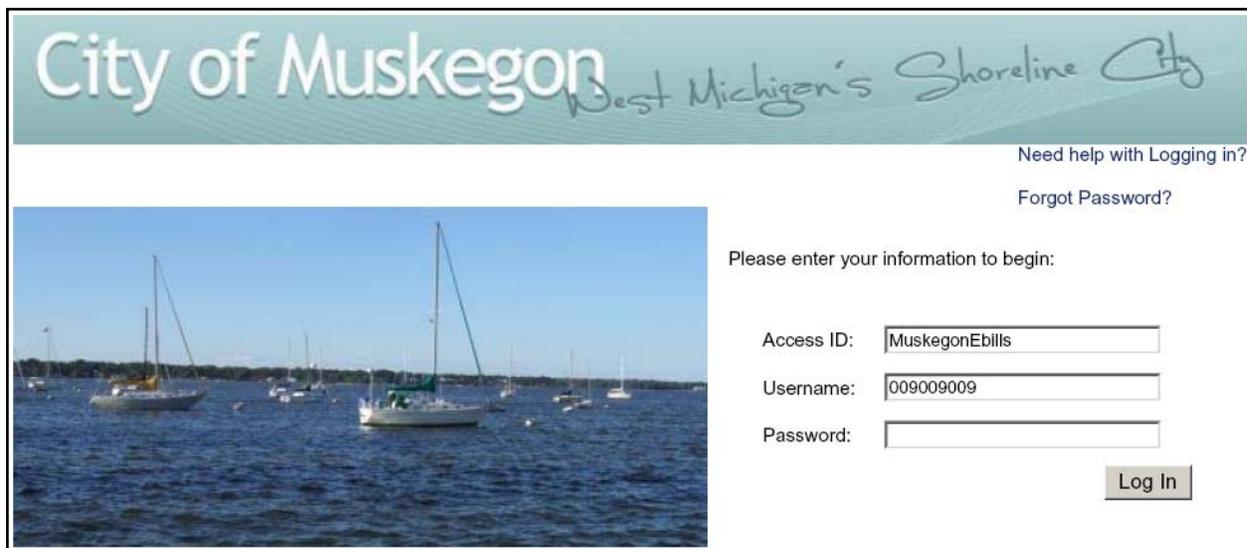


Sign up for the *eBill* option and SAVE!

By agreeing to receive your monthly water & sewer bill electronically via the internet, you can help save paper, printing and postage costs. What's more, you will receive a \$0.75 credit on your monthly bill – a savings of \$9.00 per year!

Here's How to Sign Up



City of Muskegon
West Michigan's Shoreline City

Need help with Logging in?
Forgot Password?

Please enter your information to begin:

Access ID:

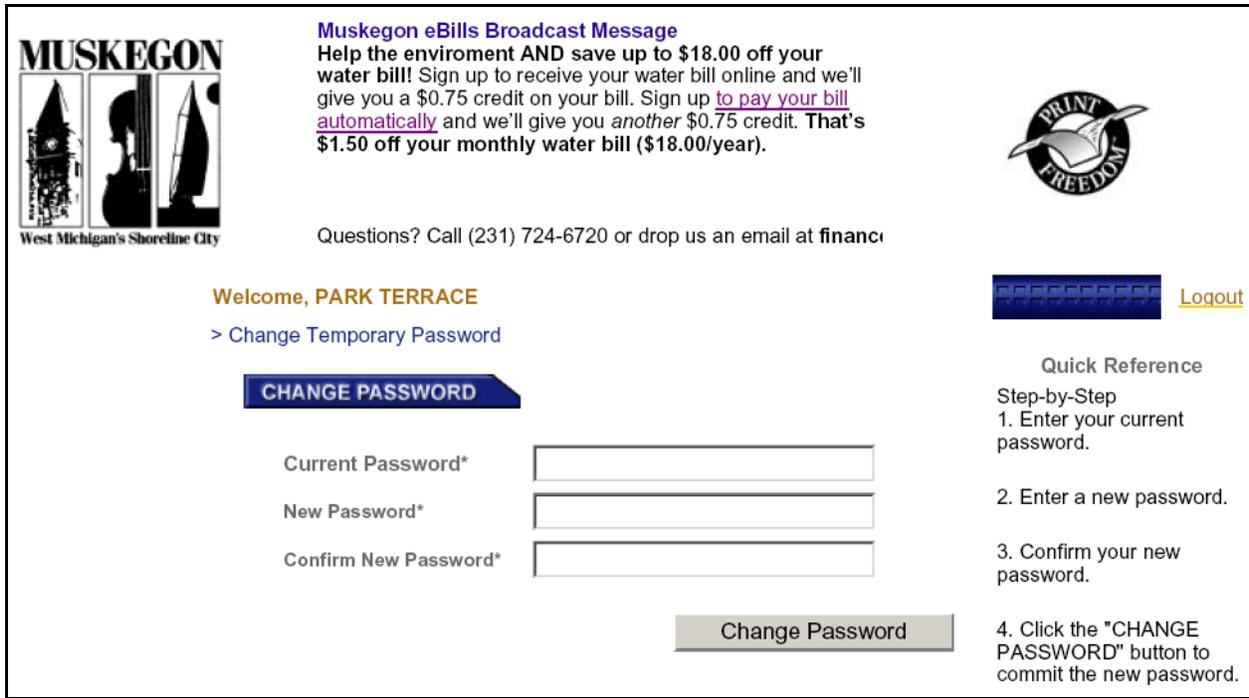
Username:

Password:

1. Go to: <https://www.atsprintfreedom.com/muskegon.aspx> (note you must use **https:** signifying that it is a secure website.)
2. Login Instructions:
 - a. **Access ID** = MuskegonEbills (not case sensitive).
 - b. **Username** = Your *9-digit* water bill account number (EXCLUDE THE LEADING "0"). The account number is found in the upper left-hand corner of your bill.

Once signed up for eBill you will be asked for an email address so that we can email you a monthly alert when your bill is ready for review. The email alert will include your account number.

- c. **Password** = The initial password is also your 9-digit account number. The first time you login, you will be prompted to change the initial password. Your new password needs to have at least 1 number and 1 letter in it. **You will need to remember your password to login to your account in the future.**



The screenshot shows the Muskegon eBills website interface. At the top left is the Muskegon logo with the tagline "West Michigan's Shoreline City". To the right is a "Muskegon eBills Broadcast Message" about environmental benefits and bill credits. Further right is a "PRINT FREEDOM" logo. Below the message is contact information: "Questions? Call (231) 724-6720 or drop us an email at [finance](#)". The user is logged in as "PARK TERRACE" and has a "Logout" link. A "CHANGE PASSWORD" button is highlighted. Below it are three input fields for "Current Password*", "New Password*", and "Confirm New Password*", followed by a "Change Password" button. On the right side, there is a "Quick Reference" section with a "Step-by-Step" guide:

1. Enter your current password.
2. Enter a new password.
3. Confirm your new password.
4. Click the "CHANGE PASSWORD" button to commit the new password.

3. After you change passwords, you will be asked to consent to receive future water bills electronically.
4. After you consent, you will be brought to the main screen where you can view/print your current or past water bills, update your email address or change passwords using the menu options on the left hand side. **That's all there is to it!**
5. If you have questions, call the City Treasurer's Office (231) 724-6720.