

City of
Underwood

LOOK!

Offering

UTILITY BILL – ONLINE PAYMENTS THRU GWORKS FRONTDESK

Offering the convenience of accessing your utility account and paying your monthly utility bill online!

MANAGE YOUR ACCOUNT 24/7 ONLINE

Forms of Payment Accepted Online:
VISA | Mastercard |
Diner's Club | Discover |
Electronic Checks (eChecks)

Update your notification settings so you can receive important messages and notifications via email or text.



Pay online
with Credit
Card, Debit
Card or
eChecks

Enroll in
Autopay
Electronic
Bills

SIGN UP TODAY BY GOING TO:

<https://underwoodia.frontdeskworks.com/>

OR go to city website for more info
<https://underwoodia.com/>

- Create your own account
- Account number needed
- Service Fees apply
- Mobile-Friendly

CALL: 712-566-2373

Email: underwoodclerk@walnutel.net

What's New?
2024 Dog License
Fillable Forms on
Underwood's
FrontDesk portal

Please see below screen shot Underwood's - gWorks FrontDesk

> Every first-time user needs to Create an Account.

The screenshot shows the gWorks FrontDesk login interface. On the left, there is a 'Log In: FrontDesk' section with input fields for 'Email Address' (placeholder: 'Enter Your Email') and 'Password' (placeholder: 'Enter Password'). Below these fields are a 'Remember Me' checkbox and a 'Forgot Password?' link. A dark blue 'Login' button is positioned below the form. Underneath the login button, there is a link for 'Don't have an account? Create Now' and a link for 'FrontDesk Account Creation Instructions'. A note at the bottom of the form states: 'Please contact the Agency if you have any issues signing up for FrontDesk.' On the right side of the page, there is a large banner image of a city street scene. The banner features the gWorks logo in the top right corner, the text 'City of Underwood IA' in the center, and 'We're glad to see you again' below it. At the bottom of the page, there is a 'Login to Access' section with four dark blue buttons: 'Online Payments', 'Utilities', 'Form Submission', and 'And More'.

Frequently Asked Questions (FAQs)

How do I create an account? Go to <https://underwoodia.frontdeskworks.com> or go to <https://underwoodia.com> and go to the Utility Bill Online Payment Tab

Do I need my account number to set this up? Yes. Make sure you have your most recent bill that shows your account number to set up your online account.

Is there a fee? Yes, there is a convenience fee that will be paid by the customer at time of payment of utility bill.

What ways can I use to pay my bill? Payment online through FrontDesk using VISA, Mastercard, Diner's Club, Discover or electronic check (eCheck).

***You can still pay by check, money order, or cash, to City Hall directly.

Currently I use ACH directly with the City, can I change? Yes, you can change. Once you change to FrontDesk Online payment, there is not a way to go back to ACH through the city. ACH through the city directly will be phased out within the next few months.

What is gWorks and FrontDesk? gWorks is the financial software company Underwood uses, and FrontDesk is their software application.

Having trouble signing up? Contact Cindy at City Hall (712) 566-2373 to assist.