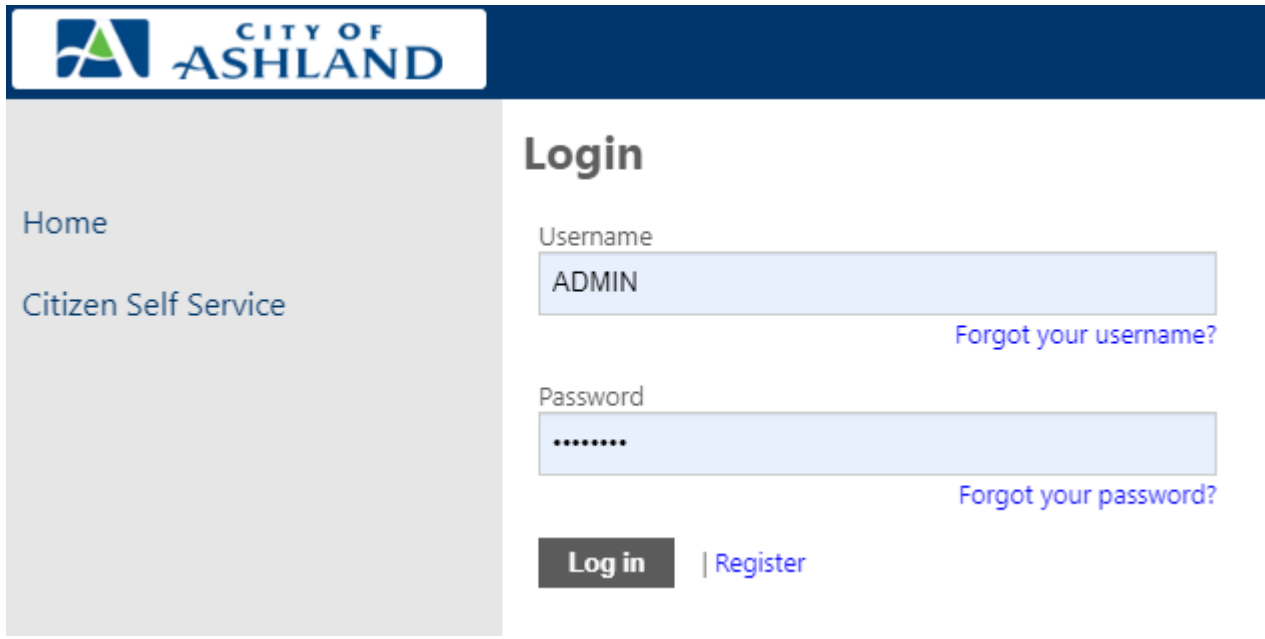


How to Update Credit Card Info in Citizen Self Service



The screenshot shows the City of Ashland Citizen Self Service login interface. At the top left is the City of Ashland logo. Below it is a navigation menu with 'Home' and 'Citizen Self Service'. The main content area is titled 'Login' and contains two input fields: 'Username' with the value 'ADMIN' and a link 'Forgot your username?'; and 'Password' with masked characters '.....' and a link 'Forgot your password?'. At the bottom of the login area are two buttons: 'Log in' and 'Register'.

Log in to Citizen Self Service.

Click Utility Billing. Enter your Account Number and Customer ID (Customer Number)

Account Number*

Customer ID *

Remember these values

Search

Reset



Once your account loads, click on Manage Bills on the right.

Account Number	Customer ID	Parcel ID	
3654	17715	325.00	Manage Bills

Click Bill Details on the right.

[Show Past Bills](#) ▼

Charges	Pending	Balance Due	
\$269.76	\$0.00	\$269.76	Bill Details
		Total Due: \$269.76	

Pay

select bills you would like to pay now, then click "Pay"

Bill number 326115

[View bill image](#)

As of

Bill Date 4/9/2020

Pay By 5/4/2020

Automatic Payments Actively enrolled in automatic credit card payments

[details](#)

Click details to the right side of the Automatic Payments field.



As a convenience to you, we offer an optional "Automatic Credit Card Payment" service that will process your current utility statement automatically each month. If you wish to use this service, this page allows you to enroll or delete enrollments. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

Automatic Credit Card Payment Settings

Customer/Owner	<input type="text" value="REDACTED"/>
Payment method	Credit Card
Bill type	UB Services - Electric
Enrollment status	Actively enrolled in automatic credit card payments

Update

Delete Enrollment

Close

Click Update.

selfservice.ashland.or.us says

You will be redirected to the payment gateway, where you will be prompted to enter information for the new credit card that will be charged when processing automatic payments for this Customer, Bill Category, and Account combination.

Would you like to continue?

OK

Cancel

Click OK.



Update Automatic Payment Enrollment

Utilities - Electric Account Identifier:

Card Information



Card Number:*

Expiry Date:*

CVV: ?

Customer Information

Customer Number:

Customer Name:

Address One:

Address Two:

City:

Country:

State or Province:

Postal Code:

Update

Enter the credit card information and click Update.

