



Board of Public Utilities

Cheyenne Water and Sewer Departments

2416 Snyder Ave.
Cheyenne, Wyoming 82001
(307) 637-6460
www.cheyennebopu.org

Customer Portal

Registration & Account Setup

INSTRUCTIONS:

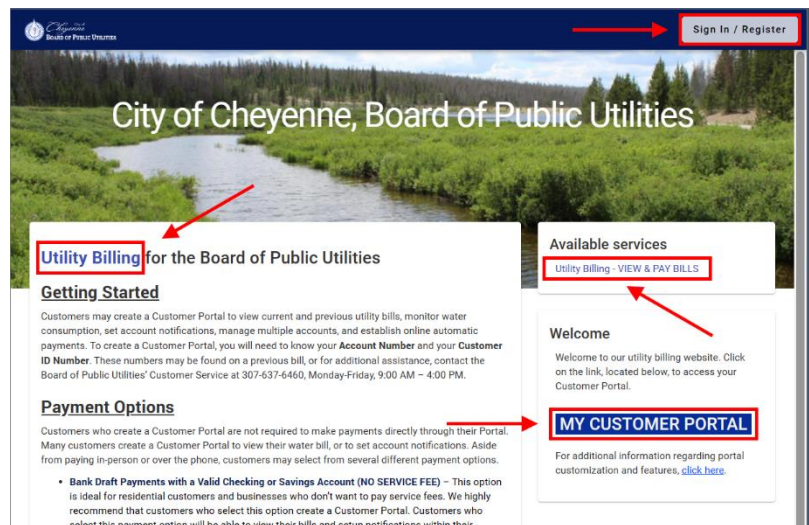
Use the instructions contained within this guide to register for and setup your Customer Portal. Making payments directly through the Customer Portal online is not required. The Portal offers many additional benefits to customers, including the ability to view current and previous bills, sign-up for paperless billing, view consumption data, setup account notifications, and manage multiple accounts, and establish automatic payments online, among others.

1. To begin, visit our Board of Public Utilities – Utility Billing Webpage at...
<https://www.municipalonlinepayments.com/cheyennebopublicutiwy>

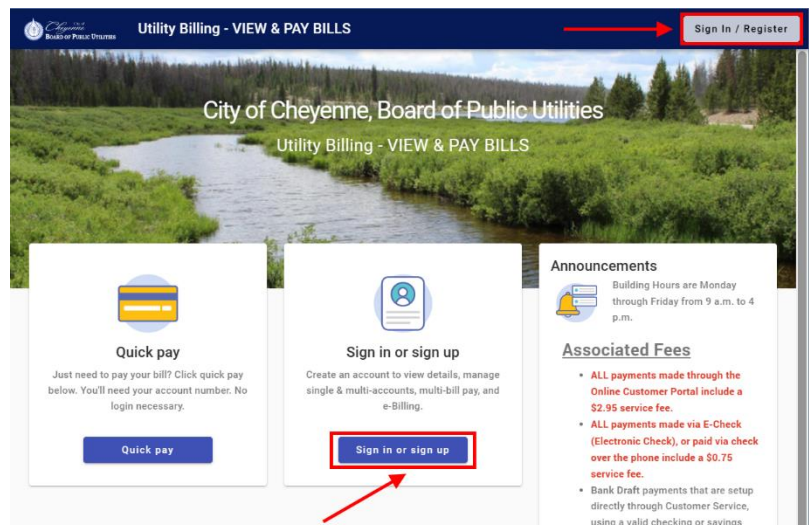
CLICK TO BEGIN

2. Click on any of the following links to start setting up your Customer Portal.

- **Sign In / Register** (proceed to step 4)
- **MY CUSTOMER PORTAL** (next step)
- **Utility Billing** (next step)
- **Utility Billing – VIEW & PAY BILLS** (next step)



3. Click **Sign In / Register** in the upper right-hand corner of the webpage or click **Sign in or sign up** near the middle of the screen.





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4. To create a new account, click **Sign up**.

Sign in to community access services for
Cheyenne Board of Public Utilities.

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

OR

Email address

Password

☐ Remember me

[Sign in](#)

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

5. Select your authentication method or complete the form fields and select **Sign up**.

Create an account

Email *

Password *

First name *

Last name *

* Indicates required field

[Sign up](#)

[Back to sign in](#)



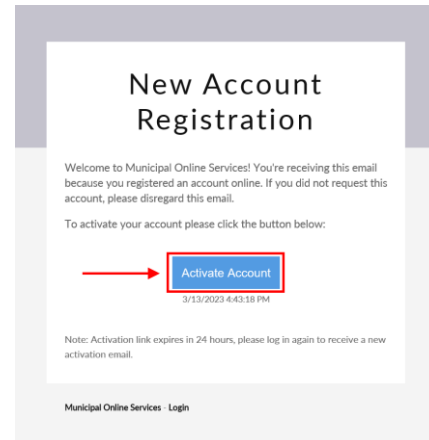
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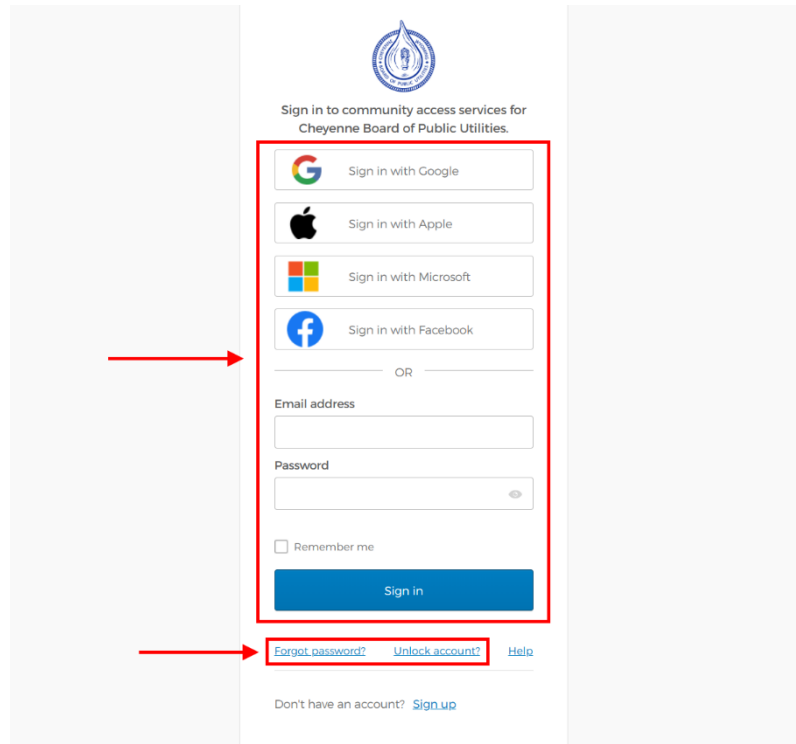
6. An email will be sent to the previously provided email address. Once the email arrives, click **Activate Account**.

NOTE: Your email provider may filter the sent email. Ensure that you check your spam or junk mail.



7. You will be redirected to the Login page. Enter your credentials and click **Sign in**.

IMPORTANT: Each customer is responsible for managing their Customer Portal. The Board of Public Utilities does not maintain customer passwords, nor do they have the authority to reset your password. To reset your password, select **Forgot password?** and follow the steps within your web browser. If your account becomes locked for any reason, select **Unlock account?**



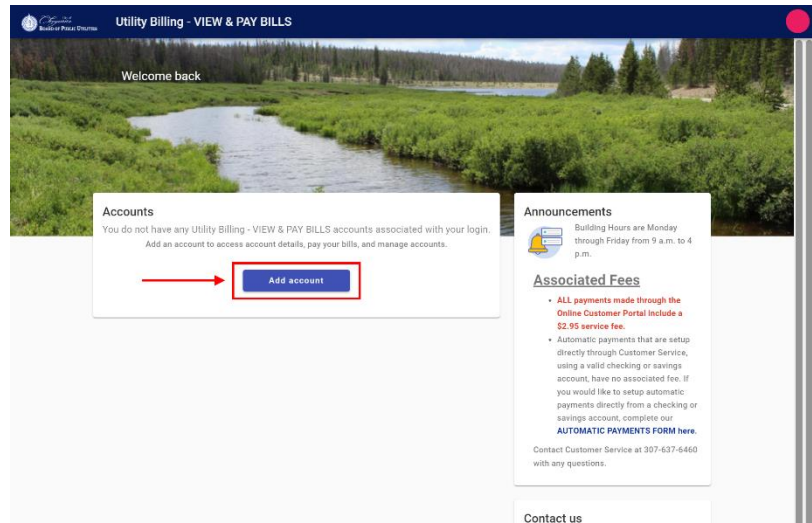


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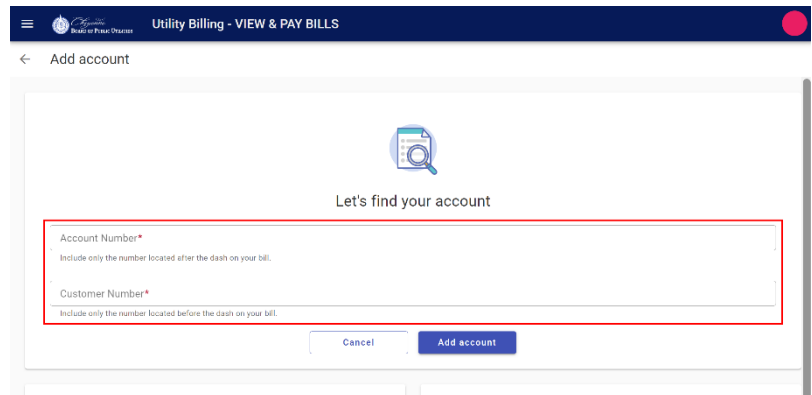
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8. After your Customer Portal is created and has been verified, you will need to link your Board of Public Utilities Account to your Customer Portal. To link your Account with your Customer Portal, click **Add account**.

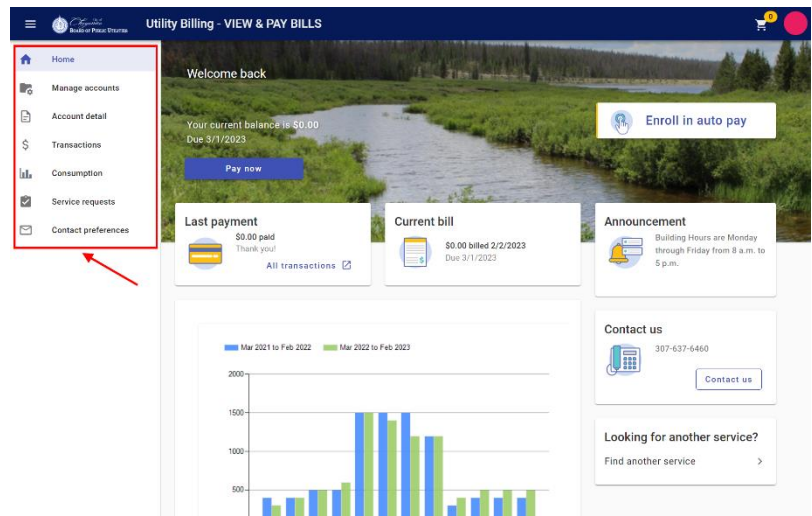


9. Enter both your Account Number and Customer ID Number. Generally, the Account Number is located on the right-hand side of the dash on your bill and the Customer ID is located on the left-hand side of the dash on your bill and contains six (6) digits. In the following example, **123456-7890**, 7890 is the Account Number and 123456 is the Customer ID. After entering both values, select **Add account**.



NOTE: Additional accounts can be added to your Customer Portal after an initial account is linked.

10. After linking an account, you will be directed to your **Customer Portal Dashboard**. This screen contains a snapshot of your account information. To view previous bills and water consumption history, use the navigation menu within the column at left.





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11. (OPTIONAL) Add or remove an account by clicking the **Manage accounts** menu.

NOTE: If you move, you will be able to link your new Board of Public Utilities Account Number to your existing Customer Portal. To remove an account, click on the delete (trash can) button, located to the right of the account.

12. (OPTIONAL) Set your preferred account email notifications within the **Contact preferences** menu.

13. (OPTIONAL) Update or change your contact information by first clicking the **User Menu** (circle) in the upper right-hand corner of the webpage, and then selecting **Profile**.

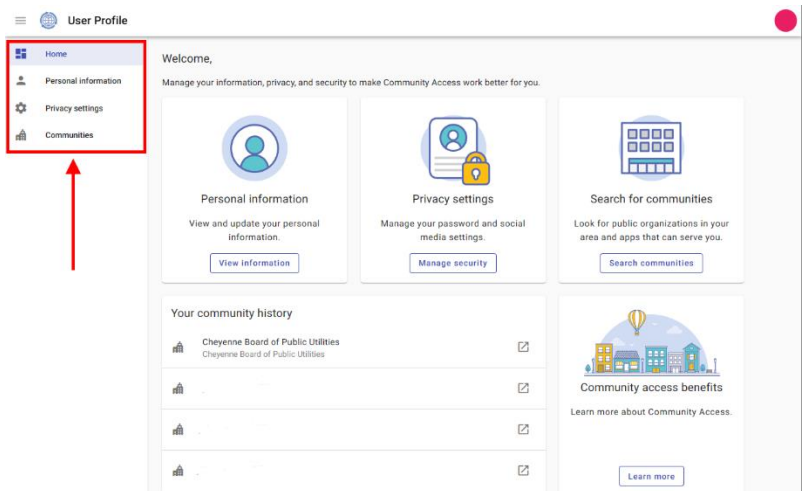


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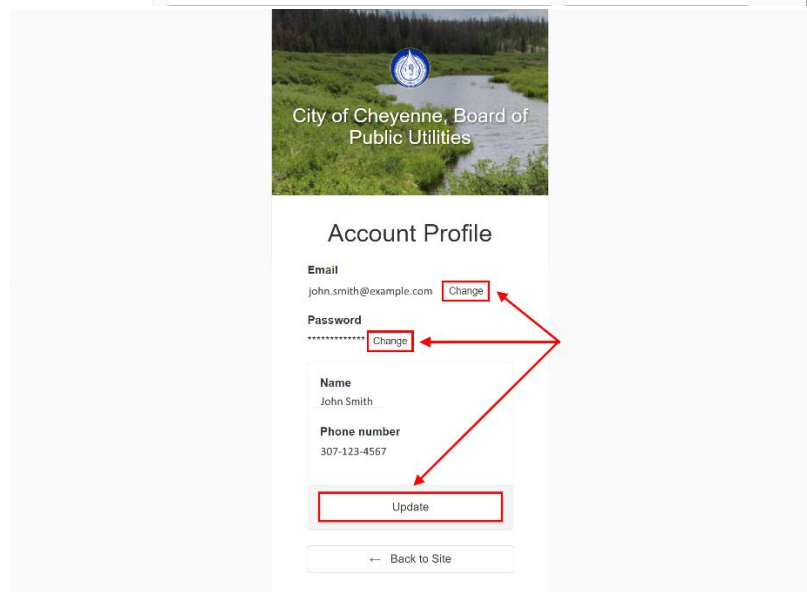
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14. (OPTIONAL) Depending upon the method used to register your account, your user profile will have one of the following layouts. The most common layout is a customizable user profile. To access and/or change your contact information or account preferences, click on the menu options located in the left-hand column.



14. *Continued...*

Alternatively, your profile may have more limited options. In this scenario, alter your contact information by clicking **Change** or **Update** on the desired field.



15. (OPTIONAL) Setting up online payments in your Customer Portal is easy. Make an online payment by clicking **Pay now**, or setup automatic payments by clicking **Enroll in auto pay**.

