How to Enroll Your Accounts Online

How to Enroll Your City Services Accounts

City Services customers can access and manage account(s) via the PHX Pay Online web portal following completion of the 2-Step registration process. Registration how-to instructions are available at https://phoenix.gov/payonline/FAQs.
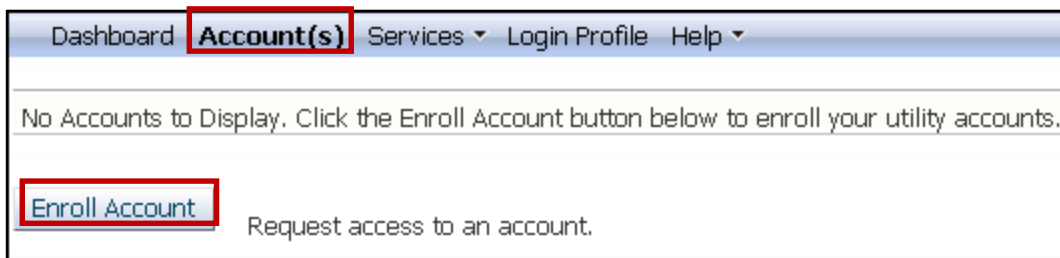
> **NOTE: No enrollment needed for account(s) where you have been invited (email invitation received).** *These accounts will automatically appear when the account invitation email matches your registration email. Just log in. If you are not registered online, complete the 2-Step registration process using the associated email to access the account(s).*
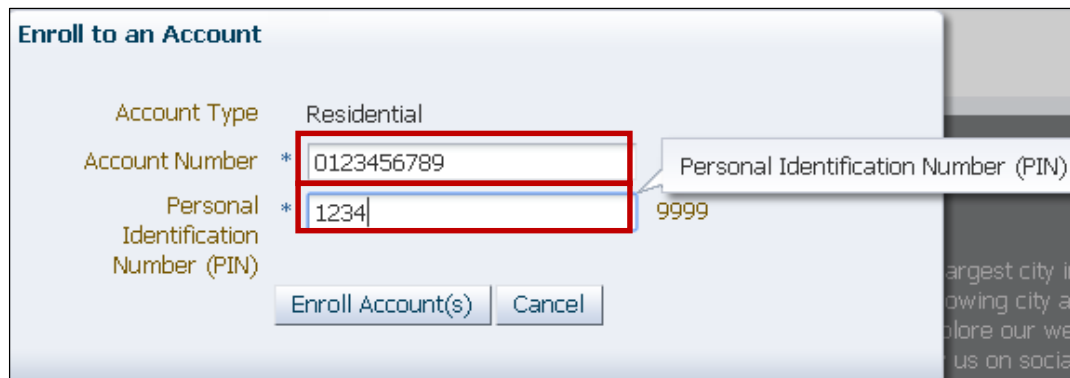
1. Login at https://payonline.phoenix.gov

   a. Your User Name will appear in the header.
   b. Remember to Logout when you are done.

2. Click the **Account(s)** menu and **Enroll Account** to add your account(s).

3. Enter your 10-digit **Account Number,** 4-digit **PIN**, and **Enroll**.

To enroll accounts, you must know the main persons PIN. If you are not the main person, have them invite you to their account using the email address you used to register. Once Invited, you will receive an email from PHXwelcome@phoenix.gov and you will see the account when you log in.

If you are the main person and do not know your PIN, visit https://phoenix.gov/waterservices/contact to submit a request for your PIN and provide the following information for staff to validate your account.

> Account Number
> Service Address
> Phone number (on file)
> Service Start Date (Month and Year)
> Autopay - last 4-digit of your bank account (if on file)
> Driver's License number (if on file)
> Email address (if on file)

RECOMMENDATION: Request your email address be added to your account to assist with future account verification.

4. To view first account, you MUST Logout and back in:
> Click **Logout**
> Click **Login**

NOTE: After first account enrollment, additional accounts enrolled will appear automatically.

5. Repeat steps 2 and 3 for each additional account.

For additional help and how-to instructions, visit **https://phoenix.gov/payonline/FAQs**.