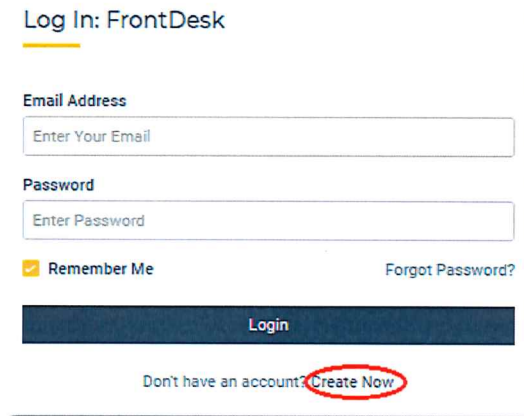


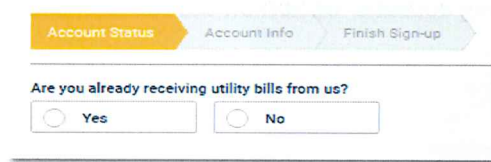
Step-by-Step Instructions to Create a FrontDesk Account

On your web browser go to: <https://taboriowa.frontdeskworks.com/>

- Click **Create Now** below the login button to begin your account creation.

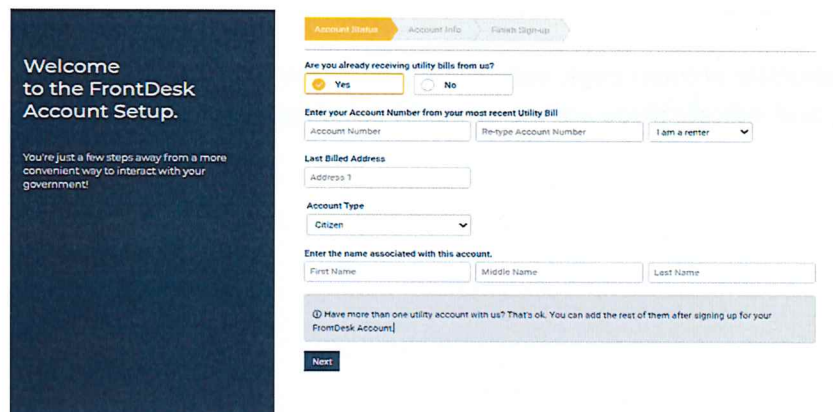


- Are you a current Utility customer receiving bills? If so, select **Yes**. If not, select **No**.



If the answer is no, you will proceed to the next screen where you can enter contact information including Phone Number, Account Type, Name, Email Address, and set a password.

- If you are a current Utility Customer, you must then provide additional information for your utility account:
 - a. **Account Number**. Also select whether you are a renter or own the property. If you have multiple accounts, you only need to enter one here and the additional accounts can be added later.
 - b. **Last billed address**. This is the address associated with the Utility Account. (Only enter street name and street number, and/or apt number, Ex. 12340 West Road. **Enter address exactly as it shows on your most recent bill!**)
 - c. **Name**. Enter The first and last name of the person whose name is on the utility account. (If two names are on the account, for example “John & Jane Doe” enter “John & Jane” as the first name, and Doe as the last)



Your Account is now created!

Associating Multiple accounts

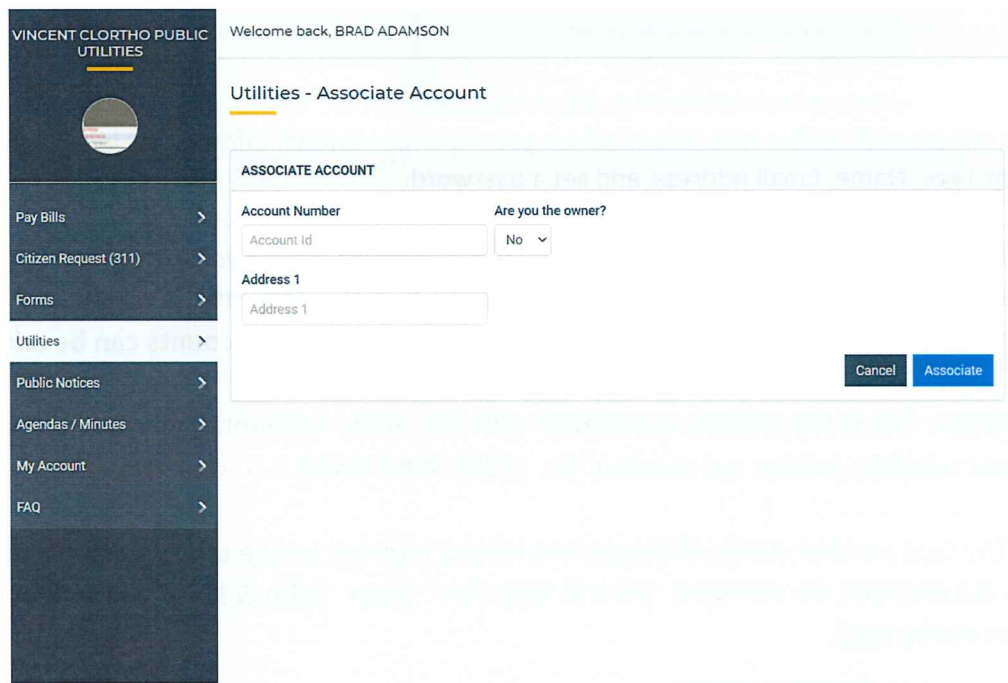
- Click on the utilities tab on the left menu bar to begin associating additional accounts



The screenshot shows the 'Utilities' page for Brad Adamson. The left sidebar contains navigation options: Pay Bills, Citizen Request (311), Forms, Utilities (selected), Public Notices, Agendas / Minutes, My Account, and FAQ. The main content area displays account information for account # 1054100, which is active and includes services for electric, sewer, and water. The last payment was \$233.89 on 10/14/2020, and the current balance is \$987.85. Buttons for 'Existing Account' and 'New Account' are visible in the top right.

ACCOUNT INFORMATION	
Account #	1054100
Location Address	511 W OHIO ST, LENOX, IA
Property Owner	BRAD ADAMSON [Bill Payer]
Balance	\$987.85
Status	Active
Services	ELECTRIC, SEWER, WATER
Last Payment	\$233.89 paid on 10/14/2020

- Then proceed to click on the "existing account" option on the top left (shown above)



The screenshot shows the 'Utilities - Associate Account' page. The left sidebar is the same as in the previous screenshot. The main content area features a form titled 'ASSOCIATE ACCOUNT' with the following fields: 'Account Number' (with a sub-label 'Account id'), 'Are you the owner?' (a dropdown menu currently set to 'No'), and 'Address 1'. 'Cancel' and 'Associate' buttons are located at the bottom right of the form.

- On the associate account page, you will then enter the utility account number, the address for that utility account, and indicate if you are the owner by selecting the drop-down.