



How to Access and Update Enrolled Accounts

City Service Accounts must be enrolled online by the main account holder or you must be invited to the account by the main account holder. If you are not the main customer, please contact them and have them Invite you. Two types of access can be granted 1) Guest – view only and 2) Account Holder – view and update online account. Results presented may vary depending upon security access granted.

Once invited, an email will be sent by PHXwelcome@phoenix.gov. If you have registered with the associated email, the account will appear in your Account(s) list the next time you log in. If you are not registered, please complete the 2-Step registration process with the associated email to view the account.

After customers are registered and logged in, a menu appears to access and manage accounts in the following ways.

MENU: 

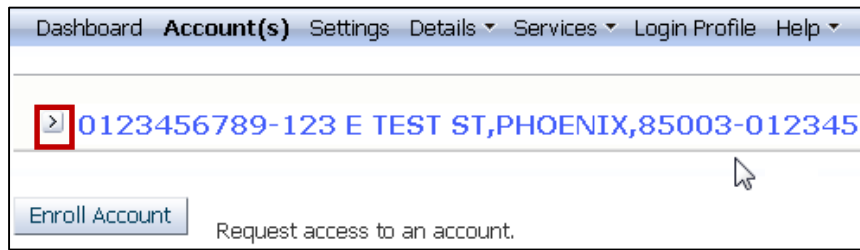
1. Use menu options to switch between options for current account selected
 - **Dashboard** – view summary of current account
 - **Account(s)** – view list of enrolled accounts or enroll new accounts
 - **Settings** – view and update City Services Bill account options
 - **Details** – view bill, view history, and view dashboard
 - **Services** – various services including Pay City Services Bill
 - **Login Profile** – only changes online profile. To change City Services Bill account, click **Settings**

NOTE: Online account with only one enroll account will display account dashboard. Online accounts with multiple enrolled accounts will display Account List at login.

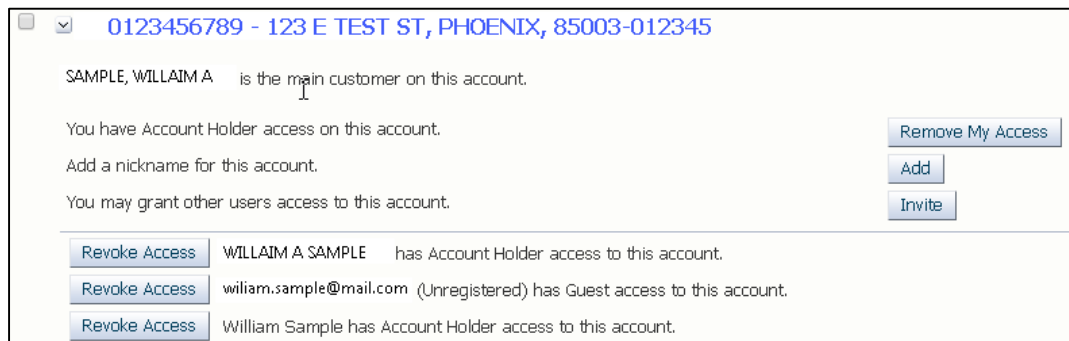
2. Use **Select Account** drop down box to switch between accounts on various pages

Select Account

3. Click **Account(s)** to view enrolled accounts
 - a. Additional search options may be provided when many City Service Bill accounts are enrolled.
 - b. Expand account options by clicking arrow next to account or click link to view associated dashboard.



- i. Expanded account options include:
 - View the main account holder
 - Grant account access (Invite)
 - Remove or revoke access
 - Check if invitees have registered online
 - Add/Update account list nicknames



4. Click **Settings** to view account update options.

- Automatic Payment (AutoPay)
 - Bill Delivery Method
 - Bill Notification Options
 - Mailing Address
 - Contact Phone Number(s)
- a. Click **Update** next to desired option, enter changes, and click **Save** to finish update.
 - b. Repeat for each update desired.

Example of Account Update Options:

Dashboard Account(s) **Settings** Details ▾ Services ▾ Login Profile Help ▾

Select Account: 0123456789 - 123 E TEST ST, PHOENIX, 85003-012345 ▾

Welcome
Ronda Hollander

You are currently viewing information for:
Account Number: 0123456789 (RESIDENTIAL)
Address: 123 E TEST ST, PHOENIX, 85003-012345
Customer: SAMPLE, WILLIAM A

Automatic Payment

This account is currently enrolled into Auto Pay.

Bill Delivery Method

The bills for this account are sent via email : william.sample@mail.com

Billing Notification Preferences

This account is currently not set up to receive billing notifications.

Mailing Address

Address Line 1 : 4500 N SUNSHINE DR
City : SUNNY
State : AZ
Zip : 85003-012345
Country : USA

Phone Information

Primary Contact Number : (602) 123-4567
Home Phone : (602) 123-4567

Visit <https://phoenix.gov/payonline/FAQs> for instructions on How to Manage Accounts Online.