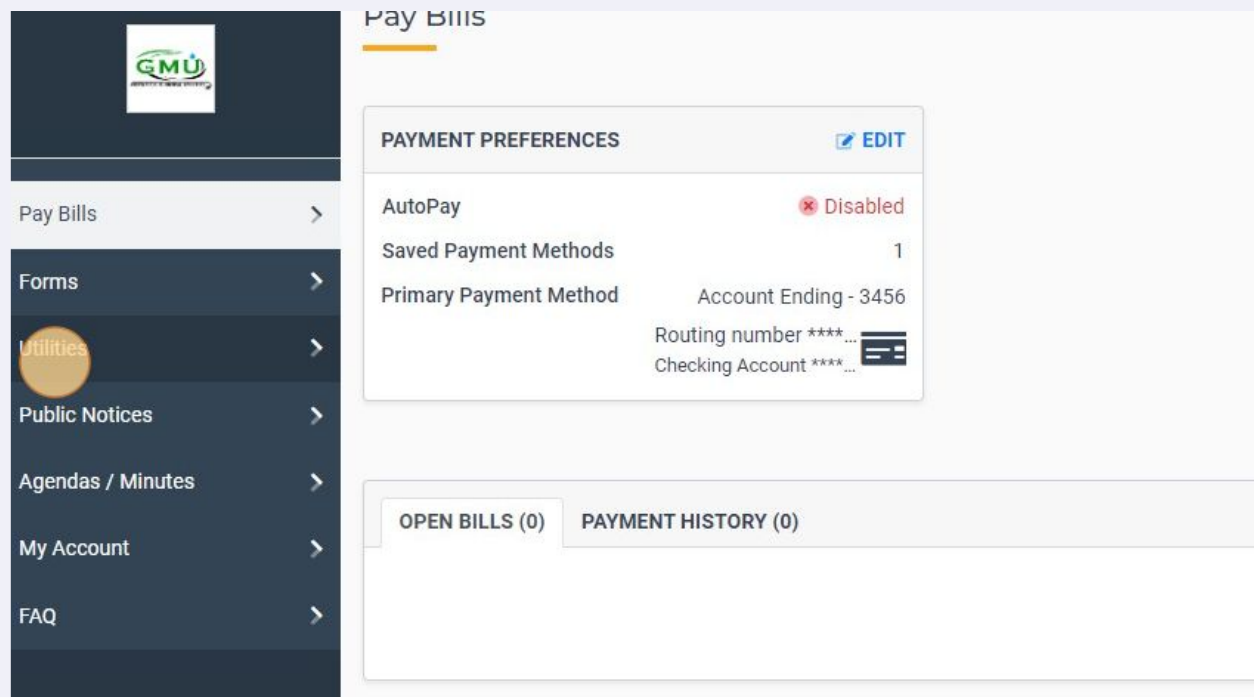
Receive Utility Paper Bill 

37 Click "Save"



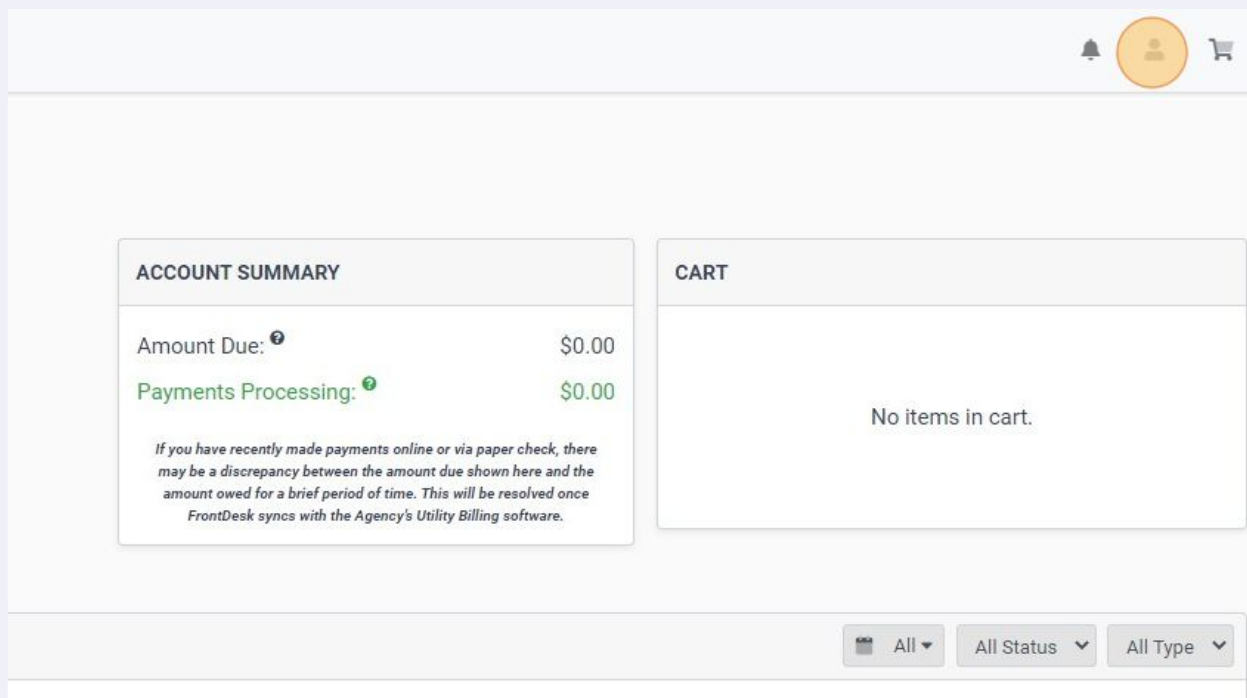
A screenshot of a settings form. On the left, there is a list of items: "ies", "zen Request", "m Updates", "ekly Digest", and "eive Utility Paper Bill". To the right of these items are several dropdown menus, all of which are disabled and labeled "disabled". Below the list, there is a toggle switch for "eive Utility Paper Bill" which is currently turned on. At the bottom right of the form, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a large orange circle.

38 Click "Utilities" to see your usage history and bills.



A screenshot of the "Pay Bills" page. On the left is a dark sidebar with a logo at the top and a list of menu items: "Pay Bills", "Forms", "Utilities", "Public Notices", "Agendas / Minutes", "My Account", and "FAQ". The "Utilities" item is highlighted with a large orange circle. The main content area is titled "Pay Bills" and contains a "PAYMENT PREFERENCES" section with an "EDIT" link. The preferences include: "AutoPay" (Disabled), "Saved Payment Methods" (1), "Primary Payment Method" (Account Ending - 3456), "Routing number ****..." (with a card icon), and "Checking Account ****..." (with a card icon). Below the preferences, there are two tabs: "OPEN BILLS (0)" and "PAYMENT HISTORY (0)".

39 Click here to access My Account



40 Click "Log Out"

