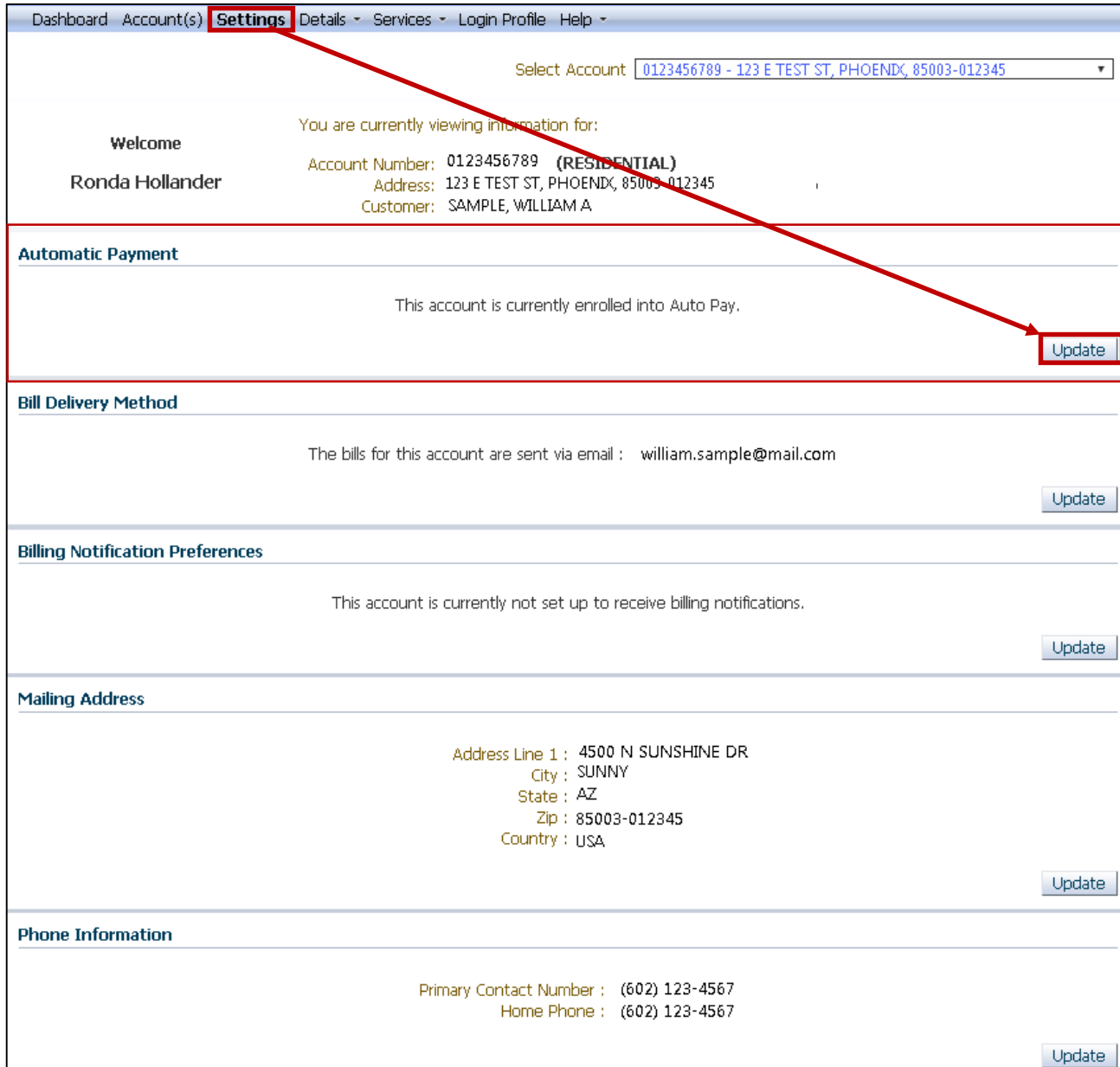


## How to Manage Automatic Payments (AutoPay)

Online accounts with account holder privileges may view, change and cancel automatic payments (AutoPay). After registering, account enrollment and signing into PHX Pay Online at <https://payonline.phoenix.gov>, customers can setup, change or cancel automatic payments.



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.

[Update](#)

---

**Bill Delivery Method**

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

[Update](#)

---

**Billing Notification Preferences**

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

[Update](#)

---

**Mailing Address**

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

[Update](#)

---

**Phone Information**

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

[Update](#)

## Setup Automatic Payment (AutoPay)

You must be an authorized user on the banking account to set up Automatic Payment.

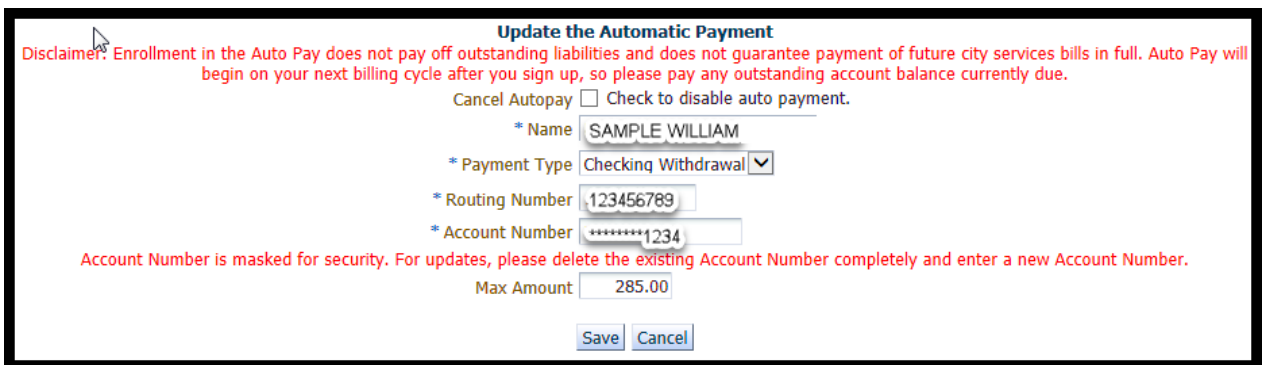
1. Login and Click **Settings**

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

2. Click **Update** next to Automatic Payments option.

3. Enter the following information

- **Name** (Name as it appears on the bank account)
- **Payment Type** (Select Savings or Checking)
- **Routing Number** (9-digit at the bottom left of your check)
- **Account Number** (Bank account number)
- **Max Amount** (Recommend 3 times the monthly average bill)
  - Maximum amount to be withdrawn from bank account at one time



**Update the Automatic Payment**

Disclaimer: Enrollment in the Auto Pay does not pay off outstanding liabilities and does not guarantee payment of future city services bills in full. Auto Pay will begin on your next billing cycle after you sign up, so please pay any outstanding account balance currently due.

Cancel Autopay  Check to disable auto payment.

\* Name

\* Payment Type

\* Routing Number

\* Account Number

Account Number is masked for security. For updates, please delete the existing Account Number completely and enter a new Account Number.

Max Amount

**NOTE:** Auto Pay will begin on your next billing cycle after you sign up, so please pay any outstanding account balance currently due. If your bill is due within 3 business days, you cannot update Automatic Payment. Try again after new bill is generated.

4. Click **Save** and remember to Logout when done

## Change Automatic Payment (AutoPay)

You must be an authorized user on the banking account to change Automatic Payment.

1. Login and click **Settings**

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

2. Click **Update** next to Automatic Payments option.

3. Change Bank Account information as desired

- **Name** (Name as it appears on the bank account)
- **Payment Type** (Select Savings or Checking)



- **Routing Number** (9-digit at the bottom left of your check)
- **Account Number** (Bank account number)

**Update the Automatic Payment**

Disclaimer: Enrollment in the Auto Pay does not pay off outstanding liabilities and does not guarantee payment of future city services bills in full. Auto Pay will begin on your next billing cycle after you sign up, so please pay any outstanding account balance currently due.

Cancel Autopay  Check to disable auto payment.

\* Name

\* Payment Type

\* Routing Number

\* Account Number

Account Number is masked for security. For updates, please delete the existing Account Number completely and enter a new Account Number.

Max Amount

4. Change **Max Amount** to maximum allows to be withdrawn from our bank account at one time.
5. Click **Save** and remember to Logout when done

## Cancel Automatic Payment (AutoPay)

1. Login and click **Settings**

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

2. Click **Update** next to Automatic Payments option.

Automatic Payment

This account is currently enrolled into Auto Pay.

3. Check **Cancel Autopay** box to disable auto payment

**Update the Automatic Payment**

Cancel Autopay  Check to disable auto payment.

4. Click **Save** and remember to Logout when done

**NOTE:** Pay any outstanding balance as automatic payment withdrawals will be stopped.