



Any Payment, Any Place, Any Time

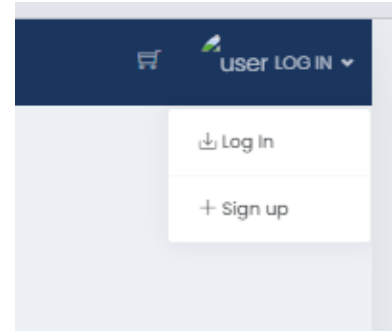
CITY HALL SYSTEMS

Getting Started on our ePayment Site

You do not need an account to look up bills or make payments on our website. However, there are many benefits from signing up for an account on the City Hall Systems online epayment site. If you have an account, you can request to receive email alerts, schedule payments, automatically pay bills, view payment history, and more.

Sign up for an account with City Hall Systems

1. Visit <https://epay.cityhallsystems.com/>
2. Click on Sign Up under the User Log In drop down (top right corner).
3. Complete the fields as requested.
4. Then click on the “Sign up” button.
5. A confirmation page will appear indicating that your registration has been accepted and that an email has been sent to you. The email will contain a link you must click on to activate your account.
6. The last step in activating your account is to open the email you received from us and click on the link contained in the email. That will bring you to the City Hall Systems ePayment site. This will complete the process for creating an account. You are now logged in to your account. *Note: If you do not receive the activation email in your inbox, check your junk or spam folders for an email from City Hall Systems.*



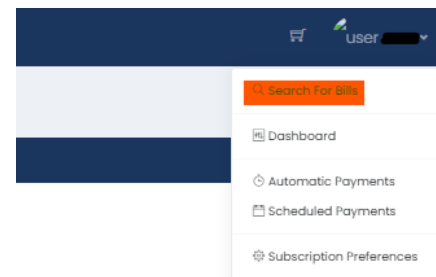
Log into your Account

1. Visit <https://epay.cityhallsystems.com/>
2. Log into your account by clicking the “Log In” button in the top right corner and entering your username and password and clicking the “Login” button. This will bring you to your Dashboard.
3. You can confirm you are logged in if your name appears in the top right corner of the screen. You may select any feature under User drop down by clicking on your name.

Add a Bill to your Account

Note: Adding bills to your account is the first step in signing up for electronic notifications, viewing the bill’s history or setting up autopay.

1. Visit <https://epay.cityhallsystems.com/>
2. Log into your account by clicking the “Log In” button in the top right corner of the screen and entering your username and password and clicking the “Login” button. Under the User drop down, Select "Search Bills"
3. On the Home Page, select the State and Municipality which the bill is from. Click the blue button that says, “View/Pay Bills”
4. On the following screen, select a bill type.
5. Once a bill type is selected, search field(s) will populate in the middle of the screen. Fill in all mandatory search field(s) to access your bill. Then click the blue button that says, “Search Bill”
6. The search results should list the bill you are looking for. Once you see the bill you want, click on the “Enable AutoPay & eBilling for this bill” text (this text will be listed below the Name/Description for the bill). A confirmation message pops up, click “Ok” to confirm that this is the bill that you want to add to your account. The bill will now be added to your account. *Note: If you do not see the option to “Add this bill to my Account” then you are not currently logged in to your account.*



Sign up for eBilling/eNotice

Note: Make sure you have already completed the steps for adding a bill to your account.

1. Log into your account.
2. On the Home Page, in the top right corner under the User drop down, select "Subscription Preferences" option. Here will be the list of bills that have been added to your account.
3. There are 3 Billing Methods available for each bill: Paper, eNotice, and eBilling. Electronic notifications will contain a summary of the bill's information and a link to view the bill on the ePayment website. The bills are defaulted to "Paper" Billing Method. To change the Billing Method for any bill, click on the "Billing Method" drop down for a bill and select the type of billing method you prefer for that bill. Then click the "Save Changes" button.
4. Billing Methods can be changed whenever desired.

Billing Method	Description
eBilling	You will receive an email and NO paper bill – The email will direct you to an electronic copy of your bill
Paper	Your email subscription to this bill will be canceled – You will only receive a paper copy of your bill
eNotice	You will receive an email and a paper copy of your bill – The email will direct you to an electronic copy of your bill
Remove	Your AutoPay & eBilling subscriptions to this bill will be canceled. – The subscription will be removed from the list

Store a Payment Method

Note: This is a necessary step to take when setting up automatic payments.

1. Log into your account.
2. On the Home Page, in the top right corner under the User drop down, select "My Wallet"
3. Next click "Add eCheck" or the "Add Credit Card" button, complete all required fields and save information by clicking "Add eCheck" or "Add Credit Card" as applicable.
4. Payment Methods can be removed from your account by clicking the "Remove" button.

Sign up for AutoPay

Note: You must complete the steps for adding a bill to your account and saving a payment method prior to setting up autopay. Any change to your autopay or wallet safe will not update an existing scheduled payment.

1. Log into your account.
2. On the Home Page, in the top right corner under the User drop down, click on "Automatic Payments"
3. Note that you will need to have already added your desired payment method into your account (see above).
4. In the "Automatic Payments" screen, will be a list of the bills in your account.
5. To set a bill to automatic payment, simply select a "AutoPay Method" from the list of your entered Payment Methods (i.e. checking, savings or credit card) and click "Save Changes" button.
6. Each time the municipality issues a new bill, you will receive an email that the autopay has scheduled a payment. When the autopayment is made, you will receive another email indicating payment has been made. Note that autopayments are processed 5 business days before the stated due date of the bill.
7. To cancel an autopay, select "None" under the "Autopay Method" and click "Save Changes." *Note: You will need to review "Scheduled Payments" located under "My Account" to ensure that an automatic payment has not already been scheduled. If you find an unwanted scheduled payment, simply click "Remove."*

Check a Scheduled Payment

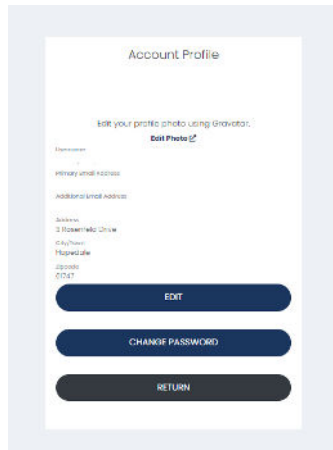
Note: Any change to your autopay or wallet safe will not update an existing scheduled payment.

1. Log into your account.
2. On the Home Page, in the top right corner under the User drop down, click on "Scheduled Payments"
3. In the "Scheduled Payments" page, any scheduled payment for a bill in your account will be listed.
4. There are two ways that a payment can be scheduled. First, the system will schedule the payment through AutoPay, or you can manually schedule future payments on a bill by selecting a future date in the Payment Date field in the Checkout screen. Then click the blue "Review & Pay" button.
5. If you need to cancel a scheduled payment, simply click the "Remove" button under Scheduled Payments.

Update your Email Address

Note: Updating your primary email address will change the address were your eBill(s) will be sent.

1. Log into your account.
2. On the top right of the page under the User menu, click “Account Profile”
3. Click the blue button that says, “Edit”
4. Make all updates on this page and click the blue button that says, “Update”



Forgot your Password

Note: You will need access to the primary email account that is linked to your epay account.

1. From the home page click the “Log In” button in the top right under “User Log In.”
2. Use the link that says, “Forgot Password?”
3. On the following page you will be asked to enter your username or email address. Then click the blue “Reset” button. *Note: Your username is not necessarily your email address unless you created it that way during the signing up process.*
4. The next page will notify you that an email has been sent to your primary email address with a link you must click to reset your password.
5. Access your primary email account and locate the email sent from City Hall Systems. *Note: If you do not receive the email in your inbox, check your junk or spam folders for an email from City Hall Systems.*
6. Follow the directions in the email to follow the link.
7. The link will bring you back to the City Hall Systems website. You will be asked to enter your password twice and then hit the grey button that says, “Reset Password.” Once you complete this step you are automatically logged into your account.
8. Please be sure to update any previously saved passwords through your web browser, as your browser will likely try to auto fill using your old password.

New password:	<input type="text"/>
Repeat Password:	<input type="text"/>
<input type="button" value="Reset Password"/>	