How to Update or Grant Access to Your Accounts
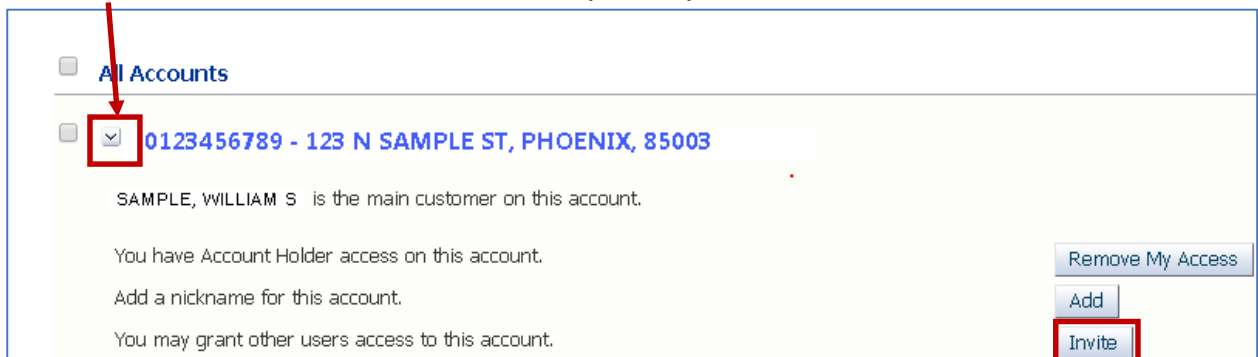
Updating My Account

Once your account(s) are enrolled, you can manage your automatic payments, change your mailing address and more.

1. Click **Settings**

2. Click **Update** for desired option, enter information, and click **Save**.

Allowing Others to View or Update My Account

Inviting someone to view and manage your account is easy. All you need is their email address. Remember: The main account holder must grant permission and is still responsible for changes made by themselves or their representative(s).

1. Click **Account(s)**

2. Click **arrow** next to desired account to expand options

3. Click **Invite**

4. Enter **Invitee's complete email address**

   NOTE: If your Invitee is designated on your City Services Account, they will appear under "Is this person name on the account?" click the bullet next to their name.
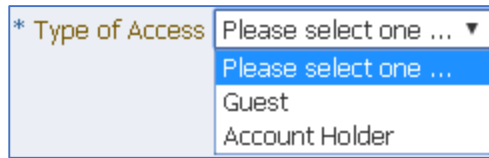
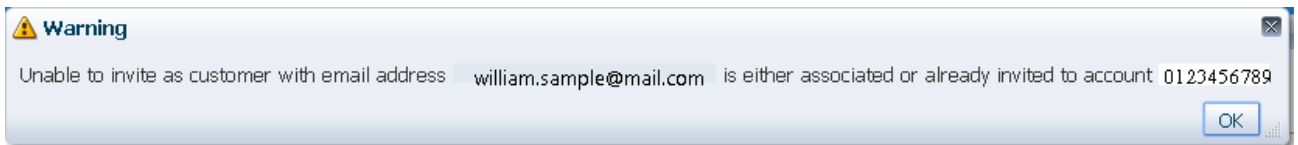5. Click **Type of Access** and select Guest or Account Holder access

Two types of Access exist

- ➢ **Guest** access allows Invitee to view your account
- ➢ **Account Holder** access allows Invitee to view and update account including:
    - ✓ Granting/revoking access
    - ✓ Updating account settings including:
        - • Automatic Payment (AutoPay)
        - • Bill Delivery
        - • Notifications
        - • Mailing Address
        - • Contact phone number
    - ✓ Viewing History (bills and financial history)

6. Click **Invite**
    a. If Invitee is already associated with your account, the following warning will appear.

> ⚠ **Warning**   ✕
> Unable to invite as customer with email address   william.sample@mail.com   is either associated or already invited to account 0123456789
>   OK

    b. An email notification is sent to your Invitee from PHXwelcome@phoenix.gov. If they already have an online account with the email address you provided, they will see the account the next time they log in.

    If not, they will need to complete the 2-Step registration process using the email address you invited to access your account. They will not need to enroll the account.

Tips

1. Granting access to your account through PHX Pay Online only grants online access to your account. You are still financially responsible.   To add or change financially responsible individuals, contact PHX Customer Service at cityservicesbill@phoenix.gov.

2. Access is granted by account. Repeat the same process for additional accounts as needed.

3. To view and revoke access. Click **Account(s)**, expand desired account ▶ **0123456789**, and make desired changes.

| Revoke Access | sally.sample@mail.com (Unregistered) has Guest access to this account. |
| Revoke Access | wstestphx@gmail.com (Unregistered) has Account Holder access to this account. |

   a. Accounts designated **(Unregistered)** mean they have not created an PHX Pay Online account associated with the email address you invited.

   b. **Recommend:** Verifying email address used is correct.

   c. **Reminder:** Invitee must complete the 2-Step registration process to view the account. If the invitee has already registered, the account will appear when they log in.