



Springbrook CivicPay Online users can now offer customers the option to submit Service Requests for Utility Billing through the CivicPay Online customer portal. This new feature is included with your existing subscription and available today. Not on Springbrook Cirrus or using CivicPay Online? **Contact your Account Manager for information about upgrading.**

CivicPay: Service Requests

KEY BENEFITS

- **Control & Reconfigurability:** Decide when to activate this feature, select which service request type codes to make available, and define how they are presented on the customer portal.
- **Real Time Integration and Notifications:** Choose to receive a direct notification (email) when a service request is submitted from the customer portal. Service Requests will show in real time in Springbrook and can be distinguished from other Service Requests.
- **Transparency & Contactless Options:** Customers can initiate a service request without direct contact with your customer service and view the submitted requests and their status in the customer portal.

New Service Request ✕

Jane Doe 12345 S MyHouse blvd #123
City, ST 12345

someonesname@gmail.com

Type
Check for Leak ▼

Comments
Can you please send someone out to check for a possible leak. Jane Doe 503-820-1234.

Please provide contact and any additional information regarding this request.

CANCEL
SUBMIT SERVICE REQUEST

123456-000

Service Requests > 123456-000 ☰ ⓧ

- My Bill
- Usage
- Activity
- Service Requests
- My Profile
- Contact Us

+ CREATE SERVICE REQUEST

Service Request 00001.3.2022 ▶

Jane Doe 12345 S MyHouse blvd #123
City, ST 12345

someonesname@gmail.com

Request Date	Status	Description
3/1/2022	Active	Suspend Service

Comments

Service Request 00001.4.2022 ▶

Jane Doe 12345 S MyHouse blvd #123
City, ST 12345

someonesname@gmail.com

Request Date	Status	Description
4/1/2022	Active	Restore Service

Comments

Completed Service Requests

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