

City of Caldwell

New Customer Portal User Guide



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Getting Started: Set up a New User – 1

City of Caldwell Portal
caldwell.billingdoc.net/login


CITY OF CALDWELL Create an Account

New Users:
Start by selecting 'Create An Account'

 **CITY OF CALDWELL**

Welcome to the City of Caldwell Portal
All payments processed after 11:59 pm will be credited to the next business day. Balances not paid on or before the due date will be subject to a penalty.

Create An Account **One-Time Payment**

 **CITY OF CALDWELL**

Email: bney@valli.com
Password:

Remember me Forgot Password?

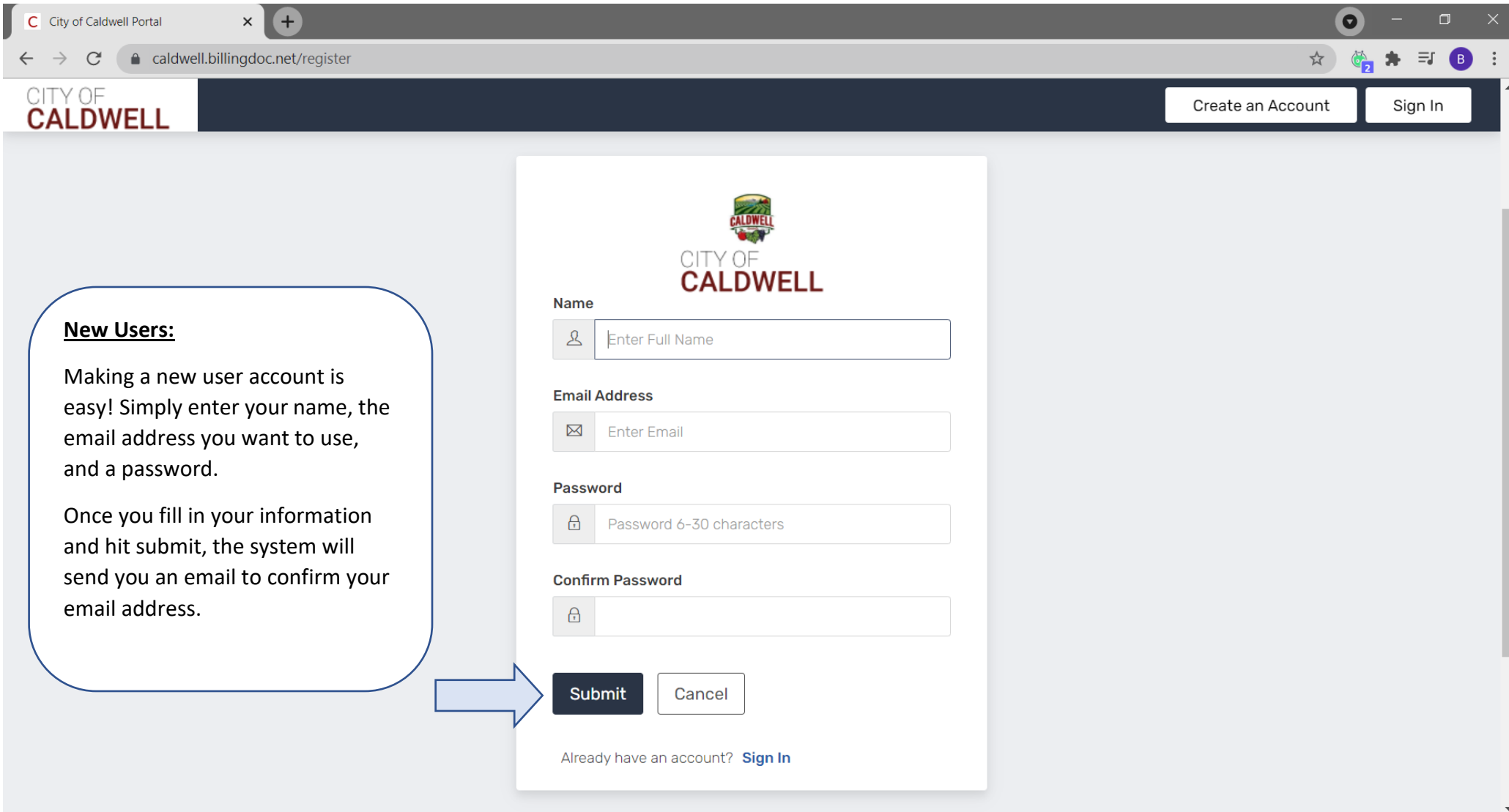
Sign In

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

Current branch: IVRFIX
https://caldwell.billingdoc.net/home

Select Language
Powered by Google Translate

Getting Started: Set up a New User – 2



The screenshot shows a web browser window with the URL caldwell.billingdoc.net/register. The page header includes the City of Caldwell logo and navigation buttons for "Create an Account" and "Sign In". The main content is a registration form with the following fields:

- Name:** A text input field with a person icon and the placeholder text "Enter Full Name".
- Email Address:** A text input field with an envelope icon and the placeholder text "Enter Email".
- Password:** A text input field with a lock icon and the placeholder text "Password 6-30 characters".
- Confirm Password:** A text input field with a lock icon.

At the bottom of the form are two buttons: "Submit" (dark blue) and "Cancel" (white). Below the buttons is a link: "Already have an account? [Sign In](#)".

A callout box on the left side of the page contains the following text:

New Users:
Making a new user account is easy! Simply enter your name, the email address you want to use, and a password.
Once you fill in your information and hit submit, the system will send you an email to confirm your email address.

A blue arrow points from the callout box to the "Submit" button.

Getting Started: Set up a New User – 3

The screenshot shows the City of Caldwell Portal login page. The browser address bar displays "caldwell.billingdoc.net/login". The page header includes the "CITY OF CALDWELL" logo and a "Create an Account" button. The main content area features a large "CITY OF CALDWELL" logo, a welcome message, and two buttons: "Create An Account" and "One-Time Payment". A callout box titled "New Users:" is overlaid on the page, providing instructions for new users. The callout box lists several actions that can be performed with linked accounts. To the right of the callout box, a login form is visible, featuring fields for "Email" and "Password", a "Remember me" checkbox, a "Forgot Password?" link, and a "Sign In" button. A blue arrow points from the callout box to the login form. The footer of the page includes "Current branch: IVRFIX" and "Powered by Google Translate".

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

Callout Box Content:

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

Form Fields:

Email: Email Address

Password: Password 6-30 characters

Remember me Forgot Password?

Sign In

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

Link Utility Accounts to User Login – 1

City of Caldwell Portal

caldwell.billingdoc.net/home

CITY OF CALDWELL

Account Number Dashboard

Dashboard

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Add Account Number

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' and you will be able to add as many accounts as you need for this login.

Current branch: IVRFIX

City of Caldwell Portal | | (208) 455-3000

Select Language

Powered by Google Translate

Link Utility Accounts to User Login – 2

City of Caldwell Portal
caldwell.billingdoc.net/user_accounts

CITY OF CALDWELL

Dashboard / Add New Account Number

Add New Account Number

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

Location of your account on your paper statement:

Submit **Cancel**

Current branch: IVRFIX

Account Setup:

To link a Utility account, simply enter the first 3 letters of the first or last name and Account# printed on your utility bill and click 'Submit'.

Repeat this process to add more accounts if necessary. You can link as many accounts as you need.

Add Payment Methods – 1

The screenshot shows the 'Account Number Dashboard' for user JOHN SMITH. The account number is 64512-000 and the service address is 65 LEWERS WAY. The current due amount is \$74.25, and the total due amount is \$74.25 (Paid \$74.25). The dashboard includes a sidebar with navigation options: Dashboard, Pay My Bill, History, Payment Methods (circled in blue), Settings, and Log Out. A blue arrow points from the 'Payment Methods' link in the sidebar to the main content area. A callout box on the right contains the following text:

Account Setup:
You now have a Utility Account linked to your user login. Nice work!
Next you can save a payment method to your account to make payments and set up autopay.
Select 'Payment Methods'

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

Select Language [v]
Powered by Google Translate

Add Payment Methods – 2

City of Caldwell Portal

caldwell.billingdoc.net/paymentmethods

CITY OF CALDWELL

Payment Methods

Dashboard / Payment Methods

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

+
Add Payment Method

Payment Methods:
Select 'Add Payment Method'

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

Current branch: IVRFIX

City of Caldwell Portal | | (208) 455-3000

Add Payment Methods – 3

The screenshot shows the 'Add Payment Method' form in the City of Caldwell Portal. The form includes the following fields:

- Add Credit Card** (button, circled in blue)
- Description** (text input)
- Credit Card Number** (text input)
- Type** (dropdown menu, currently set to 'Visa')
- Name on Credit Card** (text input)
- Zip Code (Postal Code)** (text input)
- Expiration Date** (two dropdown menus, currently set to 'January' and '2021')

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 more payment methods.

Set Up Autopay – 1

City of Caldwell Portal

caldwell.billingdoc.net/paymentmethods

CITY OF CALDWELL

Payment Methods

Dashboard / Payment Methods

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

CREDIT CARD #: ****9180

MasterCard

Description:
Card

Name on Credit Card:
John Smith

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

City of Caldwell Portal | | (208) 455-3000

Set Up Autopay – 2

City of Caldwell Portal

caldwell.billingdoc.net/settings

CITY OF CALDWELL

Settings

Dashboard / Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

\$ AutoPay

Paperless

Account

Password

Update your AutoPay settings here: (Must have a Payment Method First).
Accepted credit cards: Visa, MasterCard, Discover and American Express.
Terms: By authorizing this transaction you agree to paying the amount listed.

Account Number	Payment Method	Next Payment	
164512-000	Not set	Not set	+

Autopay:

To set up automatic recurring payments, select the [+] box.

Note: You must have at least one saved payment method to set up Autopay.

Set Up Autopay – 3

City of Caldwell Portal

caldwell.billingdoc.net/settings

CITY OF CALDWELL

Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Update your AutoPay

Accepted credit

Terms: By author

Acco

164

City of Caldwell Portal | (208) 455-3000

Current branch: IVRFIX

City of Caldwell Portal

Close Save AutoPay Plan

Day of Month

4

Month to Start

09/2021

Payment Method

Card - MasterCard - X9180

Dates chosen must be in future:

Autopay:

Select the day of the month you want payments to come out, select the month that you want autopay to begin, and select the saved Credit Card payment method that 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 day of the month you that you selected.

Repeat this process to set up additional accounts on Autopay.

Return to the Dashboard

Set Up Paperless Statements – 1

The screenshot shows the City of Caldwell Portal Account Number Dashboard. The browser address bar shows 'caldwell.billingdoc.net/home'. The dashboard includes a sidebar with navigation options: Dashboard, Pay My Bill, History, Payment Methods, Settings, and Log Out. The main content area displays account information for account number 64512-000, service address 65 LEWERS WAY, and account holder JOHN SMITH. It shows a current due amount of \$74.25 and a total due amount of \$74.25 (Paid \$74.25). A blue arrow points from the 'Total Due' field to the 'Paperless' button. A callout box on the right explains how to set up paperless statements.

Account Number Dashboard

ACCOUNT NUMBER 64512-000

SERVICE ADDRESS: 65 LEWERS WAY

Name: JOHN SMITH

Statement Date: 2021-09-01

Due Date: 2021-09-21

Current Due: \$74.25

Total Due: \$74.25 (Paid \$74.25)

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

Powered by Google Translate

Paperless Statements:

You can also sign up for eStatement notifications!

Rather than receiving a paper bill in the mail, you will receive an email notification letting you know that a pdf version of your statement is available on the Caldwell Customer Portal.

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

Set Up Paperless Statements – 2

City of Caldwell Portal

caldwell.billingdoc.net/settings

CITY OF CALDWELL

Settings Dashboard / Settings

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Current branch: IVRFIX

Update your Paperless settings here:

By checking the "Check for Notification" boxes on either email or text notifications you agree to receive notification bill is available to view at this site once you have logged on with your user name and password.

Account Number	Email Notification to bney@valli.com	Text Notification
164512-000	<input type="checkbox"/> Check for Notification	No confirm number avai

Paperless Statements:

To sign up for eStatement notifications simply check the box next to the utility account # you want to set up.

Note: You can set up email notifications for as many UB accounts as you want/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.

Set Up Paperless Statements – 3

Account Number Dashboard

ACCOUNT NUMBER 64512-000

SERVICE ADDRESS: 65 LEWERS WAY

Name: JOHN SMITH	Statement Date: 2021-09-01	Due Date: 2021-09-21
Current Due: \$74.25	Total Due: \$74.25 (Paid \$74.25)	

[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](#)

Paperless Statements:
Once you receive your eStatement notification. Log in to the Caldwell Customer Portal, and select 'View Bill' to view your current statement.
The system will prompt you to download a pdf of your statement. You can then view a digital copy your bill, and retain for your records.

Current branch: IVRFIX

Select Language
Powered by Google Translate

Statement & Payment History – 1

City of Caldwell Portal
caldwell.billingdoc.net/home

CITY OF CALDWELL

Account Number Dashboard Dashboard

ACCOUNT NUMBER 64512-000 Edit Nickname

SERVICE ADDRESS: 65 LEWERS WAY

Name: JOHN SMITH	Statement Date: 2021-09-01	Due Date: 2021-09-21
Current Due: \$74.25	Total Due: \$74.25 (Paid \$74.25)	

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

Select Language
Powered by Google Translate

Statement & Payment History:

You can also access past statements, and payment history!

Select 'Statement History' or 'Payment History'.

Note: If you have multiple utility accounts you can access Statement/Payment History for each account.

Statement & Payment History – 2

City of Caldwell Portal

caldwell.billingdoc.net/history

CITY OF CALDWELL

History Dashboard / History

Dashboard

Pay My Bill

History

Payment Methods

Settings

Log Out

Statement History

Payment History

Show 10 entries

Search:

#	Date	Account Number	
1	2021-09-01	164512-000	Download
2	2021-08-01	164512-000	Download
3	2021-07-01	164512-000	Download

Showing 1 to 3 of 3 entries

Previous 1 Next

Current branch: IVRFIX

Statement History:
On the Statement History Tab, you can download and view past statements!

Statement & Payment History – 3

Payment History:
 On the Payment History Tab, you can review past payments made by Credit Card.
Note: If you had a user account on the old customer portal, you will see past payment history from the old site.

City of Caldwell Portal
 Dashboard / History

Statement History | **Payment History**

Show 10 entries Search:

#	Created	Account Number	Type	Total	Fee Transaction Id	Balance Transaction Id	Mask
No data available in table							
Showing 0 to 0 of 0 entries							
Old Site Payments							
#	Created	Account Number	Type	Total	Balance Transaction Id	Auth Code	
1	2021-08-31 09:01:32	164512-000	Card	\$74.25	63222089056	03963C	
2	2021-08-09 12:12:48	164512-000	Card	\$90.22	63185040103	07441C	

Update Account Info & Add Phone # - 1

City of Caldwell Portal
caldwell.billingdoc.net/home

CITY OF CALDWELL

Account Number Dashboard Dashboard

Dashboard

Pay My Bill
History
Payment Methods
Settings
Log Out

ACCOUNT NUMBER 64512-000 Edit Nickname

SERVICE ADDRESS: 65 LEWERS WAY

Name: JOHN SMITH	Statement Date: 2021-09-01	Due Date: 2021-09-21
Current Due: \$74.25	Total Due: \$74.25 (Paid \$74.25)	

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

Select Language
Powered by Google Translate

View & Update Account Info:

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

Update Account Info & Add Phone # - 2

The screenshot shows a web browser window with the URL caldwell.billingdoc.net/settings. The page features a sidebar with navigation options: Dashboard, Pay My Bill, History, Payment Methods, Settings (highlighted), 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 contains "JOHN SMITH". 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 shows "bney@valli.com" and a sub-field for "OPTIONAL new email address". Another red note says: "NOTE: On phone number changes Paperless text notification settings will be removed." The "Phone Number" field is labeled "(Phone number for text messaging.)" and contains "OPTIONAL ###-###-####". A green "Update" button is at the bottom.

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.

Current branch: **IVRFIX**

Make a One-Time Payment – 1

The screenshot shows the City of Caldwell Portal's Account Number Dashboard. The browser address bar displays caldwell.billingdoc.net/home. The dashboard header includes the City of Caldwell logo and the text "Account Number Dashboard". A left sidebar contains navigation options: Dashboard, Pay My Bill (circled in blue with an arrow pointing to it), History, Payment Methods, Settings, and Log Out. The main content area displays account information for "ACCOUNT NUMBER 64512-000" and "SERVICE ADDRESS: 65 LEWERS WAY". A table shows account details:

Name:	Statement Date:	Due Date:
JOHN SMITH	2021-09-01	2021-09-21
Current Due:		Total Due:
\$74.25		\$74.25 (Paid \$74.25)

Below the table 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 dashboard, there are links for "See Statement History" and "See Payment History". A footer indicates "Current branch: IVRFIX" and "Powered by Google Translate".

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

Make a One-Time Payment – 2

City of Caldwell Portal

caldwell.billingdoc.net/billpay

CITY OF CALDWELL

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
164512-000	\$74.25	\$0.00	\$74.25 (Paid \$74.25)	\$ <input type="text" value="0.00"/>

Next →

One-Time Payment:

On the 'Pay My Bill' tab, you will see your current balance due, for each UB 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.

Current branch: IVRFIX

City of Caldwell Portal | | (208) 455-3000

Make a One-Time Payment – 3

City of Caldwell Portal
caldwell.billingdoc.net/billpay_review

CITY OF CALDWELL

Pay My Bill

Dashboard / Pay My Bill

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

Account Number	Current Due	Past Due	Total Due	Want To Pay
164512-000	\$74.25	\$0.00	\$74.25 (Paid \$74.25)	\$74.25

Total Amount from Above:	\$74.25
(0.00% Minimum \$0.00) Fee:	\$0.00
Final Total To Pay:	\$74.25

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) you wish to make a payment for, 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.