CITY OF TROY UTILITIES

Setting Up Your Online Prepaid Profile:

If you already have an existing online payment profile, skip to the next section.

1. Go to https://www.municipalonlinepayments.com/troyal/utilities
2. Create an account by clicking **Sign in or sign up,** selecting **Register**, and then and entering your email address, name, and phone number and creating a password. An email containing a link to activate your membership will immediately be sent to your designated email address.
3. Click on the link in the email. This should take you to the Utility Billing login screen. You should see a message stating that your membership was successfully activated.
4. Enter your email address and password. Click Log In.
5. Select **Add Account** and enter your account number exactly as it appears on your bill (including dashes) and the last payment amount. If your last payment amount does not work, try 0.00.

Once logged in, you will be able to view your balance summary, cost information, and consumption history. You also have the option to manage your account(s) and view your account detail, transactions, daily bills, and notification history.

Setting Up Your Alert Preferences:

****This is extremely important and must be done to receive alerts!!****

1. Login and select **Contact Preferences** from the options on the left side of the screen.
2. Select **Manage Alerts** and select the method(s) of contact and enter in the email and/or phone number you would like your utility notifications to be sent to.
3. Select **Update**.

It is extremely important to keep your contact information updated so that you continue to receive your prepaid alerts.

Adding Prepaid Funds:

1. Login and select **Add funds**.
2. Select the account you'd like to pay, enter the desired payment amount, and select **Continue**.
3. Enter your card information or select an existing card.
4. Select **Submit Payment**.

Enrolling in Account Reload

(Card will automatically be charged a desired amount whenever your balance reaches $0.00)

1. Login and select **Enroll in account reload**
2. Select **Enroll**.
3. Enter your desired reload amount and select **Next**.
4. Enter your card information or select an existing card.
5. Select **Enroll now**.