

How to Register for 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.

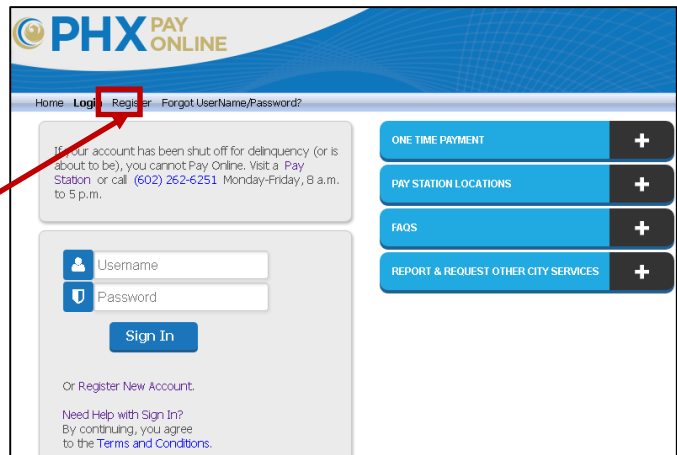
***NOTE:** Change your password to secure your account using **Login Profile**.

How to Register: (2-Step Process)

City Services customers must create a Web Portal account by registering with a valid email address and then confirming email link from delivered email. Following registration, customers can enroll account(s) to view and manage their City Services Bills.

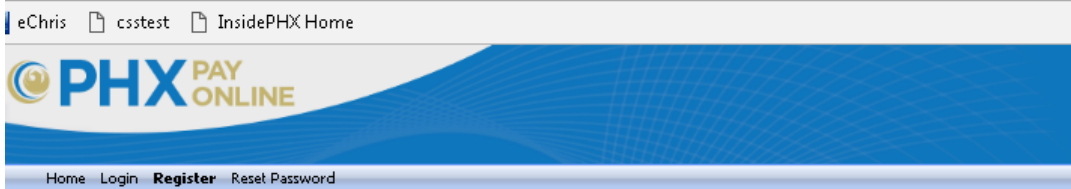
1. Open Pay Online portal at <https://payonline.phoenix.gov>

2. Click **Register** on menu



3. Enter **User Name** of your choice (case sensitive)

https://payonline.phoenix.gov/OUCCSSPortal/faces/oracle/ugbu/ss/custom/pages/public/CmLogin.jspx?_afLoop=1730



User Name & Email Address (upper and lower case sensitive)

* User Name testWilliamSample
 * First Name William
 * Last Name Sample
 * Email Address wstestphx10@gmail.com
 * Confirm Email Address wstestphx10@gmail.com

Make note of User Name for later

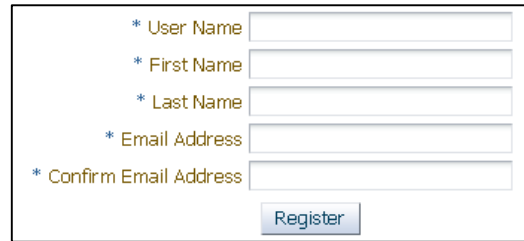
Register

4. Enter **First Name** and **Last Name**

5. Enter **Email Address** and confirmation **Email Address** (*case sensitive*)



NOTE: Make sure you have access to **Email Address** to confirm registration.



6. Click **Register** button.

a. Registration confirmation email is sent to the email address provided

Information

ALMOST DONE!! 1) Find email sent from PHXwelcome and click the confirmation link 2) Enter User Name, Email Address and Password. 3) Click Submit, 4) Login. Thank You for using PHX Pay Online.

b. Step 2 of the process is to confirm your email and set your password.

i. Remember your **User Name** and **Email Address** entered

ii. User Name and Email Address are case sensitive

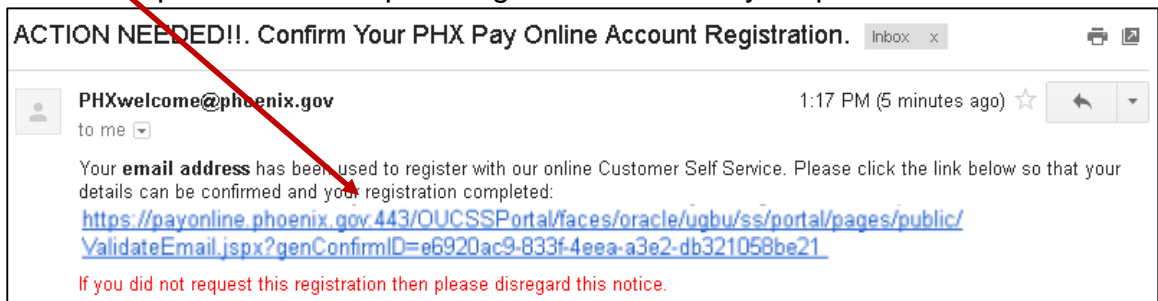
1. If upper and lower case used, enter it the same way.



7. Find and open email sent from PHXwelcome@phoenix.gov. If unable to find email in inbox, spam, junk or deleted folders, see Re-Registration option.



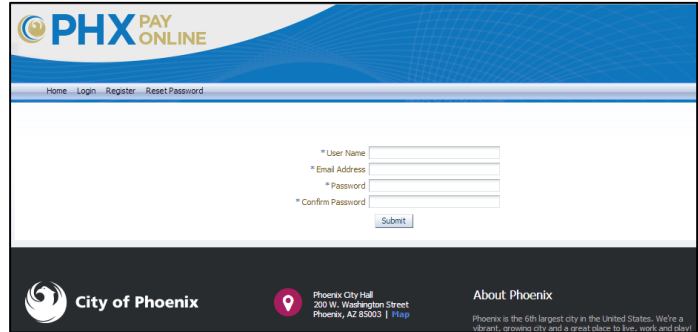
a. Click **Link** provided to complete registration and set your password.



NOTE:

1. Until you have confirmed your registration, each time you register with the same **User Name** and **Email Address** an email is sent from PHXwelcome@phoenix.gov with a new link.
2. Mail delivery speed is dependent upon carrier
3. Always use the latest email to confirm registration.
4. Some email services stack similar emails together. Make sure to click the link with most recent date and time.

- b. PHX Pay Online registration confirmation page displayed in default browser.



- c. Enter **User Name** and **Email Address** provided during registration. If originally entered with upper and lower case, repeat.

* **User Name**

* **Email Address**

* **Password**

* **Confirm Password**

**User Name &
Email Address
Case Sensitive**

- d. Create **Password** and confirm password you will remember (case sensitive 4 to 32-characters).
- e. Click **Submit**.
- f. Now registration is confirmed and you can get started

Information

Get Started!! Click Login and Enroll your account(s) with your ten- digit account number(s) and four-digit security PIN. Thank You for using PHX Pay Online.

8. Click **Login**.

- a. Enter **User Name, Password** and click **Sign In**.

- b. Your User Name appears in upper right corner when signed in.

Welcome wstestphx | [Logout](#)

**User Name appears
when logged in**

Logout when done

Home Account(s) Details Account Settings User Profile Links Help

9. Click **Enroll** to add your account(s). *Logout required after 1st account only.*

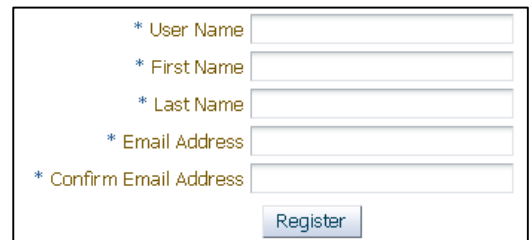
NOTE: If you are not the main account holder, contact them and requests that they invite you using the email address used in your registration. Once invited, an email will be sent from PHXwelcome@phoenix.gov and the account will appear the next time you log in.

- a. No enrollment needed for customers with electronic bills as of March 30, 2017. PHX Pay Online accounts create and current accounts enrolled for most customers.
- b. For other accounts, use your 10-digit account number and 4-digit security PIN of the main person to enroll.
- c. Don't know your PIN?
 - i. Visit <https://phoenix.gov/payonline/FAQs> for additional help and how-to instructions.

Re-Registration Option

PHX Pay Online has a feature to aid customers that have started the registration process but have not completed Step 2 – eMail Registration Confirmation. This email verification is the key to complete the online registration. Unable to find the email from PHXwelcome@phoenix.gov with a subject “ACTION NEEDED!! Confirm Your PHX Pay Online Registration”?

- 1. Click **Register** menu option
- 2. Enter same **User Name** and **eMail Address**
- 3. Click **Register** and new email is sent



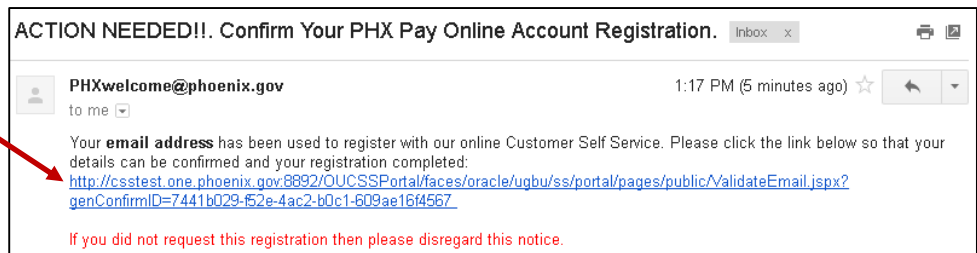
A screenshot of a web registration form. It contains five input fields, each with an asterisk and a label: * User Name, * First Name, * Last Name, * Email Address, and * Confirm Email Address. Below the fields is a blue button labeled "Register".

4. **CRITICAL:** Open latest **eMail** with a new link (*old link(s) have expired and will not work*).



- a. Mail delivery times vary depending upon mail carrier (be patient)
- b. Some mail services stack similar emails together (open latest date and time).
- c. Check your inbox, spam, junk, and deleted folders

5. Click **Link** to complete registration





- a. Enter **User Name*** and **eMail Address*** exactly as originally entered, and create password.

* User Name	<input type="text" value="wstestphx10"/>
* Email Address	<input type="text" value="wstestphx10@gmail.com"/>
* Password	<input type="password" value="*****"/>
* Confirm Password	<input type="password" value="*****"/>
	<input type="button" value="Submit"/>

***NOTE:** User Name and eMail are case sensitive.
If upper and lower case used, re-enter it exactly as registered.

6. Once confirmed,
 - a. **Login**
 - b. Click **Account(s)** and **Enroll**
 - c. Enter **10-digit Account Number** and **4-digit security PIN** of main account holder
 - d. Logout/Login required after 1st account enrollment only

RECOMMENDATIONS:

- Always logout when done
- Authorize PHX Customer Service to add your email address to your City Services Bill Account for assistance.

Registration Errors:

ERROR: Email address xxx@xxx.xxx is already in use...

Error

Email address tinocoyunuhen@icloud.com is already in use with another account. CUSTOMERS RECEIVING ELECTRONIC BILLS before Apr2017: Your PHX Pay Online account was already created using the email address on file. 1.Click Login 2.Enter UserName equal to email address on file and 3.Enter main account holder's 4-digit security PIN as password. NOTE: Please change your online password after initial login with Login Profile. NEW CUSTOMERS: 1.Register 2.Find confirmation registration email and click link 3.Login, Enroll Account(s).

CAUSE: Email address has already been used in registration. This message is received when User Name and Email combination do not match. Verify User Name and Email entered correctly and matches your Step 1 registration entry (case sensitive). If unsuccessful, contact us at <https://www.phoenix.gov/waterservices/contact>

ERROR: User name xxx@xxx.xxx is already in use. Please choose another user name.

Error

User name is already in use. Please choose another user name.

CAUSE: Another customer has used the same User Name. Please enter a different user name between 4 and 32 characters. Remember it is case sensitive.

ERROR: No user found with the generated confirmation ID...

Error

No user found with the generated confirmation ID retrieved from request. Please retry registering or updating your profile.

CAUSE: Registration confirmation ID is no longer valid.

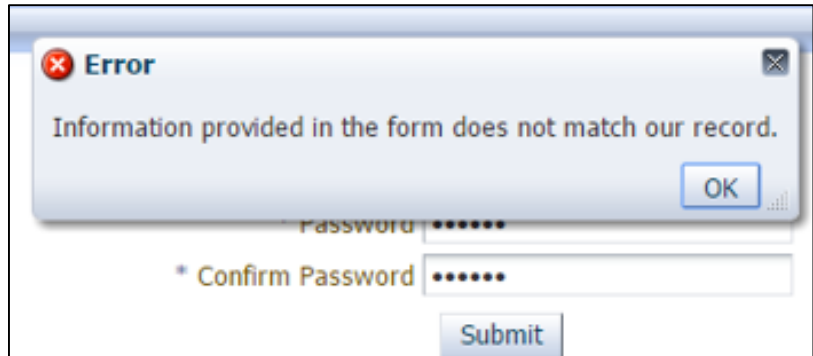
1. Find your **latest** email send from PHXwelcome with the subject "ACTION NEEDED!! Confirm PHX Pay Online Registration".
2. Click new link provided to complete registration.
3. Then login and enroll your account(s) by clicking Account(s) and Enroll.

If unable to locate the email in your inbox, spam, junk, or deleted folder, you can request a new confirmation email by:

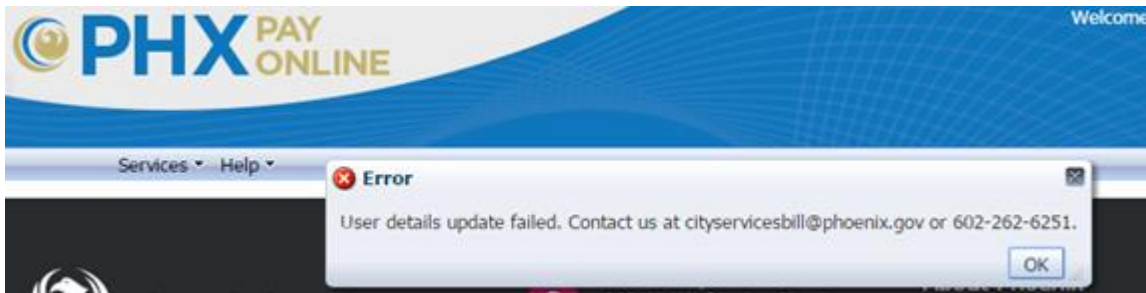
1. Click **Register**
2. Enter the same **User Name, First Name, Last Name, and Email Address**
3. Find new email, click link and complete registration.

ERROR: Information provided in the form does not match our record.

CAUSE: Received during Step 2 registration confirmation when User Name and Email Address are not entered exactly as originally entered in Step 1 of registration. If entered with upper and/or lower case, repeat.



ERROR: User details update failed. Contact us at cityservicesbill@phoenix.gov or 602-262-6251.



CAUSE: Received after Step 2 confirmation during Login process. Notify technical services if customers receive this error message.

If still experiencing problem, report the problem at [Contact Us](#) for assistance.