

# gWorks Billing System Payments

## Florida River Estates Water Company

1. This document assumes that you are already enrolled for a gWorks account. If you are not, please seek the gWorks Billing System Enrollment documentation on our website, [www.fre-water.com](http://www.fre-water.com)
2. Navigate to <https://fre-water.frontdeskworks.com/>
3. Enter your email address, password and click “Login”

The screenshot shows the login interface for the gWorks FrontDesk. The browser address bar displays <https://fre-water.frontdeskworks.com>. The page features the gWorks logo and a 'Log In: FrontDesk' section with input fields for 'Email Address' (containing 'Enter Your Email') and 'Password' (containing 'Enter Password'). A 'Remember Me' checkbox and a 'Forgot Password?' link are also present. A red circle with the number '1' highlights the 'Login' button. Below the login section, there are links for 'Create Now' and 'FrontDesk Account Creation Instructions'. To the right, a large banner for Florida River Estates Water Company is visible, featuring the company name and address: '175 County Road 248, Durango, CO 81302'. At the bottom, a 'Login to Access' section contains four buttons: 'Online Payments', 'Utilities', 'Form Submission', and 'And More'.

4. To make payments, you can use a credit/debit card or an e-check (ACH). As a reminder, card transactions incur a 3.5% service fee, payable by you. ACH transaction fees are covered by the FRE Water Company.

Click “Pay Bills”, then click “Edit”

The screenshot shows the dashboard for a user named TERRA BUMPERS. The left sidebar contains a navigation menu with 'Pay Bills' highlighted by a red circle with the number '1'. The main content area displays 'Welcome back, TERRA BUMPERS' and a 'Pay Bills' section. Within 'Pay Bills', there is a 'PAYMENT PREFERENCES' card. A red circle with the number '2' highlights the 'EDIT' button in the top right corner of this card. The card shows 'AutoPay' as 'Enabled' with a green checkmark. Below this, it lists 'Saved Payment Methods' with a count of '1'. The 'Primary Payment Method' section shows 'Account Ending' followed by a masked number, 'Routing number \*\*\*', and 'Checking Account \*\*\*'. At the bottom of the dashboard, there are two buttons: 'OPEN BILLS (0)' and 'PAYMENT HISTORY (0)'.

5. Under your payment preferences you have a few options
- To enroll in automatic monthly payments, processed 2 business days before your due date, toggle the switch next to #1 “Auto Pay”
  - To add a new payment method, click the plus sign next to #2 “Payment Methods” and follow the on-screen instructions
  - To edit an existing payment method, click the paper/pencil next to #3

The screenshot shows the 'Payment Preferences' section of a web application. At the top, the title 'Payment Preferences' is displayed with an orange underline. Below this is a header bar labeled 'PAYMENT PREFERENCES'. The main content area includes an 'AutoPay' toggle switch, which is turned on and marked with a red circle containing the number '1'. Below the toggle is a 'Payment Methods' section, indicated by a plus sign icon and a red circle with the number '2'. A green rectangular box highlights the details of a selected payment method. Inside this box, there is a 'Primary' status indicator with a green checkmark. To the right, there is a card showing 'Account Ending -' followed by a masked number and a red circle with the number '3' pointing to an edit icon. Below this, the card displays 'Routing number \*\*\*\*' and 'Checking Account \*\*\*\*'.

AutoPay allows one AutoPay payment method per user. For those customers with multiple utility accounts, the ability to map different payment methods to each utility account is something that gWorks has in their development roadmap.

If you need help adding payment methods, making a payment or setting up automatic payment, please contact us:

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