



## CITY OF DIBOLL ONLINE PAYMENT SERVICES

### [About Member Account Security](#)

The website, and the software that powers it, collect and store personal information. All information passes over the Internet using SSL 128-bit encryption, which is the industry standard. Users can verify the use of this encryption by making sure the URL for the page they are on has the prefix https://. Click the Lock icon in the web browser to view the secure certificate.

The City of Diboll recommends users access the site with 1 of the following browsers or newer:

- Internet Explorer (Windows only)
- Microsoft Edge (Windows 10 only)
- Firefox 34
- Chrome 38
- Safari 7

InSite encrypts all member passwords, credit card numbers, and eCheck account numbers again when stored in the database. Users cannot view the password on the site, but must have access to the email mailbox on the account to perform a password recovery. In addition, users must log in to change the password and must re-enter the existing pa

On all other pages on the site where the member's credit card and/or eCheck information displays, the site only shows the last 4 digits of the card and/or account number OR replaces the card and/or account number with asterisks (\*), except for the last 4 digits.

## [Register for a Member Account](#)

Follow the steps below to register for a member account.

1. On the Online Services Payment home page, click Register to display the Register panel.
2. Click Register at the bottom of the panel.
3. In the Email field, enter an email address. This email address is the user's login.
4. In the Password field, enter a password that is at least 6 characters long.

*TIP Secure passwords are at least 6 characters long, include capital and lowercase letters, include at least 1 number, and include at least 1 special character (! . + @ # , /, etc.).*

5. In the Name field, enter the user's name.
6. In the Phone Number field, enter a telephone number.
7. Click Register. The user receives a confirmation email to confirm the email address is correct.
8. Click the link in the message to activate the account.
9. The link also returns the user to the Login Page for the online services site.

## [Log Into the Online Services Website](#)

Follow the steps below to log into the Online Services website.

1. On the Online Services Payment home page, click Login/Register to display the Login panel
2. In the Email address field, enter the user's email address.
3. In the Password field, enter the user's password.
4. Click Login.

*NOTE If the attempt to log in fails, try again. If the user forgot the password, click Forgot Password? for assistance.*

*WARNING After 5 consecutive failed attempts to log in, the system temporarily locks the member account for 5 minutes. This feature protects the account from hacking attempts and potential identity theft.*

## [Add My Services](#)

Follow the steps below to add services to your profile

1. Log into the Online Services Payment home page.
2. Under Additional Links, Add to my Services.

Once completed, you may access Easy Pay options as well as set up your Utility Account.