

# Customer Online Services Setup

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The following document contains information for customers accessing the Customer Online Services

Quick Guide to Topics in Document-Please Select to go to a specific section

[Account Registration](#)

[Account Login](#)

[Changing Username, Password, and Security Questions](#)

[Forgot Username](#)

[Forgot Password](#)

## Registering An Account on the Customer Online Services portal

Navigate to the Customer Online Services login screen for your Utility Service and select the *Register Here* option.

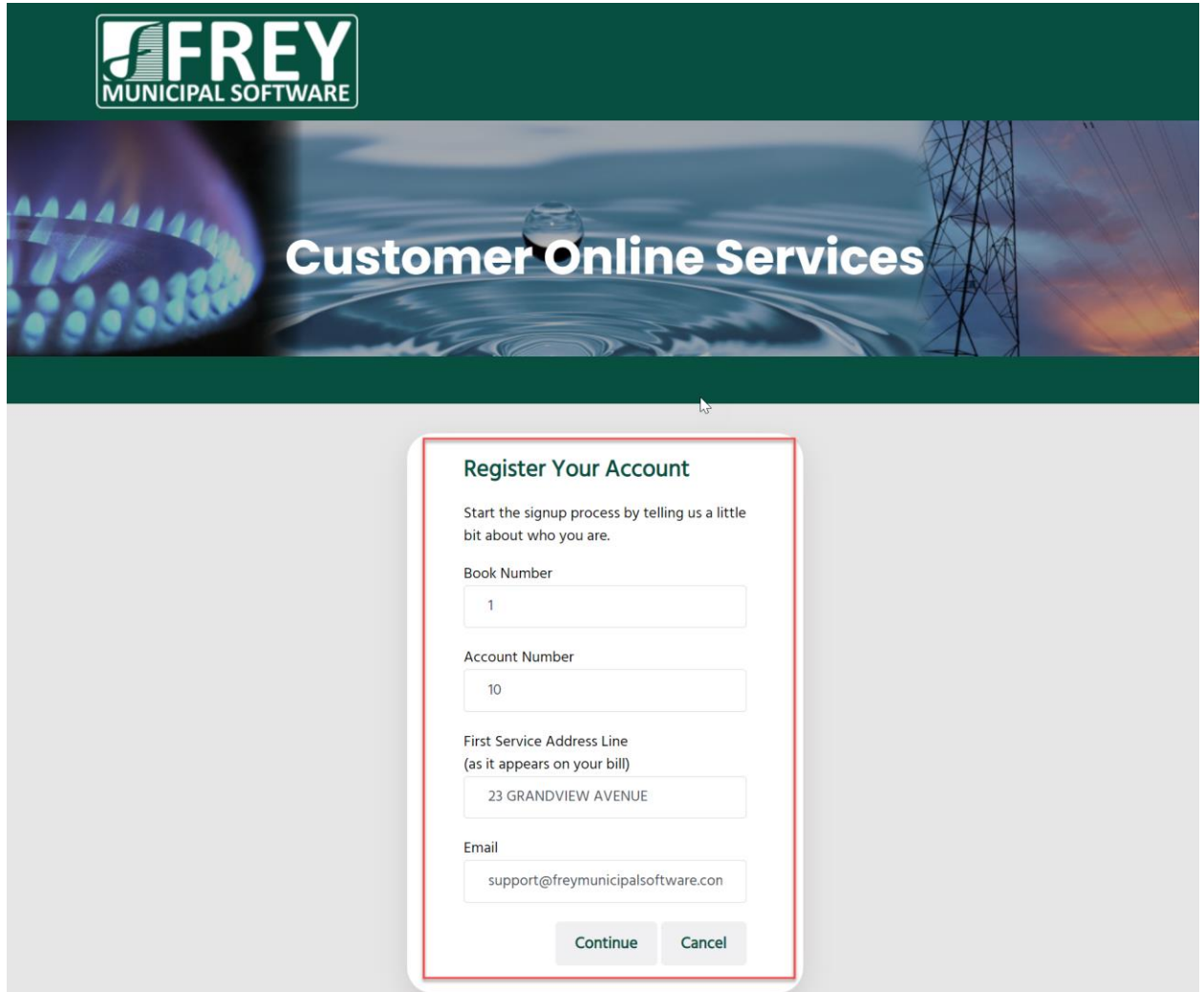
The screenshot shows the login interface for Customer Online Services. At the top left is the logo for FREY MUNICIPAL SOFTWARE. The main header area contains the text "Customer Online Services" in white, set against a background image of a gas burner, a water droplet, and a power tower. Below the header is a white login form with the following elements:

- Username field with a placeholder "Username" and a "Forgot your username?" link.
- Password field with a placeholder "Password" and a "Forgot your password?" link.
- A "Login" button.
- A "Don't have an account?" link followed by a "Register here" link, which is highlighted with a red box and a red arrow pointing to it.

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From the Register Your Account screen, enter **book** and **account** information. Also enter the **service address** as it appears on the utility bill. This will just be the first service address line. Also enter the **email address** the utility company has on file. **If the utility company doesn't have an email address on file, the customer will need to contact the utility company to provide a valid email address.**



The screenshot shows the 'Register Your Account' form within the Frey Municipal Software interface. The header features the Frey Municipal Software logo and the text 'Customer Online Services'. The form itself is titled 'Register Your Account' and includes the following fields:

- Book Number:** 1
- Account Number:** 10
- First Service Address Line (as it appears on your bill):** 23 GRANDVIEW AVENUE
- Email:** support@freymunicipalsoftware.com

At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

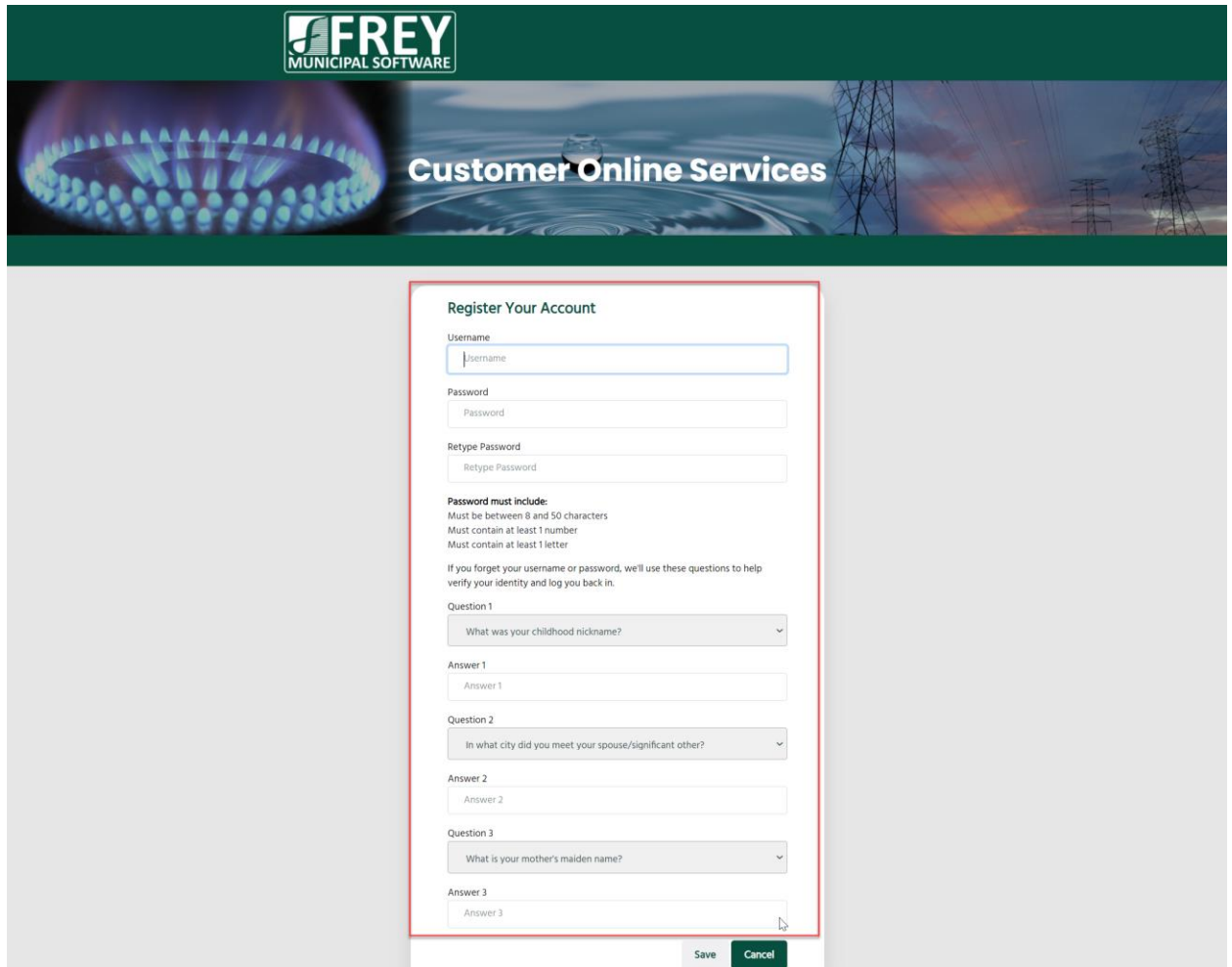
Once this information has been entered, select Continue to Register the account.

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Registering an Account will involve entering a unique Username, Password and answering 3 security questions (which are used if the customer forgets their username or password).

The Password field is case sensitive; none of the other fields are case sensitive. Also, please note the Password must include between 8-50 characters, at least 1 number, and at least 1 letter.



**FREY**  
MUNICIPAL SOFTWARE

**Customer Online Services**

**Register Your Account**

Username

Password

Retype Password

**Password must include:**  
Must be between 8 and 50 characters  
Must contain at least 1 number  
Must contain at least 1 letter

If you forget your username or password, we'll use these questions to help verify your identity and log you back in.

Question 1  
What was your childhood nickname?

Answer 1

Question 2  
In what city did you meet your spouse/significant other?

Answer 2

Question 3  
What is your mother's maiden name?

Answer 3

Save Cancel

Once account registration information has been entered, click Save.

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Once the registration has been completed, the customer can select Return to Customer Login to access their account information.

### Registration Complete!

Welcome JOSEPH SMITH,

Your registration to Customer Online Services for Your Utility Company is now complete. Please return to the customer login page and login to continue.

Thank you for registering with Customer Online Services for Your Utility Company.

[Return to Customer Login](#)

To login, enter the Username and Password. Click Login

If username or password have been forgotten, click on the appropriate link.

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

[Login](#)

[Don't have an account? Register here](#)

# Customer Online Services Setup

Once logged in, Account Summary information will be displayed. From this screen, the customer can Pay Now and for users that offer E-Billing the customer can also view their current bill. The last date the data was updated will be displayed as well.

Three information tabs are available for History, Services and Account information.

The history will list historic transactions as well total billed and total paid for the past 2 years.

Book 1 Account 10 Logout

JOSEPH SMITH  
23 GRANDVIEW AVENUE  
FORT THOMAS, KY 41075-210423

Account Summary  
Account status as of 07/21/2021

|            |        |
|------------|--------|
| Amount Due | \$0.00 |
|------------|--------|

Pay Now

|                                 |         |
|---------------------------------|---------|
| Last bill amount due 12/15/2007 | \$33.40 |
|---------------------------------|---------|

View Bill

|                                  |         |
|----------------------------------|---------|
| Last payment received 12/15/2007 | \$48.40 |
|----------------------------------|---------|

History Services Account

| Date       | Transaction Type | Amount  |
|------------|------------------|---------|
| 12/15/2007 | Payment          | \$48.40 |
| 12/10/2007 | Reversal         | \$48.40 |
| 12/06/2007 | Payment          | \$48.40 |
| 12/05/2007 | Adjustment       | \$15.00 |
| 12/01/2007 | Bill             | \$33.40 |
| 11/15/2007 | Payment          | \$53.32 |
| 11/01/2007 | Bill             | \$53.32 |

| Year | Total Billed | Total Paid |
|------|--------------|------------|
| 2007 | \$600.06     | \$600.06   |
| 2006 | \$609.93     | \$609.93   |

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From the Services tab, each metered service can be selected. This screen will include usage history, a graphical analysis of the usage, total usage for past 2 years and average usage for past 2 years.

**FREY MUNICIPAL SOFTWARE**

## Customer Online Services

Book 1 Account 10 Logout

JOSEPH SMITH  
23 GRANDVIEW AVENUE  
FORT THOMAS, KY 41075-210423

**Account Summary**  
Account status as of 07/21/2021

|  |         |
|--|---------|
| Amount Due                               | \$0.00  |
| <input type="button" value="Pay Now"/>   |         |
| Last bill amount due 12/15/2007          | \$33.40 |
| <input type="button" value="View Bill"/> |         |
| Last payment received 12/15/2007         | \$48.40 |

History **Services** Account

Select a service: WATER - WA-5007

Type of service: WATER  
Description: WATER - COMM IN CITY  
Meter Number: WA-5007

| Meter Read Date | Usage | Estimated |
|-----------------|-------|-----------|
| 12/01/2007      | 1,100 | No        |
| 11/01/2007      | 1,900 | No        |
| 10/01/2007      | 1,700 | No        |

**Water Consumption History Graph**

| Year | Total Usage | Average Usage |
|------|-------------|---------------|
| 2007 | 20,600      | 1,717         |
| 2006 | 20,400      | 1,700         |

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The Account tab is where the customer is able to change their username, password, and security questions

The screenshot shows the 'Account' tab selected in the navigation menu. The page displays account information for JOSEPH SMITH at 23 GRANDVIEW AVENUE, FORT THOMAS, KY 41075-210423. The account summary shows an amount due of \$00 as of 07/21/2021, with a 'Pay Now' button. Below this, the last bill amount due is \$33.40 as of 12/15/2007, with a 'View Bill' button. The last payment received is \$48.40 as of 12/15/2007. The 'Account' tab is active, and a red box highlights three options: 'Change Your Username', 'Change Your Password', and 'Change Your Security Questions'. Below these options, the user's current details are listed: Username: SampleCustomer, Email Address: support@freymunicipalsoftware.com, Billing Address: 23 GRANDVIEW AVENUE, FORT THOMAS, KY 41075-210423, and Bill Delivery Method: Paper. A 'Security Questions' section is also visible, with three questions and their corresponding answers (represented by dots) and 'Show Answer' links.

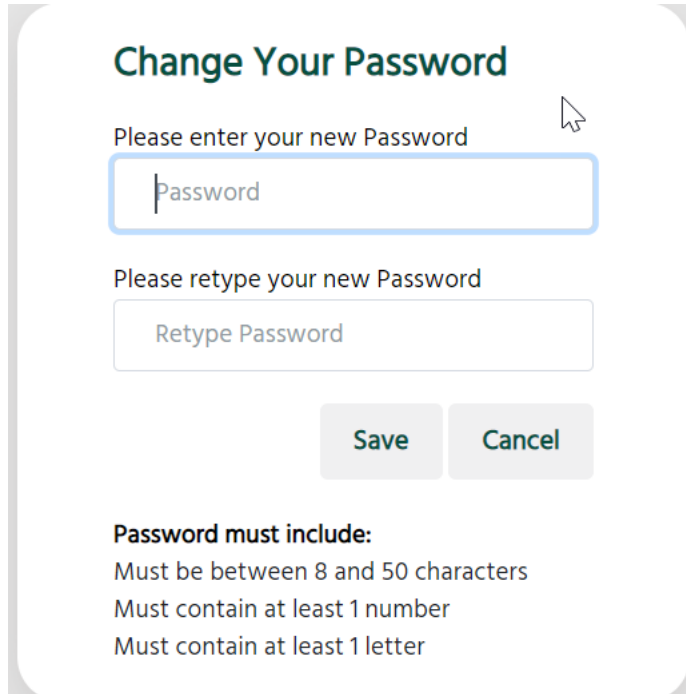
By selecting the Change Your Username option, the customer will be able to enter a new Username to use to login to the Customer Online Services.

The screenshot shows a modal window titled 'Change Your Username'. Below the title, it says 'Please enter your new Username'. There is a text input field with a blue border and a cursor, containing the text 'Username'. Below the input field are two buttons: 'Save' and 'Cancel'.

## Customer Online Services Setup

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By selecting the Change Your Password option, the customer will be able to enter a new Password to use to login to the Customer Online Services.



**Change Your Password**

Please enter your new Password

Please retype your new Password

**Save** **Cancel**

**Password must include:**  
Must be between 8 and 50 characters  
Must contain at least 1 number  
Must contain at least 1 letter



# Customer Online Services Setup

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By selecting the Change Your Security Questions option, the customer will be able to select new Security Questions and Answers.

## Change Your Security Questions

If you forget your username or password, we'll use these questions to help verify your identity and log you back in.


Question 1

What was your childhood nickname? 

Answer 1

Answer 1

Question 2

In what city did you meet your spouse/significant other? 

Answer 2

Answer 2

Question 3

What is your mother's maiden name? 

Answer 3

Answer 3

Save

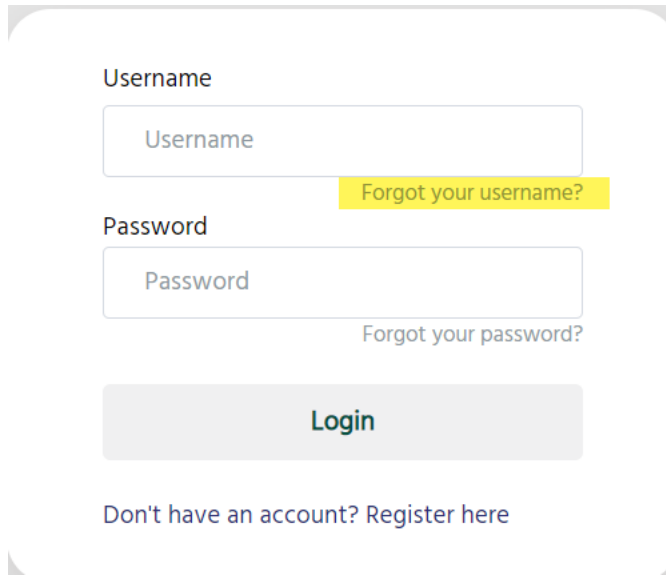
Cancel

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## Forgot your username

If the Forgot your username option is selected on the login screen, the customer will be able to recover their login name after entering their book and account number along with answering the 3 security questions.



Username

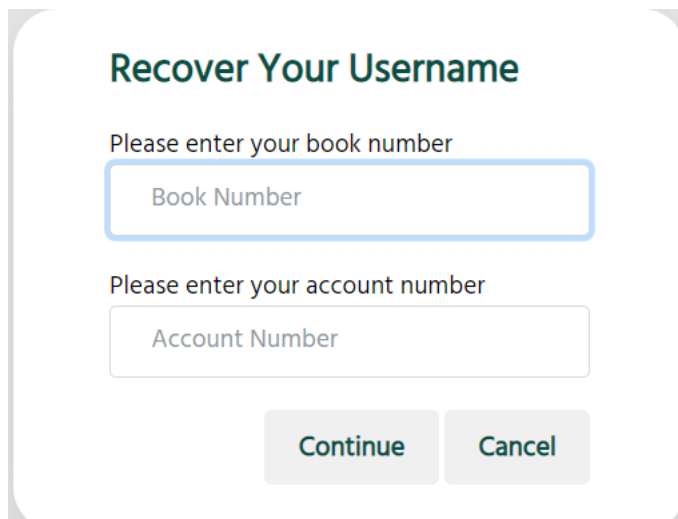
[Forgot your username?](#)

Password

[Forgot your password?](#)

**Login**

[Don't have an account? Register here](#)



### Recover Your Username

Please enter your book number

Please enter your account number

**Continue** **Cancel**

# Customer Online Services Setup

## Recover Your Username

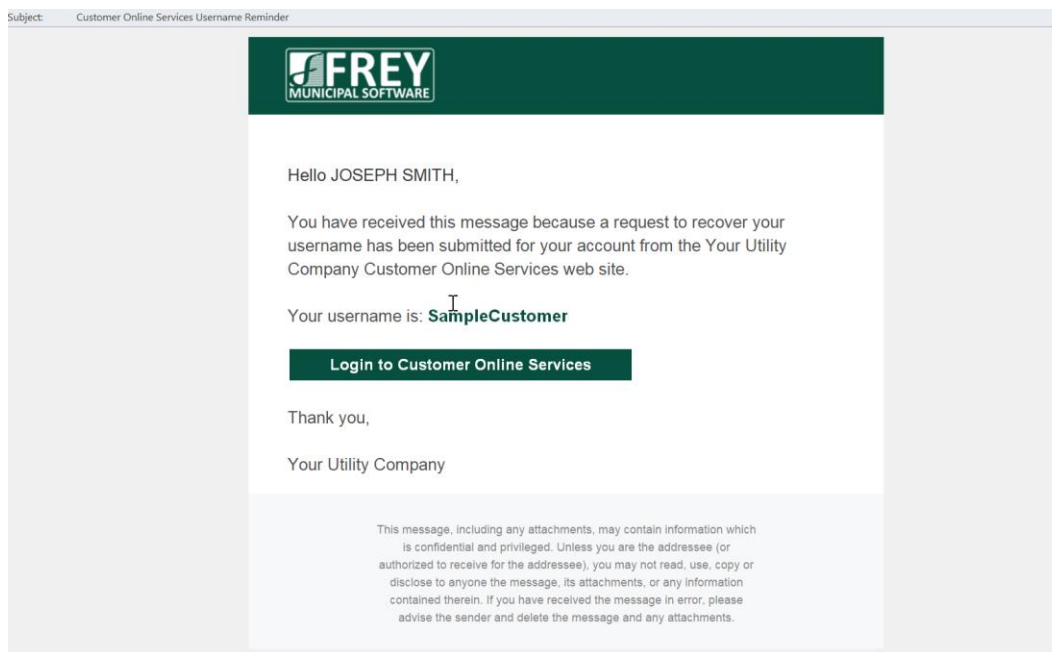
Please answer the following security questions:

What was your high school mascot?

What was the color of your first car?

What is your mother's maiden name?

Once this information has been submitted, an email will be sent to the email on file with the utility company that will include the Username.



# Customer Online Services Setup

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## Forgot your password

If the Forgot your password option is selected on the login screen, the customer will be able to reset their password after entering their Username along with answering the 3 security questions.

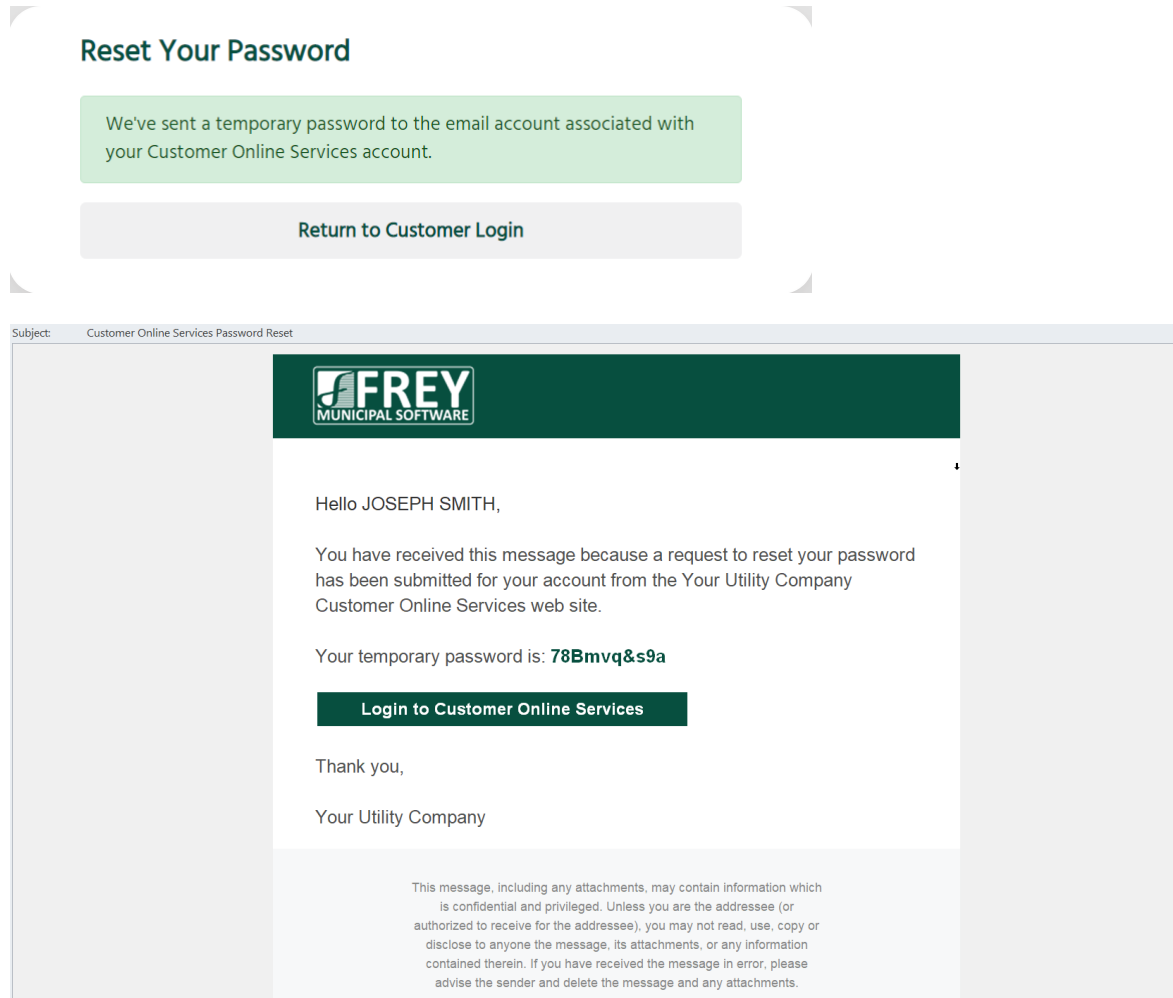
The image shows three sequential screenshots of a web application's forgot password process:

- Top Screenshot:** A login form with two input fields: "Username" and "Password". Below the "Username" field is a link "Forgot your username?". Below the "Password" field is a link "Forgot your password?". A "Login" button is positioned below the fields. At the bottom, there is a link "Don't have an account? Register here" with a mouse cursor pointing to it.
- Middle Screenshot:** A screen titled "Reset Your Password". It prompts the user to "Please enter your Username" and features a single input field with "Username" as a placeholder. Below the field are "Continue" and "Cancel" buttons. A mouse cursor is visible near the input field.
- Bottom Screenshot:** A screen titled "Reset Your Password" that asks the user to "Please answer the following security questions:". It contains three questions, each with an input field:
  - Question 1: "What was your high school mascot?" with an input field containing "Answer".
  - Question 2: "What was the color of your first car?" with an input field containing "Answer".
  - Question 3: "What is your mother's maiden name?" with an input field containing "Answer".At the bottom right, there are "Submit" and "Cancel" buttons.

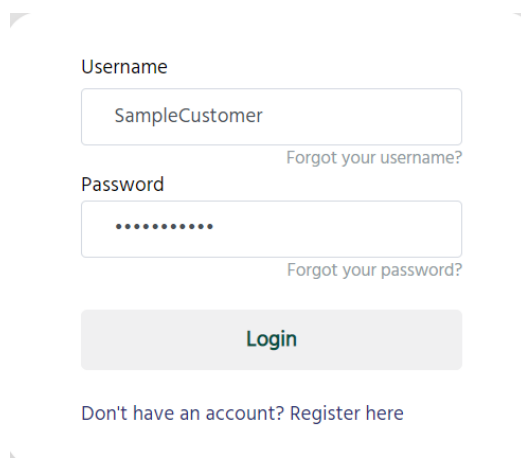
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Once submitted, an email will be sent to the email address on file with the utility company including a temporary password.



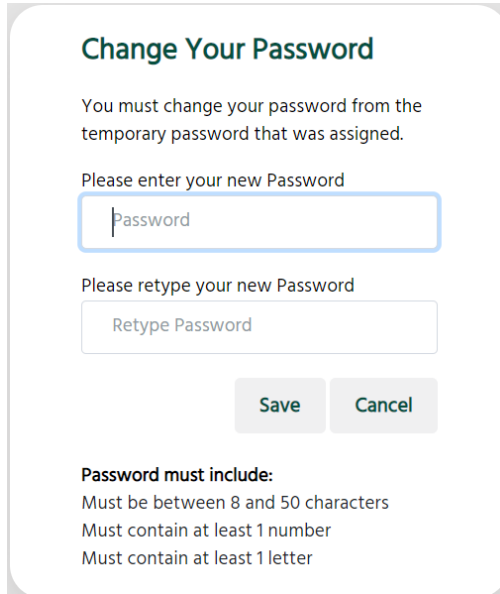
The customer will Login using the temporary password.



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After logging in, the customer will immediately will be taken to establish a new password.



**Change Your Password**

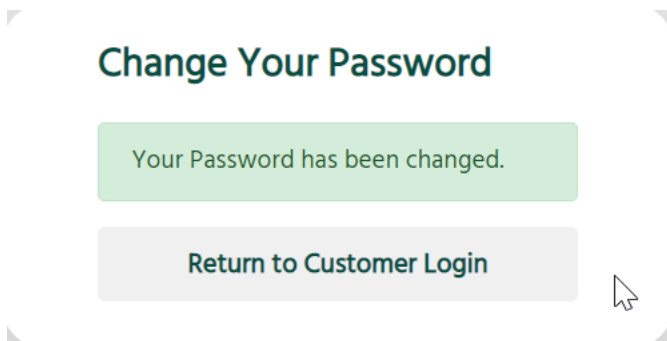
You must change your password from the temporary password that was assigned.

Please enter your new Password

Please retype your new Password

**Password must include:**  
Must be between 8 and 50 characters  
Must contain at least 1 number  
Must contain at least 1 letter

Once new password has been created, the customer can Return to Customer Login and login to their account.



**Change Your Password**

Your Password has been changed.