



City of Nampa

New Customer Portal User Guide

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Getting Started: Set up a New User – Step 1

Nampa, ID Portal

nampa.billingdoc.net/login

NAMPA
IDAHO

Create an Account

New Users:
Start by selecting 'Create An Account'

NAMPA
IDAHO

Welcome to the Nampa, ID Portal
Welcome to the new City of Nampa Utilities Customer Portal!

Create An Account One-Time Payment

NAMPA
IDAHO

Email Email Address

Password Password 6-30 characters

Remember me

Sign In

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

[Forgot Password?](#)

Current branch: IVRFIX

Select Language

Powered by Google Translate

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

Getting Started: Set up a New User – Step 3

The screenshot shows the Nampa, ID Portal login page. The browser address bar displays 'nampa.billingdoc.net/login'. The page features the Nampa, Idaho logo and a 'Create an Account' button in the top right. The main content area includes a welcome message and two buttons: 'Create An Account' and 'One-Time Payment'. A callout box on the right, titled 'New Users:', provides instructions and a list of actions for new users. Below the callout is the login form, which includes fields for 'Email' and 'Password', a 'Remember me' checkbox, a 'Sign In' button, and links for 'Create An Account' and 'Forgot Password?'. The footer contains 'Current branch: IVRFIX' and a 'Select Language' dropdown menu.

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 Info
- Sign up for autopay

Current branch: IVRFIX

Select Language

Powered by Google Translate

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

Link Utility Accounts to User Login – Step 1

The screenshot shows the Nampa, ID Portal interface. The browser address bar displays 'nampa.billingdoc.net'. The page title is 'Account Number Dashboard'. A left-hand navigation menu includes: Dashboard, Pay My Bill, History, Payment Methods, Settings, and Log Out. The main content area features a large button with a plus sign icon and the text 'Add Account Number'. A blue arrow points to this button. A callout box on the right contains the following text:

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.'

At the bottom of the page, there is a footer with the text: 'Current branch: IVRFIX', 'Nampa, ID Portal | utility@cityofnampa.us | 208-468-4413', a 'Select Language' dropdown menu, and 'Powered by Google Translate'.

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

Link Utility Accounts to User Login – Step 2

Fill in the form below to attach a new account.

First 3 characters of the first or last name printed on your paper statement

Statement Name

Account Number

Account Number

Submit **Cancel**

Location of your account on your paper statement:

MAKE CHECKS PAYABLE TO:
NAMPA
City of Nampa
401 3rd St. South
Nampa, ID 83651
208-468-5711
Pay free on-line at www.cityofnampa.us/services
Or pay by phone 855-980-6672
0238580000012989000000012989

NAMPA SHARES AND CARES DONATION
CHECK BOX BELOW
DUE DATE: 09/16/2022
SHUT OFF DATE: 09/28/2022
ACCOUNT NO.: 123456-000
CURRENT DUE: 129.89
PAST DUE AMOUNT
DUE UPON RECEIPT: 129.89
TOTAL DUE: 129.89
City of Nampa
401 3rd St. South
Nampa, ID 83651
208-468-5711
CHECK BOX IF AMOUNT PAID INCLUDES DONATION

JANE DOE
123 EXAMPLE ADD
NAMPA ID 83687

Current branch: IVRFIX

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://nampa.billingdoc.net/login>

Add Payment Methods – Step 1

Nampa, ID Portal
nampa.billingdoc.net/home

NAMPA

ACCOUNT NUMBER 12345-000
SERVICE ADDRESS: 123 MAIN ST.

Name: MICHAEL SCOTT	Statement Date: 2022-08-17	Due Date: 2022-09-16
Current Due: \$129.89	Total Due: \$129.89 (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 a setup please login and see History for additional details.

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

Current branch: **IVRFIX**

[+](#)
Add Additional Account Number(s)

Select Language
Powered by Google Translate

Account Setup:

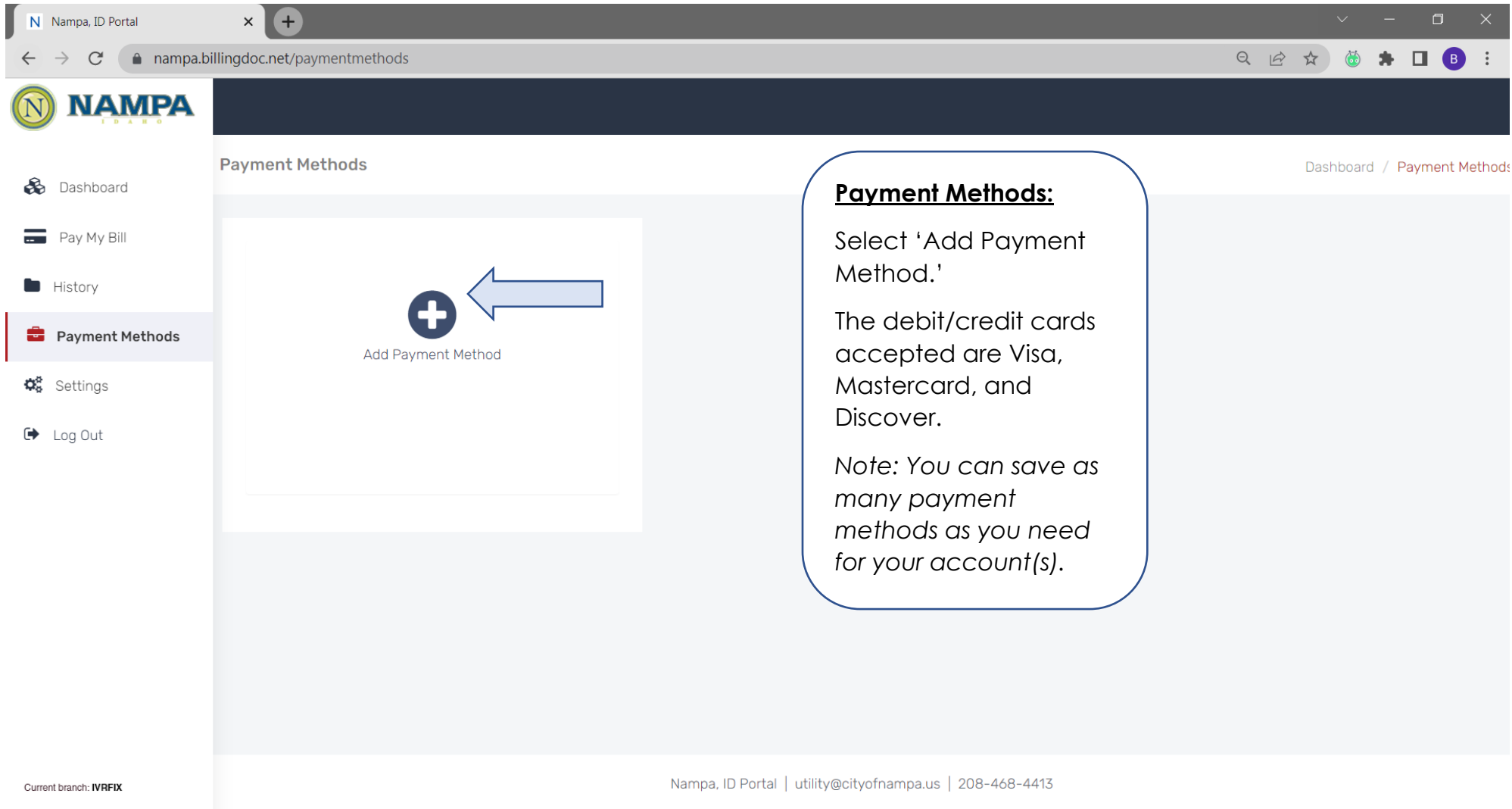
You now have a utility account linked to your user login.

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

Select 'Payment Methods.'

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

Add Payment Methods – Step 2



Nampa, ID Portal

nampa.billingdoc.net/paymentmethods

NAMPA
IDAHO

Payment Methods

Dashboard / Payment Methods

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

+

←

Add Payment Method

Payment Methods:

Select 'Add Payment Method.'

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

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

Current branch: **IVRFIX**

Nampa, ID Portal | utility@cityofnampa.us | 208-468-4413

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

Add Payment Methods – Step 3

The screenshot shows a web browser window with the URL nampa.billingdoc.net/paymentmethods. The page title is "Add Payment Method". On the left is a navigation menu with "Payment Methods" selected. The main content area contains a form with 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** (text input)

At the bottom left of the page, it says "Current branch: IVRFIX".

Payment Methods:

You can save a credit card 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.

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

Set Up Autopay – Step 1

Nampa, ID Portal

nampa.billingdoc.net/paymentmethods

NAMPA

Payment Methods

Dashboard / Payment Methods

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

CREDIT CARD #: ****9180

VISA

Description:
MICHAELS DEBIT CARD
Name on Credit Card:
MICHAEL J SCOTT
Expires on:
02/2024

Add Payment Method

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: IVRFIX

Nampa, ID Portal | utility@cityofnampa.us | 208-468-4413

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

Set Up Autopay – Step 2

Settings

Dashboard / Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Current branch: IVRFIX

Account Number: 111111-000

Payment Method: Not set

Next Payment: Not set

+ Add Autopay

Update your AutoPay settings here: (Must have a Payment Method First).
Accepted credit cards: Visa, MasterCard, and Discover. By authorizing this transaction you agree to pay the amount listed on your bill each cycle.
PLEASE NOTE: You can set up an autopay plan at this time, and payments will come out on the Due Date on your bill every billing cycle.

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.

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

Set Up Autopay – Step 3

Settings

Update your AutoPay settings for account number 111111-000. Accepted credit cards: Visa, Mastercard, and Discover. By authorizing this connection you agree to pay the amount listed on your bill.

PLEASE NOTE: You can set up an autopay plan at this time, and payments will come out on the Due Date on your bill every billing cycle.

Account Number	Payment Method	Next Payment
111111-000	Not set	Not set

Current branch: **IVRFIX**

Nampa, ID Portal | utility@cityofnampa.us | 208-468-5711

Autopay:

Select the saved payment method 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 due date of your bill, each billing cycle.

Repeat this process to set up additional accounts on autopay.

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

Set Up Paperless Statements – Step 1

The screenshot shows the Nampa, ID Portal account page. The browser address bar displays 'nampa.billingdoc.net/home'. The page header includes the Nampa logo and an 'Edit Nickname' link. The account information section shows 'ACCOUNT NUMBER 12345-000' and 'SERVICE ADDRESS: 123 MAIN ST.'. The account holder's name is 'MICHAEL SCOTT'. The 'Statement Date' is '2022-08-17' and the 'Due Date' is '2022-09-16'. The 'Current Due' amount is '\$129.89' and the 'Total Due' is '\$129.89 (Paid \$0.00)'. A blue arrow points from the 'Statement Date' to the 'Paperless' button. The 'Paperless' button is highlighted in green. Other buttons include 'View Bill', 'Pay Bill', and 'AutoPay'. A 'NOTE' is present below the buttons, and there are links for 'See Statement History' and 'See Payment History'. The footer shows 'Current branch: IVRFIX' and 'Add Additional Account Number(s)'.

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 (nampa.billingdoc.net).

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

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

Set Up Paperless Statements – Step 2

Nampa, ID Portal

nampa.billingdoc.net/settings#paperless

NAMPA
IDAHO

Settings

Dashboard / Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

\$ 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 is available on this site once you have logged on with your user name and password.

Account Number	Email Notification to bney@valli.com	Text Notification
238580-000	<input type="checkbox"/> Check for Notification	No confirmation number a

Current branch: IVRFIX

Nampa, ID Portal | utility@cityofnampa.us | 208-468-4413

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.

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

Set Up Paperless Statements – Step 3

The screenshot shows a web browser window with the URL nampa.billingdoc.net/home. The page displays account information for account number 12345-000, including the service address (123 MAIN ST.), name (MICHAEL SCOTT), statement date (2022-08-17), due date (2022-09-16), current due amount (\$129.89), and total due amount (\$129.89). A blue arrow points to the 'View Bill' button, which is circled in blue. Other buttons include 'Pay Bill', 'Paperless', and 'AutoPay'. A 'Settings' button in the left sidebar is also highlighted with a blue arrow. A 'NOTE' section provides additional information about the total amount due. At the bottom, there is a 'Select Language' dropdown and a 'Powered by Google Translate' notice.

ACCOUNT NUMBER 12345-000 Edit Nickname

SERVICE ADDRESS: 123 MAIN ST.

Name: MICHAEL SCOTT	Statement Date: 2022-08-17	Due Date: 2022-09-16
Current Due: \$129.89	Total Due: \$129.89 (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: **IVRFIX**

Add Additional Account Number(s)

Select Language
Powered by Google Translate

Paperless Statements:

Once you receive your eStatement notification, log in to your customer portal (nampa.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.

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

Statement & Payment History – Step 1

The screenshot shows the Nampa, ID Portal interface. The browser address bar displays nampa.billingdoc.net/home. The Nampa logo is in the top left. A sidebar on the left contains navigation links: Dashboard (circled in blue with an arrow pointing to it), Pay My Bill, History, Payment Methods, Settings, and Log Out. The main content area displays account details for account number 12345-000, including the service address (123 MAIN ST.), name (MICHAEL SCOTT), statement date (2022-08-17), due date (2022-09-16), current due amount (\$129.89), and total due amount (\$129.89). Below this information are buttons for View Bill, Pay Bill, Paperless, and AutoPay. A note states: "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." At the bottom of the main content area, there are links for "See Statement History" and "See Payment History" (circled in blue with an arrow pointing to it). A plus sign icon and the text "Add Additional Account Number(s)" are at the bottom center. The footer includes "Current branch: IVRFIX", a language selection dropdown, and "Powered by Google Translate".

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.

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

Statement & Payment History – Step 2

Nampa, ID Portal

nampa.billingdoc.net/history

NAMPA
IDAHO

History Dashboard / History

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Statement History

Payment History

Show 10 entries

Search:

Date	Account Number	
2022-08-17	238580-000	Download

Showing 1 to 1 of 1 entries

Previous

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

Current branch: IVRFIX

Nampa, ID Portal | utility@cityofnampa.us | 208-468-4413

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

Statement & Payment History – Step 3

The screenshot shows the Nampa, ID Portal interface. The browser address bar displays `nampa.billingdoc.net/history`. The left navigation menu includes: Dashboard, Pay My Bill, History (highlighted with a blue circle and arrow), Payment Methods, Settings, and Log Out. The main content area is titled "History" and contains two tabs: "Statement History" and "Payment History" (which is active and highlighted with a red underline). Below the tabs, there is a "Show 10 entries" dropdown and a search box. A table displays the following transaction data:

#	Created	Account Number	Type	Total	Fee Transaction Id	Balance Transaction Id	Mask	
1	2021-10-04 13:59:14	158059-000	ONLINE CARD	\$203.47		277857057553	X3931	Receipt

Navigation links "Previous" and "Next" are visible at the bottom of the table area.

Payment History:

On the 'History' tab, you can review past payments made by credit card on the new portal, telephone payments and over-the-counter card payments after October 20, 2022.

Nampa, ID Portal | utility@cityofnampa.us | 208-468-4413

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

Update Account Info & Add Phone # - Step1

Nampa, ID Portal

nampa.billingdoc.net/home

NAMPA
IDAHO

ACCOUNT NUMBER 12345-000 Edit Nickname

SERVICE ADDRESS: 123 MAIN ST.

Name: MICHAEL SCOTT	Statement Date: 2022-08-17	Due Date: 2022-09-16
Current Due: \$129.89	Total Due: \$129.89 (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: IVRFIX

Add Additional Account Number(s)

Select Language

Powered by Google Translate

View & Update Account Info:

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

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

Update Account Info & Add Phone # - Step 2

The screenshot shows a web browser window with the URL nampa.billingdoc.net/settings. The page features a sidebar on the left with navigation options: Dashboard, Pay My Bill, History, Payment Methods, Settings (highlighted with a blue circle and arrow), and Log Out. The main content area has a top navigation bar with four tabs: AutoPay, Paperless, Account (selected and highlighted with a red underline), and Password. Below the tabs, the text reads "Update your account settings here:". The "Name" field is currently set to "Michael Scott". A red note states: "NOTE: On email address changes all AutoPay settings as well as Paperless email notification settings will be removed." The "Email Address" field is currently "bney@valli.com" and has a placeholder "OPTIONAL new email address". Another red note states: "NOTE: On phone number changes Paperless text notification settings will be removed." The "Phone Number" field is currently empty with a placeholder "OPTIONAL ###-###-####" and a sub-label "(Phone number for text messaging.)". A green "Update" button is located at the bottom of the form. At the bottom left of the page, it says "Current branch: IVRFIX".

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.

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

Make a One-Time Payment – Step1

The screenshot shows a web browser window with the URL nampa.billingdoc.net/home. The page displays account information for MICHAEL SCOTT, including account number 12345-000, service address 123 MAIN ST., statement date 2022-08-17, and due date 2022-09-16. The current amount due is \$129.89, and the total amount due is \$129.89 (Paid \$0.00). A blue arrow points to the 'Pay My Bill' button in the left sidebar. Below the account details, there are buttons for 'View Bill', 'Pay Bill', 'Paperless', and 'AutoPay'. A note states: '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.' At the bottom, there is a '+ Add Additional Account Number(s)' button and a 'Select Language' dropdown menu.

One-Time Payment:
You can make a one-time payment using a credit card.
Select 'Pay My Bill' to make a one-time payment.

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

Make a One-Time Payment – Step 2

Nampa, ID Portal

nampa.billingdoc.net/billpay

NAMPA
IDAHO

Pay My Bill

Dashboard / Pay My Bill

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
238580-000	\$129.89	\$0.00	\$129.89 (Paid \$0.00)	\$ 129.89

Next →

Current branch: IVRFIX

Nampa, ID Portal | utility@cityofnampa.us | 208-468-4413

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.

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

Make a One-Time Payment – Step 3

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

Account Number	Current Due	Past Due	Total Due	Want To Pay
238580-000	\$129.89	\$0.00	\$129.89 (Paid \$0.00)	\$129.89

Total Amount from Above:	\$129.89
(0.00% Minimum \$0.00) Fee:	\$0.00
Final Total To Pay:	\$129.89

Accepted credit cards: Visa, MasterCard, Discover and American Express.
Terms: By authorizing this transaction you agree to paying the amount listed.

Pay with Credit Card \$ Pay by Card Method

Credit Card Number

Name on Credit Card

Current branch: IVRFIX

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.

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



Thank you for your time to maximize your customer experience through the City of Nampa's new utility billing portal.

Please know we are here to assist you:

The automated phone payment system is available at any time of day by calling

855-980-6672

The City of Nampa's utility billing customer service is available to assist you Monday through Friday from 8:30 a.m. to 5 p.m. by calling 208-468-5711 or visiting us in person at the 401 3rd St S.

Si necesita ayuda traduciendo este mensaje en español por favor llame (208) 468-5711, opción 5.

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