



## City Hall Systems

### Getting Started on Our ePayment Site

While you do not need an account to look up bills and make payments on our system, there are many benefits from signing up for an account on the City Hall System online epayment site. If you have an account, you can request to receive emails alerting you to new bills, schedule payments, automatically pay bills, viewing payment history, and more.

#### **Signing up for an Account with City Hall Systems**

1. Go to <https://epay.cityhallsystems.com/>
2. Click on Sign up (in the left column under “My Account”).
3. Complete the fields as requested.
4. Then click on the “Sign up” button.
5. A confirmation page will appear indicating that your registration has been accepted and that an email has been sent to you. The email will contain a link you must click on to activate your account.
6. The last step to activating your account is to open the email you received from us and click on the link contained in the email. That will bring you to the City Hall Systems ePayment site. This will complete the process for creating an account.

#### **Logging into your Account**

1. Go to <https://epay.cityhallsystems.com/>
2. Log into your account by clicking the “Log In” button in the left column under “My Account” and entering your user name and password, and clicking the “Login” button. This will bring you to the Main Page.
3. On the Main Page, your name will appear directly under the “My Account” box in the left column. You may select any feature in “My Account” by clicking on the heading.

#### **Adding Bills to your Account**

1. Log into your account.
2. On the Main Page, left column under “My Account” click on the “eBilling Selections” heading. Here will be listed the bills that have been added to your account. Note that any bill you pay while logged into your account will automatically be added to your account.
3. Bills can be added to your account by clicking the “Find Your Bills” button located under the “My eBilling Selections” heading. This will bring you to the Main Page.
4. On the Main Page, select your municipality, and click the “Click here to VIEW or PAY your bills” button. This will bring you to the Bill Search Page for your municipality. Please note that for most municipalities, you will be initially brought to the Real Estate search screen.
5. On the Bill Search Page, left column under “Select Bill Type” you can select the bill type that you want to add.
6. Once you’ve chosen the type of bill you want to add, fill in the required search field(s) (this changes depending on what bill you’re looking up) and click the “Then click here to search” button.
7. The search results should list the bill you are looking to add. Once you see the bill you want to add listed, click on the “Make this bill available for eBilling or AutoPay?” text (this text will be listed below the Name/Description for the bill). A confirmation message pops up, click “Ok” to confirm that this is the bill that you want to add to your account. The bill will now be added to your account.

## **Signing up for eBilling/eNotification**

1. Log into your account.
2. On the Main Page, click left column under “My Account” click on the “eBilling Selections” heading. Here will be listed the bills that have been added to your account.
3. There are 3 Billing Methods available for each bill: Paper (paper bill mailed by Municipality), eNotice (paper bill and email notice) and eBilling (if approved by Municipality, only an email, no paper bill). Emails will contain summary of bills information and a link to view the bill on the ePayment website. The bills are defaulted to “Paper” Billing Method. In order to change the Billing Method for any bill, click on the Billing Method listed for a bill and select the type of billing method you want for that bill. Then click the “Save Changes” button to save changes.
4. Billing Methods can be changed whenever desired.

## **Add a Payment Method**

1. Log into your account.
2. On the Main Page, click left column under “My Account” click on the “Wallet Safe” heading.
3. By clicking “Add eCheck” or “Add Credit Card” buttons, completing all required fields and saving information by clicking “Add eCheck” or “Add Credit Card”, as applicable.
4. Payment Methods can be removed from your account by clicking the “Remove” button.

## **Signing up for AutoPay**

1. Log into your account.
2. On the Main Page, click left column under “My Account” click on the “Automatic Payments” heading.
3. Note that you will need to have already added your desired payment method into your account (see above).
4. Under the “Automatic Payments” header will be listed the bills in your account. If you need to add a bill to your account, see above.
5. To set a bill to automatic payment, simply select a “AutoPay Method” from the list of your entered Payment Methods (i.e. checking, savings or credit card) and click “Save Changes” button.
6. Each time the municipality issues a new bill, you will receive an email that the autopay has scheduled a payment. When the autopayment is made, you will receive another email indicating payment has been made. Note that autopayments are processed 5 business days before the stated due date of the bill.

## **Check a Scheduled Payment**

1. Log into your account.
2. On the Main Page, click left column under “My Account” click on the “Scheduled Payments” heading.
3. Under the “Scheduled Payments” header, any scheduled payment for a bill in your account will be listed.
4. There are 2 ways that a payment can be scheduled. First, the system will schedule the payment through AutoPay, or you can schedule future payments on a bill from payment screen when processing a payment.
5. If you need to cancel a scheduled payment, simply click the “Remove” button under the Action Column.