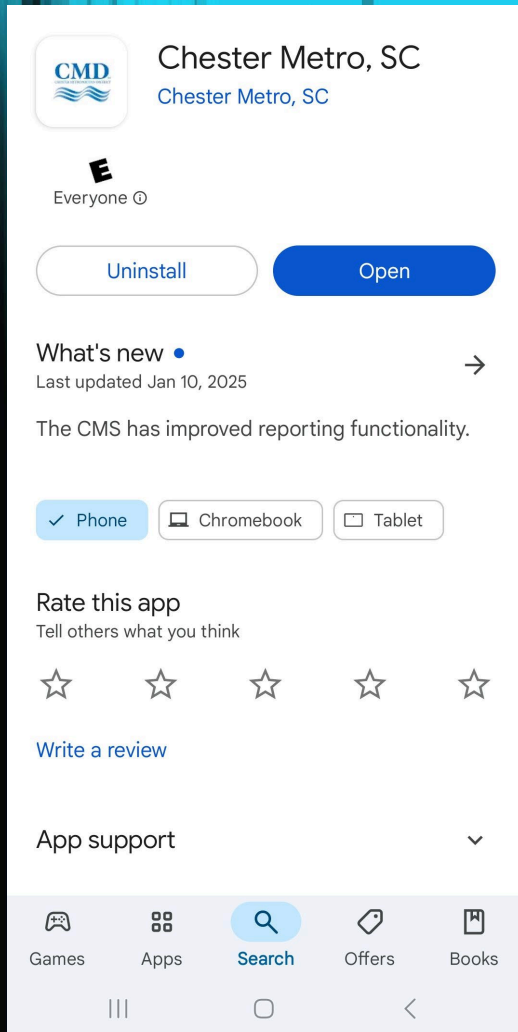




MYCIVIC APP

Customer User Guide



DOWNLOADING THE APP

CMD's MyCivic App is available for both Apple and Android devices through their respective app stores as **Chester Metro, SC**.


It is available for multiple device types.

APP SETUP

- Once installed, the CMD app will give the user the option to login or create an account.
- Existing users will login with their InSite credentials.
- Registering will create an account that customers may use either through the app or online.

NOTE: “Continue as Guest” is an option, but mobile payments are not available without a registered account. *Informational services may be accessed as a guest.*

Chester Metro, SC



Sign in with your account.

Username

Password

[Forgot password](#)

SIGN IN


REGISTER

[Continue as guest](#)

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Chester Metro, SC



Welcome!

Let's get started by creating an account to save your preferences.

First name

Last name

Phone number

Email address

This will be your username

Create password

At least 8 characters.
At least 1 non alphanumeric character.
At least 1 numeric digit.
At least 1 lowercase alphabet.
At least 1 uppercase alphabet.

Re-enter password

REGISTER

CANCEL

Already have a Tyler account? [Sign in](#)

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Chester Metro, SC

Last name

Phone number

Email address

This will be your username

Create password

At least 8 characters.
At least 1 non alphanumeric character.
At least 1 numeric digit.
At least 1 lowercase alphabet.
At least 1 uppercase alphabet.

Re-enter password

REGISTER

CANCEL

Already have a Tyler account? [Sign in](#)

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LINKING A UTILITY ACCOUNT

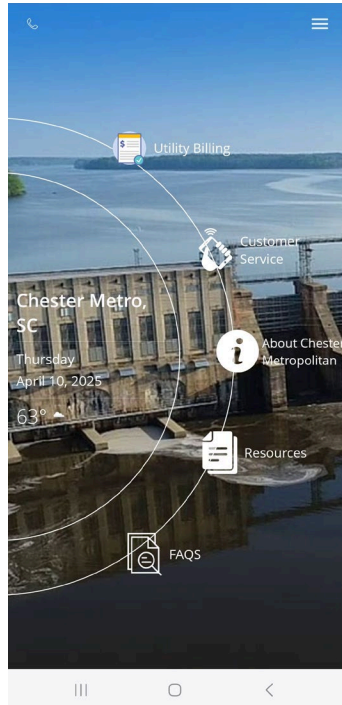
Once registration is complete, MyCivic allows customers to link CMD utility accounts for easy access. An account number and last payment amount are required.

The image displays three sequential screenshots of the MyCivic mobile application's 'Connect Utility Service' screen. Each screen has a blue header with the text 'Connect Utility Service' and a 'Skip' link in the top right corner.

- First Screenshot:** The main heading is 'Let's setup your utilities.' Below it, a sub-heading asks the user to select if they currently have utility service or if they are setting up a new one. A callout box with a hand icon says 'Connect existing service. I already have an account but want to see it here.'
- Second Screenshot:** The heading is 'Let's find your utility account.' The sub-heading asks the user to link up their account to see utility information. A link 'Have a QR code?' is present. Below are two input fields: 'Account Number' and 'Last Payment Amount'. A blue 'CONTINUE' button is at the bottom.
- Third Screenshot:** The heading is 'Hooray! We found your account.' The account details are: 'Account 01-23456-78', '155 Wylie St, Chester, SC 29706', 'Your Name, Customer', and 'Current balance: \$448.63'. At the bottom, there is a blue 'CONTINUE' button and a white 'THAT'S NOT ME' button.

Please note: You may link multiple utility accounts to a MyCivic app, but a utility account may only be linked to ONE MyCivic app at a time.

THE MYCIVIC INTERFACE



- The interface is designed for easy navigation. Options are located on a rotating dial that moves with up or down finger swipes.
- The “Utility Billing” information is only available after a utility account has been connected.
- Access submenus for each item by tapping on the appropriate icon.
- Your device’s Back button may be used to return to the main menu.
- Profile information and account management tabs may be found by tapping the menu lines in the top-right corner of the app.
- The phone icon in the top-left corner gives you the option to call our office and our IVR line.

UTILITY BILLING

- Three options are available under Utility Billing: Accounts, Usage, and History.
- From the Accounts page, you can pay one or all outstanding balances and manage autopay options.
- Usage will show a chart of water use history at your service address, with options to customize the report.
- History will show a listing of bills and payments made to your account with the option to view PDF copies of each bill.

Utility Billing

ACCOUNTS USAGE HISTORY

Current Balance
\$448.63

Manage autopay

01-23456-78 • Active \$448.63
155 Wylie St 04/24

Pay now

PAY ALL

Utility Billing

ACCOUNTS USAGE HISTORY

Account
01-23456-78 • Active

galls

Month	Usage (galls)
Jun	12,000
Jul	12,000
Aug	12,000
Sep	14,000
Oct	12,000
Nov	12,000
Dec	12,000
Jan	12,000
Feb	12,000
Mar	12,000
Apr	12,000
May	12,000

May, 2023 - Apr, 2025

Service
WATER

Interval
Monthly

Unit
Consumption

Utility Billing

ACCOUNTS USAGE HISTORY

Current Balance
\$448.63

Account
01-23456-78 • Active

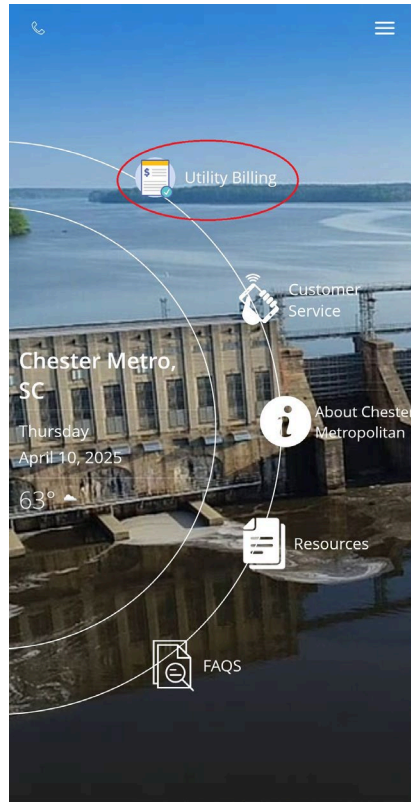
From Date
02/01/2025

To Date
04/10/2025

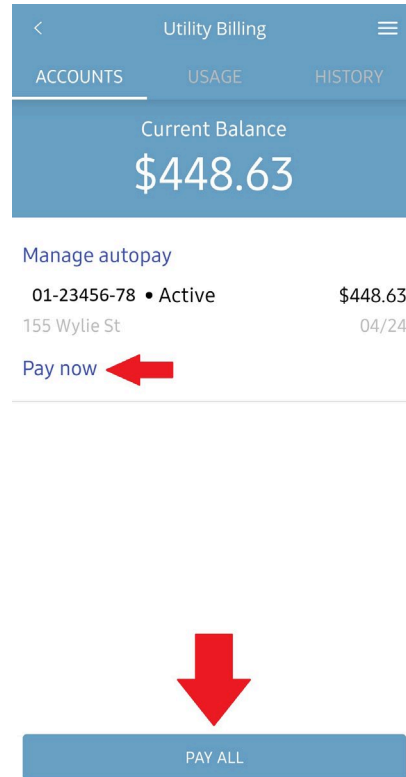
April 09, 2025	\$448.63	Bill
March 13, 2025	-\$463.82	Payment
March 10, 2025	\$463.82	Bill
February 14, 2025	-\$447.12	Payment
February 10, 2025	\$447.12	Bill

MAKING A PAYMENT

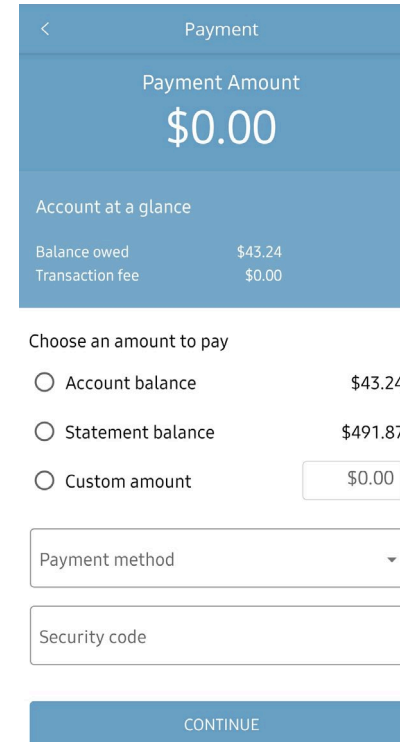
Tap the
Utility Billing Icon



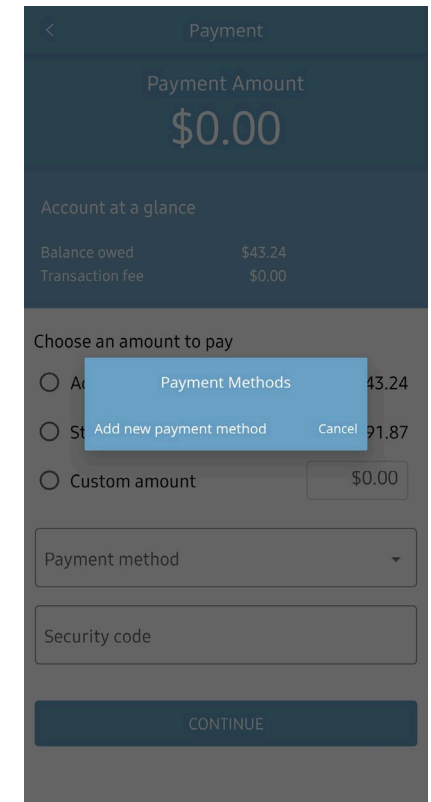
Tap either
payment button



Choose amount &
select payment method



Add new payment
method (first time only)



MAKING A PAYMENT

Enter card information

< Add Payment Method

Payment Type
Credit card

Card number

MM

YYYY

Cardholder name

Address

Billing ZIP code

Set as default

Cancel

Enter Security Code

< Payment

Payment Amount
\$1.03

Account at a glance

Balance owed	\$0.00
Transaction fee	\$0.03

Choose an amount to pay

Account balance \$0.00

Statement balance \$491.87

Custom amount

Payment method
Visa *2656 02/2030

Security code
980

CONTINUE

Review & Submit

< Payment Summary

Review your payment method
Visa *2656
Expiration date 02/2030

Summary of fees on 04/28/2025

Subtotal	\$1.00
Fees	\$0.03
Total	\$1.03

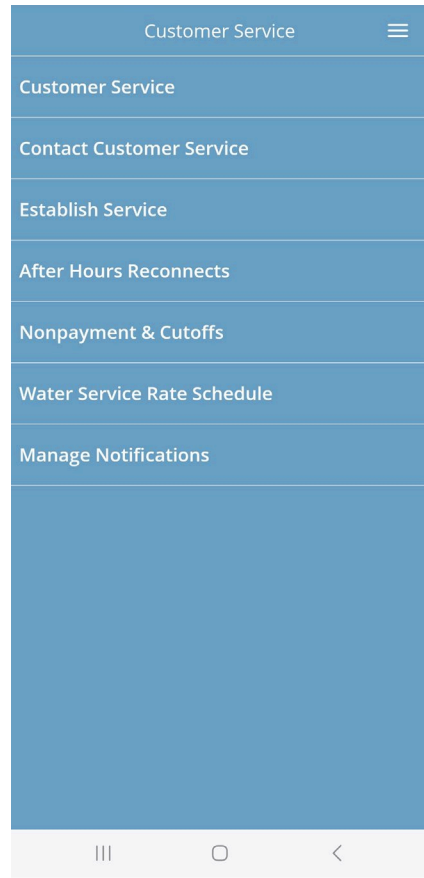
Never be late with autopay
Simply pick your payment method, the day that works for you, and you're done!

Enroll in autopay

CANCEL SUBMIT

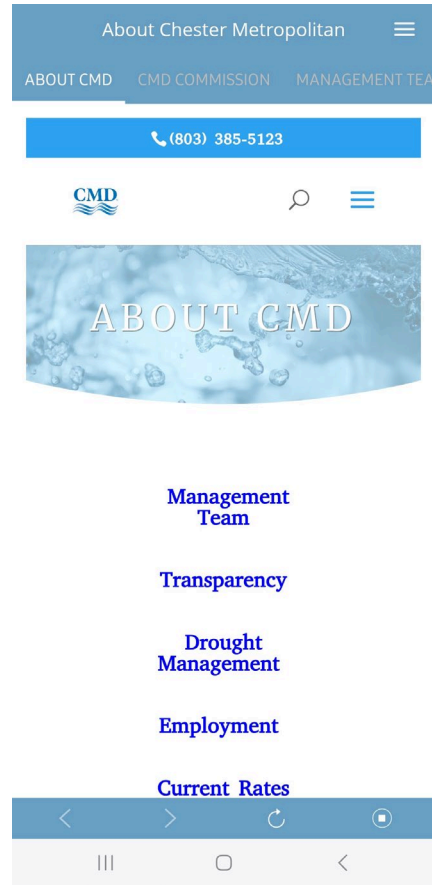
- AutoPay enrollment is available from the review & submit screen or from the main Utility Billing screen.
- Your payment method will be saved for later use. It can be changed or deleted from the user profile, located on the top-right menu of the main screen.

CUSTOMER SERVICE



- Multiple options are available under the Customer Service tab.
- Options are a mix of static pages, which do not regularly change, and direct links to the CMD website for information that may update often.
- “Contact Customer Service” will take the user to CMD’s contact page, which contains multiple options based on the user’s need.
- The “Manage Notifications” option will direct you to CMD’s online payment portal, which is accessible using the login credentials created with the MyCivic app.

ABOUT CMD



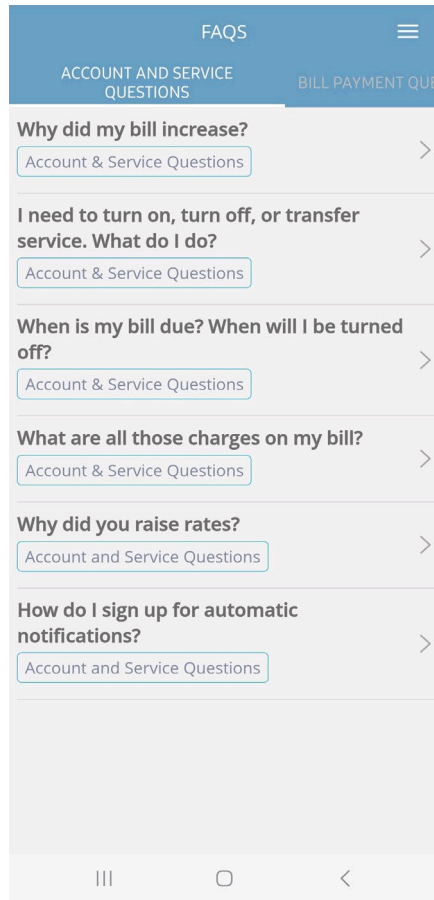
- All tabs under this category are direct links to the CMD website, which provides historical information about CMD, as well as web-based access to Employment Opportunities and our Rate Schedule, among other items.
- Access to Commission information, the Management Team, and our Holiday Closings are also available by swiping from side to side.

RESOURCES



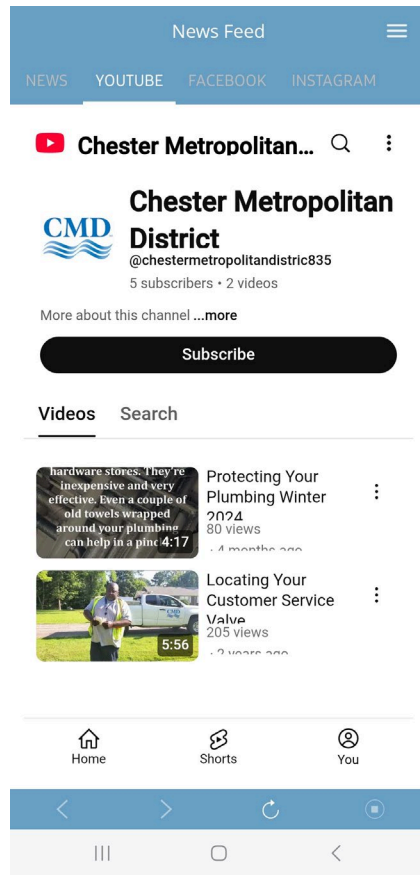
- The Resources tab is a direct link to CMD’s “Resources” page on our website.
- Here is where the user will find forms, downloadable documents, and informational videos.
- This information may be accessed through a browser by visiting <https://chestermetrosc.com/resources>

FAQ



- The FAQ button provides a list of the most commonly asked questions from CMD customers.
- There are multiple categories of information available, which can be accessed by swiping from side to side. Tapping on the questions will expand the answers.

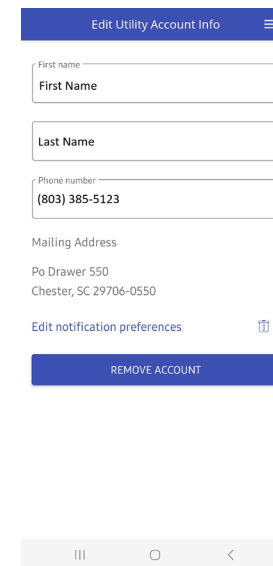
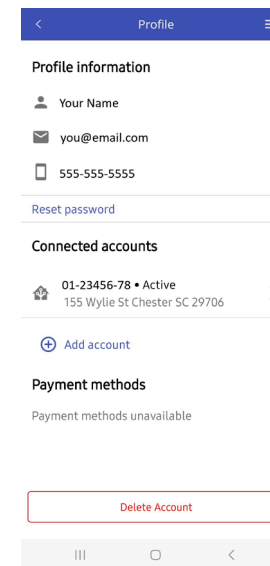
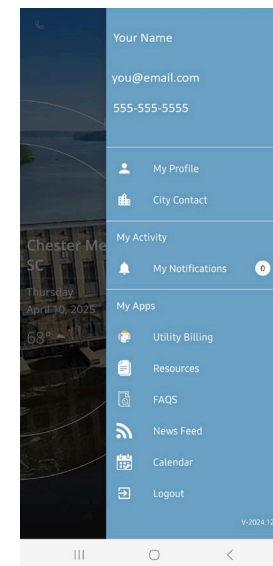
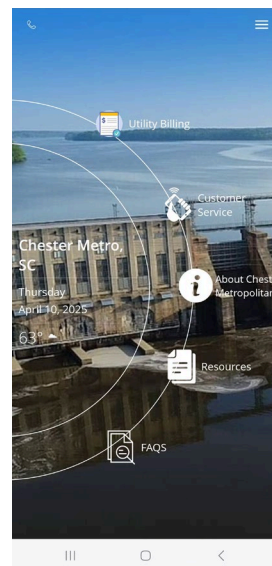
NEWS FEED



- The News Feed provides links to our website's news RSS feed and our social media.
- All notifications that appear on the CMD website will also appear under the "News" tab.
- The system does not currently integrate with Facebook or Instagram.

DISCONNECTING A UTILITY ACCOUNT

- To remove a utility account from your MyCivic portal, tap the Menu button in the top-right corner and tap “My Profile.”
- Tap on the account listing you wish to remove.
- Swipe down and tap “Remove Account.”



QUESTIONS/COMMENTS

Thank you for taking the time to utilize our new app!

It is our hope that this new system provides a new level of convenience and accessibility for all customers.

If you have questions or discover an error or a bug, please contact us via the “Contact CMD” option under Customer Service or call our office at (803) 385-5123.

