

Directions to View and/or Change Scheduled Payment Information

1. When visiting the County online payments site, and after agreeing to the terms and conditions, you will see a tab on the top of the page entitled "Login To Your Account".

The screenshot shows the top navigation bar with a search icon and the text "Find Your Bill" on the left, and "\$0.00" and a shopping cart icon with "0 Checkout Now" on the right. Below the navigation bar is a large dark grey box with the heading "Find Your Bill Below" and a search input field containing the placeholder text "SEARCH BY BILL NUMBER, PROPERTY, ACCOUNT NUMBER, PIN, NAME, OR ADDRESS". Below this is a white box with the heading "Step 1: Find a Bill" and the same search placeholder text. Underneath, it says "You can locate any property in our database by entering your search in the box above. We recommend excluding any dashes or spaces." followed by a horizontal line and the text "OWNER NAME OR ADDRESS". Below that, it says "If you do not know your parcel, you can try searching by Owner Name or Street Address. We recommend excluding any punctuation." followed by another horizontal line and the heading "Step 2: Pay for a Bill". Below this, it says "Once you locate your property using the search methods above, simply click the 'Add' button to the left of the property to add it to your cart. If multiple installments are supported, you can also select which installment(s) that you would like to include in your payment." followed by a horizontal line and the text "VIEW CART".

2. When you click "Login To Your Account", you will be prompted to enter your user name and password.

The screenshot shows the top navigation bar with a search icon and the text "Find Your Bill" on the left, and "\$0.00" and a shopping cart icon with "0 Checkout Now" on the right. Below the navigation bar is a white box with the heading "Login". Underneath, it says "Email" followed by a text input field containing "youremail@email.com". Below that, it says "Your Password" followed by a password input field with ten dots. Below the password field is a dark blue button with a lock icon and the text "Login". Below the button is the text "Forgot Password".

- Once you have entered your user name and password. You will be directed to a page with five profile screens.

Profile Details

This tab contains your name, address and phone number. You may alter any information you wish, just be sure to save your changes.

PROFILE DETAILS
> Edit Contact Info

LOGIN DETAILS
> Edit Email & Password

AUTOMATED PAYMENTS
> Items that will auto pay

PAYMENT METHODS
> Add/Edit Payment Details

LOG OFF
> Sign out of your account

Profile Details

First Name*

Last Name*

Street Address*

Street Address 2

Country* **State / Province*** **City*** **Postal Code***

Phone Number Country Code* **Phone Number*** **Mobile Number**

Login Details

This tab will allow you to change your email address and/or your password. Make sure you "Save" your changes.

PROFILE DETAILS
> Edit Contact Info

LOGIN DETAILS
> Edit Email & Password

AUTOMATED PAYMENTS
> Items that will auto pay

PAYMENT METHODS
> Add/Edit Payment Details

LOG OFF
> Sign out of your account

Login Details

Your Email

New Password **Confirm Password**

Automated Payments

If you are using Automated Payments, this tab will list all of the parcels that are currently setup for automated payments.

For each parcel, you can see the Parcel ID and property address on the left.

On the right you will see the “Current Payment Method”. If you have more than one payment method saved, you may select a different payment method from the drop-down box.

Below the Current Payment Method is a click to cease automated payments for that particular parcel.

If you would like to add a payment method, you may click the box on the right labeled “Add Payment Method” or you may click the tab on the left labeled “Payment Methods”.

PROFILE DETAILS
Edit Contact Info

LOGIN DETAILS
Edit Email & Password

AUTOMATED PAYMENTS
Items that will auto pay

PAYMENT METHODS
Add/Edit Payment Details

LOG OFF
Sign out of your account

Automated Payments + Add Payment Method

Enrollment in auto-pay will process these bill(s) one business day prior to each due date for the total amount due at the time of processing. Automated payments will continue to auto pay your bills until you cancel. Reminders are sent one week prior to the due date.

4 RESULTS

Parcel ID	Payment Method
#07399 1234 Main St Springfield, MA 01103 Current Amount Due: \$736.72	Current Payment Method Visa: 1234/01/23 Save or click here to stop future payments for this item
#22158 5678 Elm St Springfield, MA 01103 Current Amount Due: \$703.20	Current Payment Method Saving: 0123 Save or click here to stop future payments for this item
#50084 9012 Oak St Springfield, MA 01103 Current Amount Due: \$337.12	Current Payment Method Visa: 1234/01/23 Save or click here to stop future payments for this item
#50085 3456 Pine St Springfield, MA 01103	Current Payment Method Saving: 1234 Save or click here to stop future payments for this item

Payment Methods

When you click on this tab you can view all of the payment methods you have set up.

If you have a credit card payment method setup, you will see the card type, last four digits and card expiration date.

If you have an e-Check setup, you will see just the last four digits of the account number.

You will never see more than the last 4 digits of the credit card or e-Check account number, although the complete information is saved by the processor.

The center column will list the number of parcels assigned to each payment method. If you click on the item(s), you can actually see the parcel ID's.

On the right of the screen, you may click "Remove" to eliminate that payment method. Please note that if you remove a payment method, the parcels must be reassigned by the user to a new payment method.

If you would like to add a payment method, click "Add Payment Method" on the right of the screen and you will be brought to a new page.

Stored Payment Methods + Add Payment Method

The following stored payment methods are utilized for [Automated Payments](#).

2 RESULTS ▾

Payment Method	Automated Payments Setup	
Visa: 6781 / 01/23	2 Items(s)	Remove
Saving: 7870	2 Items(s)	Remove

Add Payment Method

When you first enter this page, please note on the top of the page that “You are only adding a payment method and will not be charged”.

Make sure that your billing address is correct and new payment information.

Please note that there is a check box that asks if you want to “Set this payment method for all your automated payments”. Make sure that you uncheck this box if you do not wish this to occur.

After you save your information, click “Back to Payment Methods” to change your parcels to the new payment method.

Select a Payment Method

[← Back to Payment Methods](#)

You are only adding a payment method and will not be charged.

CREDIT / DEBIT
Use your Visa, Mastercard, AMEX, Discover

BANK ACCOUNT
Use your Checking / Savings Account

Billing Address

First Name*	Last Name*		
<input type="text" value="First Name (placeholder)"/>	<input type="text" value="Last Name"/>		
Street Address*	Street Address 2		
<input type="text" value="123 Main Street"/>	<input type="text" value="Suite, Department, Building, etc."/>		
Country*	State / Province*	City*	Postal Code*
<input type="text" value="United States"/>	<input type="text" value="New Jersey"/>	<input type="text" value="Newark"/>	<input type="text" value="08221"/>
Phone Number Country Code*	Phone Number*	Mobile Number (US Only)	
<input type="text" value="United States: (+1)"/>	<input type="text" value="2012132134"/>	<input type="text" value="2012542545"/>	

Use a New Credit Card

Set this payment method for all your automated payments

Card Number:

Expiration Month: Expiration Year:

EXAMPLE PAYMENT AMOUNT
\$1,000.00

+

EXAMPLE CONVENIENCE FEES

Calculated After You Enter Your Payment Information

EXAMPLE TOTAL CHARGE
\$1,000.00 + Fees

Logoff

If you are done viewing your account and have finished making any changes, simply click Logoff to exit your account.