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)

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

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

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

4. 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

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

Step 2: Pay a bill

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

2. Select "General Billing".

3. Enter your "Customer Number". Then Click on "Search".

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

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

6. Fill the required fields on the payment screen.

7. 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