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# CITY OF LEON

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## FrontDesk Instructions

Currently the City of Leon web payment button on the City's website redirects to a page notifying customers of the new system that is coming for web payments. In the near future customers will be redirected to the customer portal for front desk. This video is a tutorial for the creation of a front desk account and the navigation of front desk.

All customers wishing to make web payments or automatic payments will need to create a new account on front desk, including customers that have previously used the old web payment system.

1. Since all Leon customers are now considered new customers of front desk, each customer will have to click to create a new account.
2. Since you are wishing to begin paying the bill on your current account, click the button saying yes to the question regarding already receiving bills from the city of Leon.
3. It is most helpful if you have a previous bill when creating the account. You will have to enter the account number and the exact address on the account. Typos and abbreviations can create problems when the system is looking for your account.
4. When the system has found your account, verify that the account information is correct.
5. You will then be asked to enter some personal information to set up the account. If you chose a business you will be required to enter a tax id number.
6. The minimum requirements are name, email, and password.
7. If you wish to receive notifications about your bill via text, you can enter a cell phone number.
8. After clicking, create account, you will receive a verification email on the email account that you used for creating the front desk account.
9. After verification, log into your new account using the email and password that you used to create the account.
10. If there is an outstanding balance on the account, you can make a one-time payment by adding it to your cart or you can set up auto pay using credit card, debit card, checking account or savings account.
11. To save a payment method click edit in the payment method box, then click the "plus sign" on the right of payment methods to add the necessary information.
12. Choose card or echeck from the drop-down menu. If using a bank account, choose the account type. Enter all of the information and click the yellow save button.
13. Now that the payment method is saved, if you want to use auto pay, you must turn on the slider switch to begin auto pay. Auto pay will not work if you have not saved a payment method.

14. Finally, by choosing the “my account” tab from the menu on the left, you can set up notifications that will be sent to your email and/or your phone. If you wish to continue receiving a paper bill, make sure to turn on that option. If you do not, all bills and late notices will be electronic only.