

Registering a New Utility Access (UA) Account



Resident Access Overview

This series of guides describe how public users, and registered users access the City of Helena's Resident Access/Utility Access online portal. Resident Access is a public-facing application that allows our customers to access various government services and make payments for utilities and licenses. Users can create an account to view details, manage single & multi-accounts, multi-bill pay, and e-Billing.

Home Page

From the Home page, our public can access Utility Billing; Licensing, Permitting, and Planning, and Frequently Asked Questions.

Navigator | City of Helena Sign In

Click on the option that best fits your needs.



Utility Billing
Pay Your Utility Bill Here
Click this option to pay your UB Bill



Licensing, Permitting, and ...
Pay your permit, plan, or license here.
Click this option to pay your bill.

Navigator | City of Helena Sign In

Utility Billing



Utility Billing
Pay Your Utility Bill Here
Click this option to pay your UB Bill



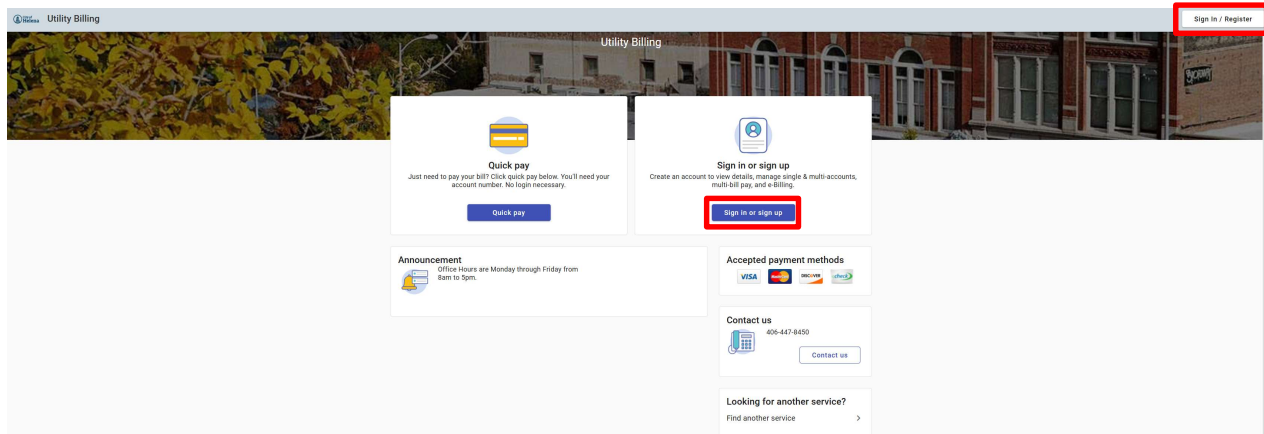
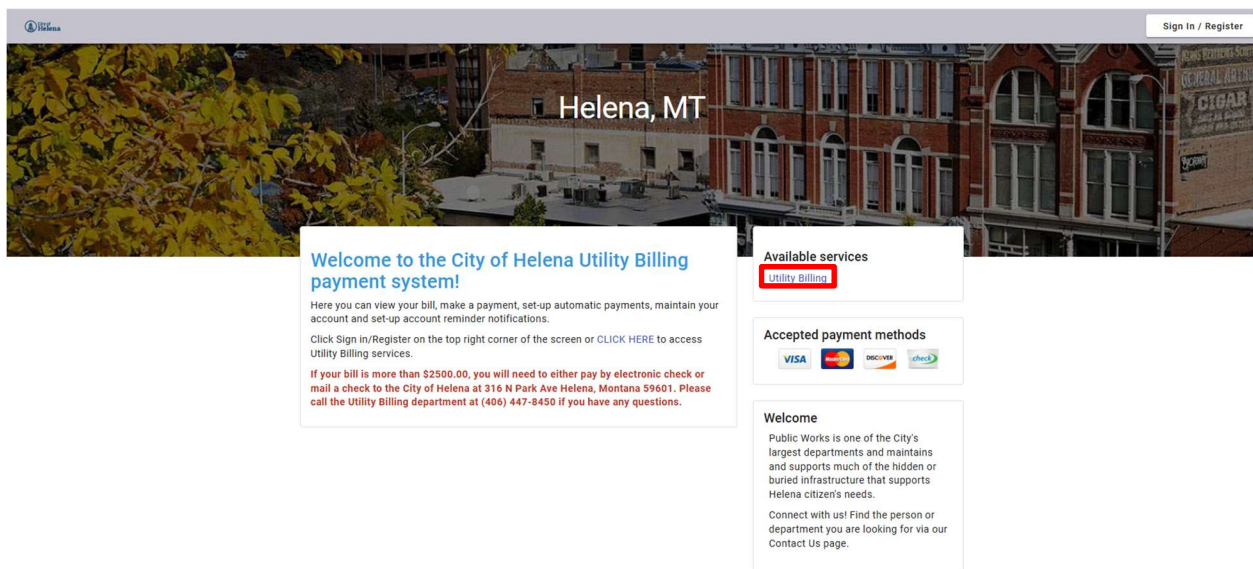
Frequently Asked Questions
Utility Billing
FAQ



Utility Access

To register for:

1. Navigate to our **Utility Access site** by clicking on **Utility Billing**.
2. Click **Sign In or Register** in the top right corner of the Home page.
3. Or click the **Sign In or Sign Up** on the Home page.
4. Click a sign-in option:
 - a. **Sign in with Google.**
 - b. **Sign in with Apple.**
 - c. **Sign in with Microsoft.**
 - d. **Sign in with Facebook.**



5. If you are not registered, click **Create an Account**.



Sign in to community access services for City of Helena.

Email address

☐ Keep me signed in

Next

OR



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

Create an account



The browser displays the **Create an Account** page.

1. Type:
 - a. An **Email** address
 - b. **First name**
 - c. **Last name**
 - d. **Mobile phone** number
 - e. **Password**
2. Click **Sign Up**.

The image displays two side-by-side screenshots of the 'Create an account' page for the City of Helena. Both pages feature the City of Helena logo at the top and the heading 'Create an account'. Below the heading, a note states 'Fields are required unless marked optional.'.

Left Screenshot (Empty Form):

- Email:** An empty text input field.
- First name:** An empty text input field.
- Last name:** An empty text input field.
- Mobile phone:** An empty text input field, with the word 'Optional' to its right.
- Password requirements:** A list of requirements, each preceded by a red 'x' icon, indicating they are not yet met:
 - At least 8 characters
 - A lowercase letter
 - An uppercase letter
 - A number
 - No parts of your username
- Password:** An empty password input field with a toggle icon on the right.
- Sign up:** A blue button.
- Footer:** 'Already have an account? [Sign In](#)'

Right Screenshot (Filled Form):

- Email:** A text input field containing 'john_smith@yahoo.com'.
- First name:** A text input field containing 'John'.
- Last name:** A text input field containing 'Smith'.
- Mobile phone:** A text input field containing '555-555-5555', with the word 'Optional' to its right.
- Password requirements:** A list of requirements, each preceded by a green checkmark icon, indicating they are now met:
 - At least 8 characters
 - A lowercase letter
 - An uppercase letter
 - A number
 - No parts of your username
- Password:** A password input field containing '.....' with a toggle icon on the right.
- Sign up:** A blue button, which is highlighted with a red rectangle.
- Footer:** 'Already have an account? [Sign In](#)'



Confirm Account

You will receive a confirmation email from:

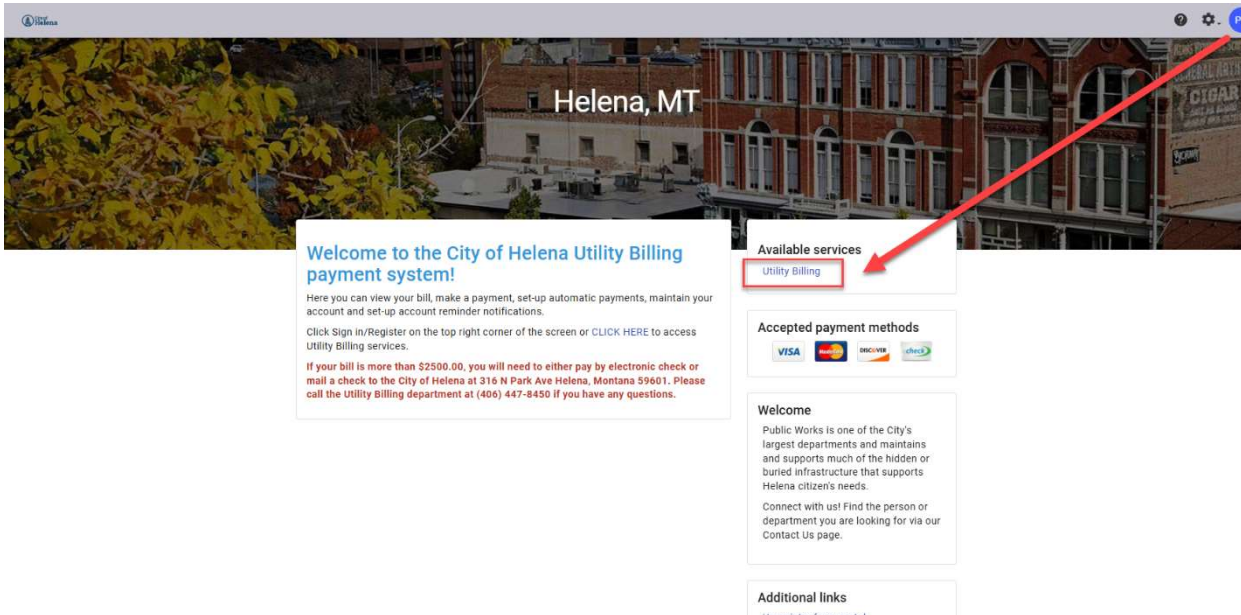
Community Access Identity<noreply@identity.tylerportico.com>.

1. Open the **email**.
2. You will receive a code, enter it in the appropriate box below.
 - If you don't see it:
 - It may not be instant. Be patient (~5-10 secs is normal)
 - It may be in your Spam folder

Initial State	After Clicking "Send again"
  john_smith@yahoo.com	  john_smith@yahoo.com
Verify with your email	Verify with your email
We sent an email to j***h@yahoo.com. Enter the verification code in the text box.	 Haven't received an email? Send again
Enter Code 	Enter Code
Verify	Verify
Return to authenticator list	Return to authenticator list
Back to sign in	Back to sign in



3. Once you type in the code, you will be directed back to this page:



4. Next you will need to add your Utility Billing to your account. Click the blue button to Add Account.

Utility Billing

← Add account

Let's find your account

* Account Number

Please include your Account Number as it is shown on your bill.

* Customer Number

Enter the Customer Number exactly as it appears on your bill.

Cancel Add account

Announcement

Office Hours are Monday through Friday from 8am to 4:30pm.

Contact us

406-447-8450

Contact us

5. Then you will need your Account Number and Customer Identification Number. These can be found on the example below.
- A. Customer Number
 - B. Account Number
 - C. Consumption
 - D. Total Amount Due



**UTILITY CUSTOMER SERVICES DIVISION**316 N. Park Ave, Room 150
Helena, MT 59623**Utility Bill
CUSTOMER COPY**CITY OF HELENA
406-447-8450
www.helenamt.gov01-01
001067**RETURN SERVICE REQUESTED**

1068 1 AB 0.641 T3

CITY OF HELENA-MAINT DEPT
RE: STORM POND(IRRIGATION)
2218 E CUSTER AVE
HELENA, MT 59602-1204

CUSTOMER NAME		CUSTOMER NO.		PARCEL ID		SERVICE LOCATION				
CITY OF HELENA-MAINT DEPT		1029251				3300 N SANDERS ST				
BILL NUMBER		BILL DATE		ACCOUNT #		ACCOUNT TYPE		DUE DATE		
100937		08/01/2025		28308		COMMERCIAL		08/21/2025		
DESCRIPTION		METER NUMBER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	RATE	CHARGE AMOUNT
IRRIGATION BASE - INSIDE				06052025	07092025					15.94
IRRIGATION USAGE - INSIDE		49665865	E	06052025	07092025	224	224	0	HCF	0.00

1 unit of consumption = 100 cubic feet or 748 gallons.
The average person consumes 3 units of water per month.

READCODE	Previous Balance	\$0.00
A = Actual	Total Current Balance	\$15.94
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$15.94
W = Water	Penalties	\$0.00
	Total Amount Due	\$0.00

DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT

**UTILITY CUSTOMER SERVICES DIVISION**316 N. Park Ave, Room 150
Helena, MT 59623**Utility Bill
REMIT PORTION**

SERVICE LOCATION	BILL NUMBER	CUSTOMER #	ACCOUNT #	DUE DATE	AFTER DUE DATE	TOTAL DUE
3300 N SANDERS ST	100937	1029251	28308	08/21/2025	\$0.00	\$0.00

CITY OF HELENA-MAINT DEPT
RE: STORM POND(IRRIGATION)
2218 E CUSTER AVE
HELENA, MT 59602**MAKE CHECKS PAYABLE AND REMIT TO:**
UTILITY CUSTOMER SERVICES DIVISION
316 NORTH PARK AVE, ROOM 150
HELENA, MT 59623

00006042026300100937200000000000

- 6. Once you type the account in, you will see the details of the account.
 - How to Pay a Bill
 - How to set up Auto Pay
 - How to add more accounts (if you are a Property Manager)
- ALSO notable:
 - The bills will have links for them to view and download a copy. The first bills and any balance forward bills are LEGACY bills. If you click on a legacy bill, it will show an error message.
 - Only Tyler Bills that are ARCHIVED will show when these links are clicked.



Log in

To log in to the City of Helena's Utility Access, if already registered:

1. Navigate to our **Utility Access Home page**.
2. Click **Login or Register** in the top right corner of the page.
3. Or click the **Login or Register card** on the page.
4. Click a **sign-in option** and follow the steps:
 - a. Sign in with Google.
 - b. Sign in with Apple.
 - c. Sign in with Microsoft.
 - d. Sign in with Facebook.
5. Or if previously registered:
 - a. Type an **Email address**.
 - b. Click **Next**.



Sign in to community access services for City of Helena.

Email address

☐ Keep me signed in

Next

OR



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

Create an account



Select Email, Password, or phone number option to verify your security.

Email Option

1. Click **Send me an email**.
2. Type the **code** from the email.
3. Click **Verify**.



ahall@helenamt.gov

Verify it's you with a security method

Select from the following options

Email →
a***l@helenamt.gov

Password →

Phone →
+1 XXX-XXX-4485

[Back to sign in](#)



ahall@helenamt.gov

Get a verification email

Send a verification email to a***l@helenamt.gov by clicking on "Send me an email".

Send me an email

[Verify with something else](#)

[Back to sign in](#)



ahall@helenamt.gov

Verify with your email

We sent an email to a***l@helenamt.gov. Enter the verification code in the text box.

Enter Code

Verify

[Verify with something else](#)

[Back to sign in](#)



Password Option

1. Type the **Password**.
2. Click **Verify**.



ahall@helenamt.gov

Verify it's you with a security method

Select from the following options

Email

a***@helenamt.gov



Password



Phone

+1 XXX-XXX-4485



[Back to sign in](#)



ahall@helenamt.gov

Verify with your password

Password

.....



Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)

Phone Option

1. Type the **Password**.
2. Click **Verify**.



ahall@helenamt.gov

Verify it's you with a security method

Select from the following options

Email

a***@helenamt.gov



Password



Phone

+1 XXX-XXX-4485



[Back to sign in](#)



ahall@helenamt.gov

Verify with your phone

Send a code via SMS to +1 XXX-XXX-4485.
Carrier messaging charges may apply

Receive a code via SMS

[Verify with something else](#)

[Back to sign in](#)



ahall@helenamt.gov

Verify with your phone

A code was sent to +1 XXX-XXX-4485. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

|

Verify

[Verify with something else](#)

[Back to sign in](#)



Unlock Account

To unlock your account:

1. Click on Unlock Account.
2. Type the **Email address** used during registration.
3. Click **Next**.
4. Click **Send me an email**.
5. Enter code from email.



Sign in to community access services for City of Helena.

Email address

ahall@helenamt.gov

☐ Keep me signed in

Next

OR



Unlock account?

Help

Create an account



Unlock your account

Email address

Next

[Back to sign in](#)



ahall@helenamt.gov

Get a verification email

Send a verification email by clicking on "Send me an email".

Send me an email

[Back to sign in](#)



ahall@helenamt.gov

Verify with your email

We sent you a verification email. Please check your email and enter the code below.

Enter Code

Verify

[Back to sign in](#)





About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients gain actionable insights into opportunities and solutions for their communities. Tyler has more than 40,000 successful installations across nearly 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

Updated: 9/22/2025, City of Helena

