



## How to Login or Reset Your PHX Pay Online Password

**For Existing Customers Who Already Receive Electronic Bills.**  
**Please Follow the PHX Pay Online Account Setup Process Below:**

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 Login:

Before signing in the first time, you must create an online account by registering with our 2 Step process. To register see <https://phoenix.gov/payonline/FAQs>.

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

Home **Login** Register Reset Password

If your account has been shut off for delinquency (or is about to be), you cannot Pay Online. Visit a Pay Station or call (602) 262-6251 Monday-Friday, 8 a.m. to 5 p.m.

ONE TIME PAYMENT +  
PAY STATION LOCATIONS +  
FA.Q.S +  
REPORT & REQUEST OTHER CITY SERVICES +

Username  
Password  
Sign In

Or Register New Account.

Need Help with Sign In?  
By continuing, you agree to the Terms and Conditions.

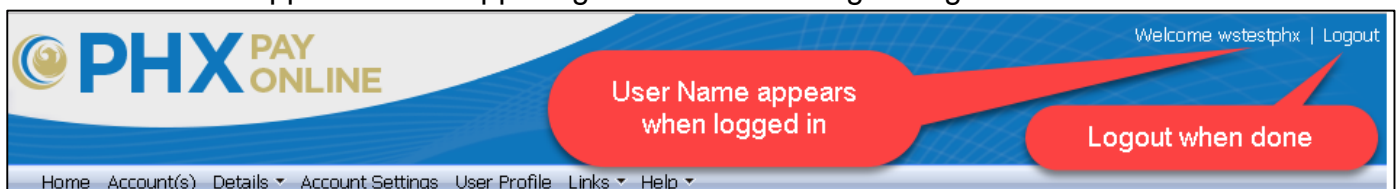
We're here to help!  
• Email us  
• Visit a Pay Station  
• Watch Pay Online Introduction Video

testwilliam@sample  
.....  
Sign In

2. Enter **User Name** and **Password**.

3. Click **Sign In**.

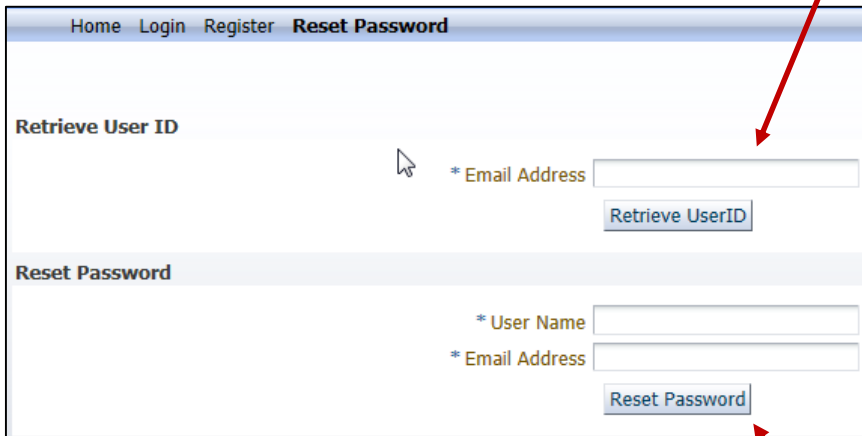
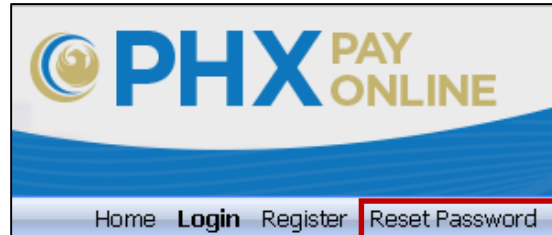
4. Your User Name appears in the upper right corner when Login / Sign In is successful.



## How to Retrieve Your Username

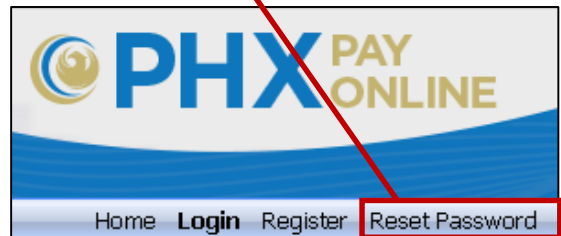
### Forgot User Name?

1. Click **Reset Password**
2. Use **Retrieve User** option
  - a. Enter your complete **Email Address** (e.g. [William.Sample@test.com](mailto:William.Sample@test.com))
  - b. Click **Retrieve UserID** button
3. Find email sent by [PHXwelcome@phoenix.gov](mailto:PHXwelcome@phoenix.gov) with User Name

A screenshot of the PHX PAY ONLINE website showing two forms. The top form is titled 'Retrieve User ID' and has a single input field labeled '\* Email Address' and a 'Retrieve UserID' button. The bottom form is titled 'Reset Password' and has two input fields labeled '\* User Name' and '\* Email Address', along with a 'Reset Password' button. A red arrow points from the 'Reset Password' link in the navigation bar above to the 'Retrieve User ID' form.

### Forgot Password?

You can request a reset of your password. An email will be sent with a temporary password that you can use to login. See [How to Reset Your Password](#).



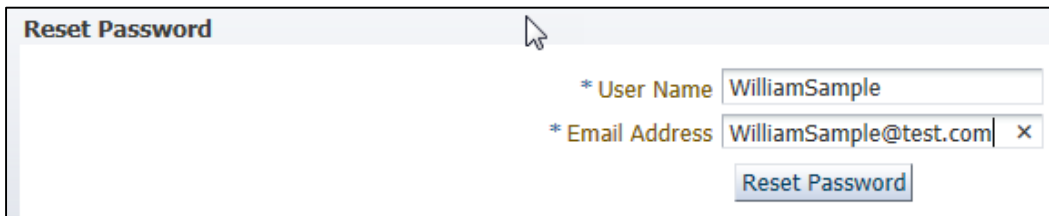
### Change Password?

See [How to Change Your Password](#).

## How to Reset Your Password

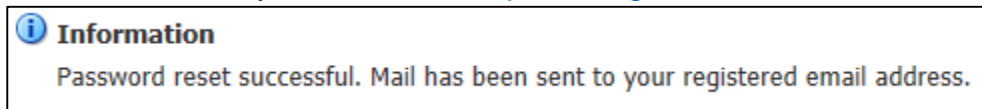
Only use this if you have forgotten your password. If you just want to change your password, see [How to Change Your Password](#).

1. Click **Reset Password** at <https://payonline.phoenix.gov>.
2. Enter your **User Name**, **email Address** and click **Reset Password** button.

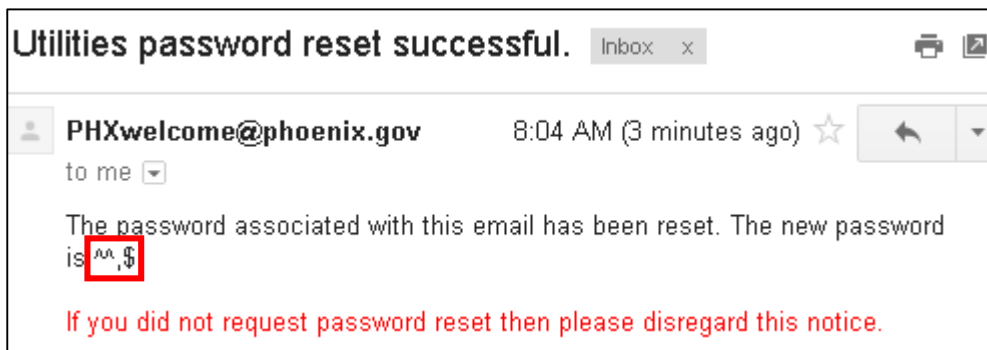


The screenshot shows a web form titled "Reset Password". It contains two input fields: "\* User Name" with the value "WilliamSample" and "\* Email Address" with the value "WilliamSample@test.com". There is a "Reset Password" button below the fields.

- a. An email is sent by [PHXwelcome@phoenix.gov](mailto:PHXwelcome@phoenix.gov) with a New Password.



3. Find and open email sent from [PHXwelcome@phoenix.gov](mailto:PHXwelcome@phoenix.gov) to locate your **New Password** (password may only be four characters).



NOTE: Message format may differ depending upon mail service (e.g. Gmail, Yahoo, etc.).

4. Login with the **New Password** provided at <https://payonline.phoenix.gov>
  - a. Enter **User Name**
  - b. Enter **New Password** provided in email (Example "^^,\$")

**NOTE:** Follow [How to Change Your Password](#) instructions to set your password to something you will remember. Otherwise your password will remain the New Password.

## How to Change Your Password

After successful Login, you can change your password.

1. Click **Login Profile**

**Change Password**

\* Old Password

\* New Password

\* Confirm New Password

2. Enter existing **Password** in Old Password

- a. If you requested Reset Password, enter the **New Password** provided in the email as the Old Password

3. Create a new **Password** and confirm the password

- a. Password can be between 4 and 32 characters and is case sensitive.

4. Click **Ok**

5. A message is displayed indicating your password has been reset.