PHX PAY ONLINE

How to Manage Accounts Online

It is the main account holders' responsibility to grant and revoke online access to their account(s). Registration is required for each individual accessing accounts online. If you were an electronic bill customer prior to April 2017, you have already been registered and your accounts electronic bill accounts enrolled. Login with your email address on file as your User Name/ID and your 4-digit security PIN as your password to view your accounts. If you experience issues with login, please contact support staff at cityservicesbill@phoenix.gov.

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.

Multiple Accounts

Some City of Phoenix customers have dozens of city services accounts. There is no limit to the number of accounts that can be registered under one online account. Additional search options may appear for online accounts with many city services bill accounts enrolled.

Account dashboard is displayed for online accounts with only one enrolled account. Online accounts with multiple enrolled accounts receive their account list. Click account link to view dashboard.

Enrolling Accounts

1. Have your 10-digit Account Number and associated 4-digit security PIN available for each account

2. Register with a **valid email Address**

3. Find the registration confirmation email sent by PHXwelcome@phoenix.gov, **click link provided**, finish registration, and set your password.

4. **Login** at https://payonline.phoenix.gov and begin enrolling

5. Click **Account(s)** then **Enroll**

6. Enter your 10-digit **Account Number** and 4-digit security **PIN** then click **Submit**

   NOTE:

   - To the FIRST account you MUST logout and back in. All subsequent enrollments will appear immediately.
   - PIN number for enrollment is main account holders. If you are not the main account holder, contact them and requests 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.

7. Repeat steps 5 and 6 for each account

Updating Account Settings

Make sure the account you want to change is the current active account. Click **Settings** to view account update options. This is where you manage your automatic payment account information, sign-up for electronic bills, and change your mailing address or phone number. Select the option desired, click **Update,** make changes, and click **Save**.

> **NOTE:** Change made here are posted to your City Services Bill account. Change made using **Login Profile** are only for your online account and are NOT posted to your City Services Bill account.

Updating Security Pin

1. Security PIN should only be updated by the main customer. To update your security PIN, contact PHX Customer Service at cityservicesbill@phoenix.gov or 602-262-6251.

Pay Bills Online

There are multiple ways to Pay your Bill Online.

1. Click **One Time Payment** at https://payonline.phoenix.gov
2. Click **Pay Now** button on account dashboard
3. Click **Services** and select **Pay City Services Bill**
4. Visit https://paycityservices.phoenix.gov

If you use options 2 and 3 within the portal, your account number and service address will be transferred to the paycityservices.phoenix.gov system. Otherwise you will need to enter your 10-digit account number and services address for each payment.
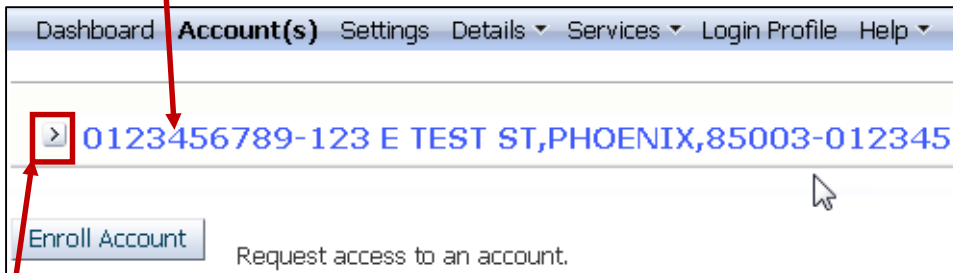
Accessing Accounts

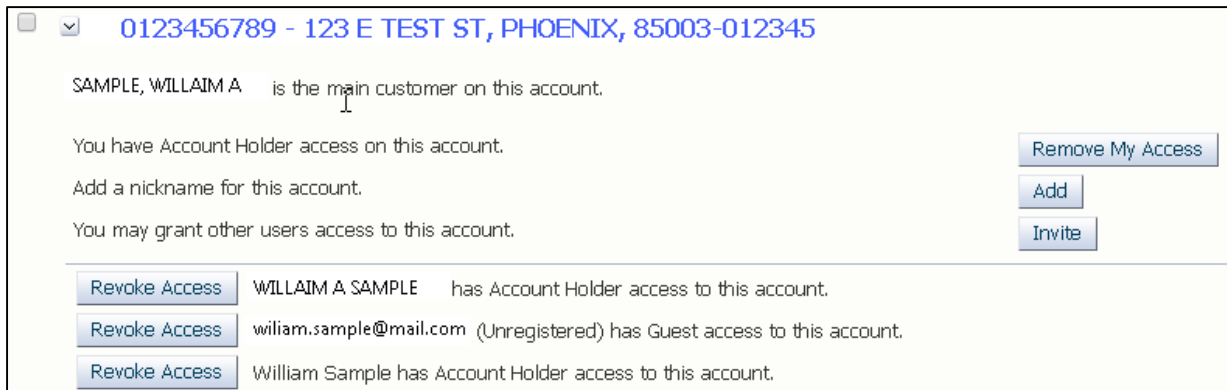1. Use menu options to navigate to account information

2. Click **Account(s)** to view list of accounts enrolled online and select desired account

3. Click desired **account link** to view dashboard

4. Click **Arrow** next to the account number to expand account options:

   a. Invite others to view or manage your account(s)

   b. Revoke or remove access to your account(s)

   c. Manage account nickname for searching

5. When numerous accounts are enrolled, only the first set of accounts are displayed initially.

   a. To view more accounts, use navigation buttons **Previous** **Next** at the bottom of the list or use the search options to find desired account.

6. Use **Select Account** drop down box switch between multiple accounts on various pages.

View / Invite / Revoke / Remove Access

Individuals with Account Holder access can view and change security access to associated accounts including inviting, removing and revoking access. Individuals with guest access can only remove their own access.

1. Click **Account(s)** and find desired account
2. Click **Arrow** ▶ next to desired account number to expand account options.
3. Select option(s) desired

    Two types of access can be removed:

    ➤ Click **Remove My Access** to remove this account from your online account.
       a. Reason: You no longer need to view or manage the account (e.g. services have been terminated).
    ➤ Click **Revoke Access** to remove rights for invitee
       a. Used when you no longer want the individual to have access to your account.
       b. Recommend changing your PIN number if your invitee knows both your account number and security PIN,

Changing Account Display by Adding Nickname

1. Click **Account(s)**
2. Click **Arrow** ▶ next to desired account number to expand account options.
3. Click **Add** to change how accounts appear in your list (e.g. Nickname)

    ➤ Accounts with nicknames will appear at the top of the list

    ➤ Adding nickname will replace default display of Account Number – Address

    ➤ Recommend leaving address as part of the nickname to aide with searching

       i. Instead of "Office" use "Office – 123 N SAMPLE ST, PHOENIX, 85003". This allows you to search by address as well.