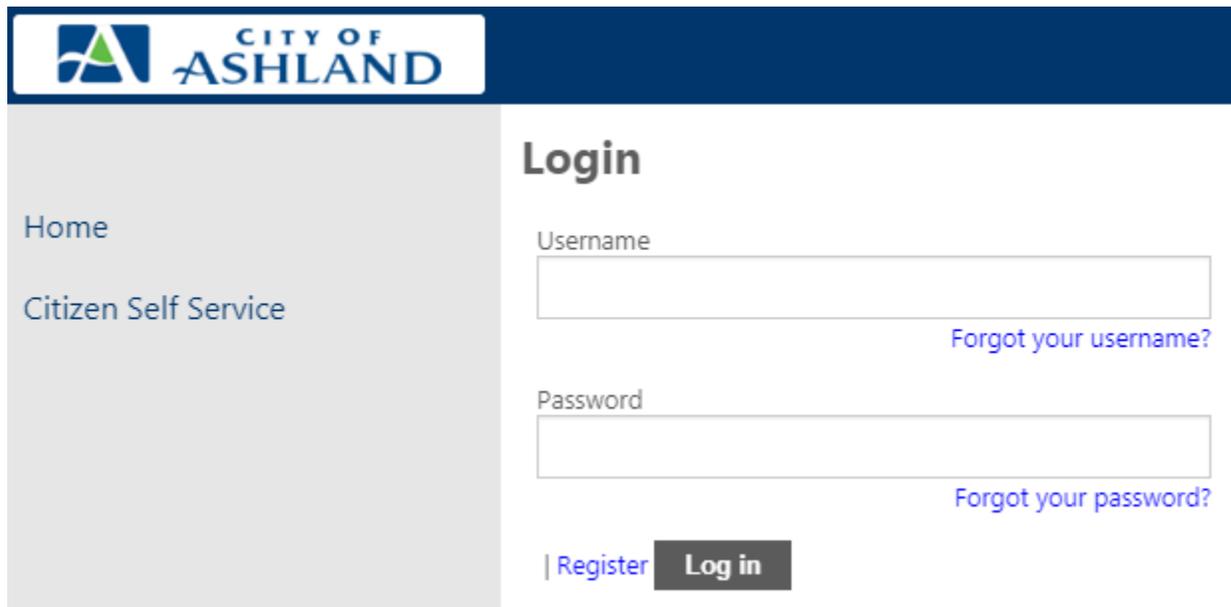


## UPDATING & REMOVING CREDIT CARD AUTOPAY CREDENTIALS

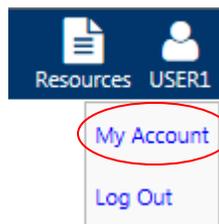
This document will show you how to update and/or remove credit card information used for automatic payments through the Citizen Self Service website.

To start, visit [www.ashland.or.us](http://www.ashland.or.us) and click the link to Customer Central Online Payment Center. This can be found under Online City Services.



The screenshot shows the top navigation bar with the City of Ashland logo and the text "CITY OF ASHLAND". Below the logo is a navigation menu with "Home" and "Citizen Self Service" links. The main content area is titled "Login" and contains two input fields: "Username" and "Password". Below the "Username" field is a link "Forgot your username?". Below the "Password" field is a link "Forgot your password?". At the bottom of the login area are two buttons: "Register" and "Log in".

- Click the **Citizen Self Service** link at the left, and log in using your username and password.



- After logging in click the User icon at the top right corner of the page, next to "Resources", and select "My Account" from the dropdown. You will be taken to the Account Settings page.

Customer Accounts		<a href="#">link to account</a>
Name	Account	
JOHN DOE	4393	<a href="#">details</a>   <a href="#">remove</a>

- Next, click “details” to the right of your name and account number under Customer Accounts. This will take you to the Customer Profile Details page.

### Automatic Payment Enrollments

Bill Category	Parcel/Account	Status	Expiration Date
UB Services - General	1096	Pending	<a href="#">delete</a>
UB Assessments	1096	Pending	<a href="#">delete</a>
UB Installment Agreements	1096	Pending	<a href="#">delete</a>
UB Services - Electric	1096	Pending	<a href="#">delete</a>

- From the Customer Profile Details page scroll down to the bottom where you can see the Automatic Payment Enrollments section. You can click “delete” on any one of these Bill Categories to remove the credit card information you have saved for autopay. The Category you choose does not matter.



- You will now need to make a manual payment with the card you would like to use for autopay. Navigate back to the Utility Billing Account Summary page by clicking the “Utility Billing” tab on the left, followed by “Accounts” below that.

## Your Current Balance

Amount Due Now	\$1,026.44	<a href="#">Pay Now</a>
Payment Due Date	3/22/2019	

- From the Account Summary page click “Pay Now”. You will then be taken to the Manage Bills page, where you will need to click “Pay” on the far right.

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

- Next, click “Pay by Credit Card”. You’ll then be required to fill in your billing information. Click “Continue” after completion. You’ll be taken to the Automatic Credit Card Payments page.

## Current enrollments

Bill Category	Account ID	Status	
UB Services - Electric	1096	Not enrolled in automatic credit card payments.	<a href="#">enroll</a>

- From the Automatic Credit Card Payments page click “enroll” on the right. This will then change to say “delete”. After “enroll” changes to “delete” click “Continue”.
- Confirm the amount you would like to pay from the Pay Bills page, and click “continue”.
- Finally, on the Payment Processing page, fill in the Credit Card information required to complete your payment and click “Make Payment” at the bottom.
- If your payment is successful, you have just set up automatic payments with your credit card.

