

AUTOPAY SETUP FOR CUSTOMER SELF SERVICE

The City of Ashland strives to provide the utmost safety and security to our customer's sensitive data. We adhere to all Payment Card Industry (PCI) and Red Flag guidelines in regards to your financial information. To protect your sensitive data, we are not permitted under these regulations to import your previous automatic payment information into our new system.

In order for you to continue to participate in our automatic payment program, and for your payment to be processed, you will need to do the following:

- Register for an online billing account. Follow the steps below dependent on whether you are a **New User** or **Existing User**.
- Enroll in **Automatic Payments**.

Remember, if you do not complete this online registration process, we will not be able to process your payment until you do so.

We appreciate your patience and understanding through this process. Please call us at (541) 488-6004 if you have any questions along the way.

New User

- **New user** (if you had not previously accessed your Utility Billing account online):
 - Begin by going to www.ashland.or.us and click on the link to **Customer Central**.
 - Click on the **Citizen Self Service** link, followed by the **Register** link.

The screenshot shows the City of Ashland website interface. At the top left is the City of Ashland logo. Below it is a navigation menu with 'Home' and 'Citizen Self Service' (the latter is highlighted with a grey background). To the right is a 'Login' section with two input fields: 'Username' and 'Password'. Below the 'Username' field is a blue link 'Forgot your username?'. Below the 'Password' field is a blue link 'Forgot your password?'. At the bottom of the login section are two buttons: 'Register' (in blue text) and 'Log in' (in white text on a dark grey background). An arrow points from the 'Citizen Self Service' link in the navigation menu to the 'Register' button. Another arrow points from the 'Log in' button back to the 'Citizen Self Service' link.

- Complete the information on the Self-Registration page and click **Save** at the bottom
- You have now successfully created a Customer Central account!

Existing Users

- **Existing users** (you have previously accessed your Utility Billing account online):
 - Begin by going to www.ashland.or.us and click on the link to **Customer Central**.
 - Click the **Citizen Self Service** link and click **Forgot Username? OR Forgot Password?** This will allow you to send an email containing your Username or Password Hint to yourself.
 - After receiving the email containing the credentials you need to log in return to the Login page and enter your Username and Password.

Enroll in Automatic Payments with a Bank Account

- First you must register for the new online billing system by following the previous instructions for either a **New User** or **Existing User**.
- Once you have logged in, click **Utility Billing** on the left side, below Miscellaneous Billing, and then **Accounts** below that.
- On the Utility Billing Accounts screen click the **Link to Account** button at the far right side Enter your Account Number and Customer Number, which can be found at the top of your utility statement) and click the **Submit button**.
- This will bring you to the Account Summary page. Click **Sign up for Automatic Payments** at the top.

Utility Billing Account Summary

[Link to Account](#) | [Sign up for Automatic Payments](#) | [Request Change of Address](#) | [Manage Bills](#)

- You will take you to the Utility Billing Automatic Payments page where you need to fill in the blanks with your banking information, and then click **Continue** at the bottom to review the information you entered. **Submit** if correct, **Modify** if a change is needed.
- You are now enrolled in autopay!



Enroll in Automatic Payments with Visa or MasterCard

To set autopay up with a credit or debit card you will need to make a payment of any denomination with the card you would like to use, and you will be asked if you would like to set up autopay during the payment process.

- First you must register for the new online billing system by following the previous instructions for either a New User or Existing User, and link your utility account.
- Once you have logged in, click **Utility Billing**, followed by **Accounts** below that, and **Pay Now** in the center.
- Click **Pay**, and choose **Pay by Credit Card**.

Pay Bills

Select Payment Method

Please choose from the payment options below.

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

- Enter in your billing information and click **Continue**.
- You will be taken to the Automatic Credit Card Payments screen, where you can click **enroll** on the right side of the screen to enroll in autopay using your credit card. Click **Continue**.
- On the Pay Bills screen verify the amount you would like to pay, or change it here. Click **Continue**.
- Finally, you will be asked to enter in your credit card information on the Payment Processing page, and click **Make Payment** to finalize autopay setup, and pay your utility bill.