



Getting Started with PHX Pay Online

Already Paperless Bill Customer as-of March 30, 2017?

PHX Pay Online account setup for existing customers who already received electronic bills as of March 30, 2017.

1. **Login** to view and manage your account at <https://payonline.phoenix.gov>
2. **User Name** is your **Email Address** used for electronic billing
3. **Password*** is your 4-digit security **PIN** on file for main customer.

***NOTE:** Change your password to secure your account using **Login Profile**.

New to PHX Pay Online?

1. Click **Register** at <https://payonline.phoenix.gov>
 - a. Create a username (4 to 32-character log in ID)
***** IMPORTANT***:**
 - **Username is case sensitive and CANNOT be changed once submitted**
 - **Verify and make note of User Name entered**
 - b. Enter **First** and **Last Name**
 - c. Enter **VALID Email Address**: Required to confirm account registration
2. **Confirm registration** by clicking link in email sent from PHXwelcome@phoenix.gov
 - a. Enter **User Name** (4-32-character case-sensitive string entered at registration)
 - b. Enter **Email Address**
 - c. Create Password and **confirm Password**
3. Click **Login** to sign in
 - a. Enter **User Name** and **Password** just created
 - b. Skip next step if you were invited to someone's account. It will appear upon successful login.
4. Click **Account(s)** and **Enroll** to add account(s). If you received an Invitation email from PHXwelcome@phoenix.gov, no enrollment required if your online account is associated with the same email address. Otherwise,
 - a. Enter 10-digit **Account Number** and 4-digit security **PIN**
 - b. **NOTE: Logout** and **Login** required after first account enrollment only
 - c. Repeat process for additional accounts



NOTE: If you are not the main account holder, contact them and requests that they invite you through their PHX Pay Online account (using the email address used in your registration). Once invited, an email is delivered from PHXwelcome@phoenix.gov and associated account will appear in Account(s) list the next time you log in.

What Can I Do on PHX Pay Online?

1. Track and update one or more accounts
2. View bills and financial history
3. Start/Update Automatic Bill Payment
4. Start electronic Bill Notification
5. Pay Bill Online
6. View your water consumption
7. Grant access for others to view or manage your account(s)
8. Find Help and Link to other resources

TIPS

1. **View Bill** displays the current bill. If you recently were billed, it may take a few business days before bill is available for display.
2. To view previous bills, click **Details**, **History** and selecting desired **Bill** link.
3. Pay your bill. Click **Services** and **Pay City Services Bill**.
4. Pay bills automatically by signing up for Automatic Payment. Click **Settings**.
5. Sign up for electronic bills. Click **Settings** and update **Bill Delivery Method**.
6. More How-to instructions available at <https://phoenix.gov/payonline/FAQs>.

Menu Options

Account(s):

- View online enrolled accounts
- Invite or revoke account access
- Enroll or remove accounts
- Create nicknames

Dashboard: Displays dashboard of current account selected.

Details: Access account dashboard, history (financial and bill history), and view bill.

Help: Frequently asked questions, how to instructions and more.

Login Profile: Manage your online account information.



NOTE: Changes made here are only for your online account and are NOT reflected on your City Services account. To update your City Services Bill account, click **Settings** or contact us at <https://phoenix.gov/waterservices/contact>.

Logout: **ALWAYS LOGOUT** to keep your information secure (closing browser does not close your online account session).

Services:

- Start, stop, transfer service
- Check trash collection schedule
- Find maps
- View Newsletters
- Pay your bill

Settings: Update your account:

- Start or update automatic payment
- Request electronic Bills
- Update your mailing address and contact information