

HOW TO REGISTER AND PAY GENERAL BILLING

If you already have an account, go to ["Step 2"](#) for instructions on how to pay your bill. Otherwise, the first thing to do is to create an account (Register).

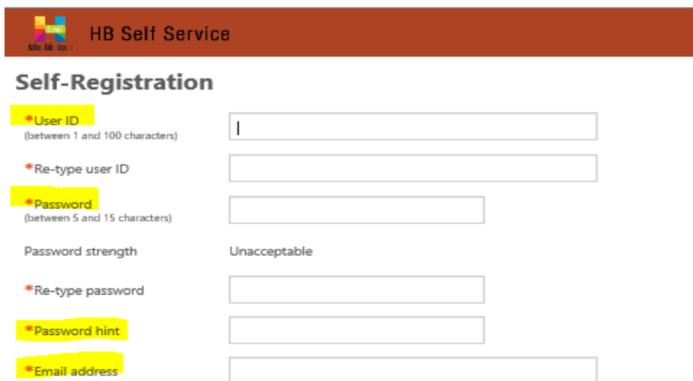
Step 1: Create an Account (Register)

- Under **Finance Department**, look for **"General Billing"**, click on **"Register To pay your General Bill Online"**.

General Billing



- Customer needs to create an account. They would need an email address and select Username and Password.



Self-Registration

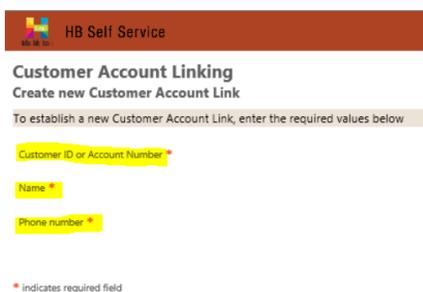
- *User ID (between 1 and 100 characters)
- *Re-type user ID
- *Password (between 5 and 15 characters)
- Password strength: Unacceptable
- *Re-type password
- *Password hint
- *Email address

- Now, it is time to link the Customer Account to the profile. Under **"Customer Accounts"**, click on **"Link to account"**.



- Please fill out required fields.

- Customer ID = "Customer Number" That is located on the top right of your bill.
- Name = Type the name exactly as listed on the bill.
- Phone Number = Contact phone number provided. E.g. 9541234567



Customer Account Linking
Create new Customer Account Link

To establish a new Customer Account Link, enter the required values below

- *Customer ID or Account Number *
- Name *
- Phone number *

* indicates required field

INVOICE	
Invoice Date	Invoice No.
10/17/2019	15442
Customer Number	
299999	
Invoice Total Due	
\$50.00	
Due Date	
11/01/2019	

"CUSTOMER NUMBER" in RED.
"INVOICE NUMBER" in BLUE.

- After Account is linked to the Profile. The name and account will show under the Customer accounts tab.

Step 2: Pay a bill

- After step 1 is completed. On the top right site of the screen, click on **"Citizen Self Service"**.

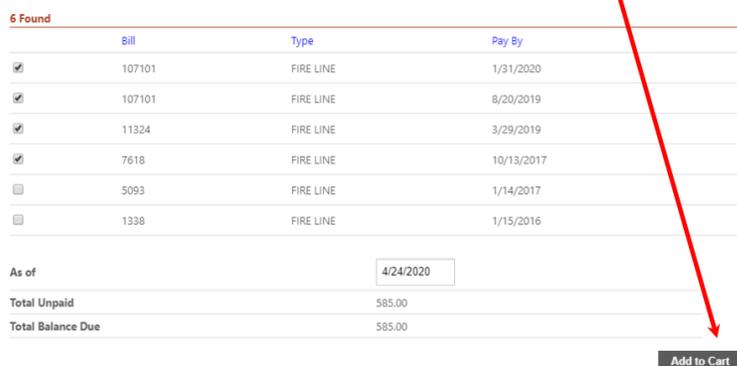


- Select **"General Billing"**.



- Enter your **"Customer Number"**. Then Click on **"Search"**.

- It will show all open Invoice(s). Select the invoice(s) to pay. Then, click on **"Add to Cart"**.



6 Found	Bill	Type	Pay By
<input checked="" type="checkbox"/>	107101	FIRE LINE	1/31/2020
<input checked="" type="checkbox"/>	107101	FIRE LINE	8/20/2019
<input checked="" type="checkbox"/>	11324	FIRE LINE	3/29/2019
<input checked="" type="checkbox"/>	7618	FIRE LINE	10/13/2017
<input type="checkbox"/>	5093	FIRE LINE	1/14/2017
<input type="checkbox"/>	1338	FIRE LINE	1/15/2016

As of: 4/24/2020

Total Unpaid: 585.00
Total Balance Due: 585.00

Add to Cart

- On the top right of the screen, click on **"My Cart"** then **"Checkout"**.



- Fill the required fields on the payment screen.

- After payment is processed, you will get a payment confirmation.

Notes:

- ✓ You can pay multiple accounts under the same profile.
- ✓ If any questions, please contact us at 954.457.1369 or by email at accountsreceivable@cohb.org

