**WELCOME TO FRONT DESK, CONVENIENCE AT ITS BEST**

* The City of Nashua now offers you the convenience of accessing your utility account and paying your monthly utility bill online! You can enroll in autopay, get electronic bills, and manage your account 24/7 online. Sign up today by going to: <https://cityofnashuaia.frontdeskgworks.com>.
* The City of Nashua is now offering FrontDesk, a modern and convenient solution that provides online access to a variety of tools to interact with us including your utility account. Sign up for FrontDesk here <https://cityofnashuaia.frontdeskgworks.com> to get these exciting advantages:
	+ Modern, online interactions with the City of Nashua – anywhere, anytime, from any device!
	+ Enroll in autopay so you won’t have to remember to pay your bills each month. Update your notification settings so you can receive important messages and notifications via email or text 24/7 access to your utility account and usage information including utility usage, and tracking multiple accounts.
	+ Conveniently pay your monthly utility bills from the comfort and safety of your home. No more writing out a check each month to pay your utility bill! No worries about social distancing and possible exposure.
	+ Receive bills electronically. Go green and reduce your stack of paper bills. No bills to sanitize.
* IMPORTANT NOTICE: IF YOU ARE CURRENTLY ENROLLED IN AUTOPAY YOU WILL HAVE TO SET UP A FRONT DESK ACCOUNT IN ORDER TO KEEP YOUR AUTOPAY AS WE HAVE SWITCHED TO THIS NEW PLATFORM. WE WILL ALSO BE PHASING OUT THE USE OF GOVPAY.NET AND ALLPAID.NET AS PAYMENT PROVIDERS AND IN ORDER TO MAKE ANY CREDIT CARD PAYMENT YOU WILL NEED TO SET UP AN ACCOUNT WITH FRONT DESK.
* There is a monthly E-Check Fee of $.50 paid for by the city if you use E-check for your payment; however,if you use a credit or debit card the transaction fee will be charged to the customer and it will be based on a percent of the transaction.

**You can set up your account by going to the following link:**

<https://cityofnashuaia.frontdeskgworks.com>

Below the Login information there is a “Create Now” button

If you have trouble, there are also step by step instructions below the “Create Now” button or you can contact city hall.

Sincerely,

John Ott

641-435-4156

**A few important tips when setting up your account.**

1. It will ask if you are an existing user – Click “Yes”
2. It is very important that your information is typed in exactly as it shows on your Utility Billing Statement, so you may want a copy of your bill in front of you. If there are things that don’t match you will get an error message. For example, if your bill says St. for street and you type in Street you will get an error message.
3. During the set-up process, there will be a place to enter your phone number. Leave this blank until your account has been set up. Once your account is set up and you log back into your account you can enter your phone number when entering in your personal information.
4. You can not set your account up using a cell phone, you can access your account with a cell phone once the account is set-up.