

Miscellaneous Instructions for Account Users

Adding Utility Bill Account

1. To add an account to your account click Add account

Accounts


You do not have any Garbage Billing accounts associated with your login.
Add an account to access account details, pay your bills, and manage accounts.

Add Account

2. Enter Account Number and Customer Number located on the top right corner of the bill and click Add account.

Make checks payable to: City of Fairbanks
Return checks subject to fees as per city code

Parcel / PAN #		Account Number
049352		0001
Bill Number	Bill Date	Customer Number
326790	09/11/2024	12345



Let's find your account

* Account Number

0001

Please include all dashes. For example: 1234

* Customer Number

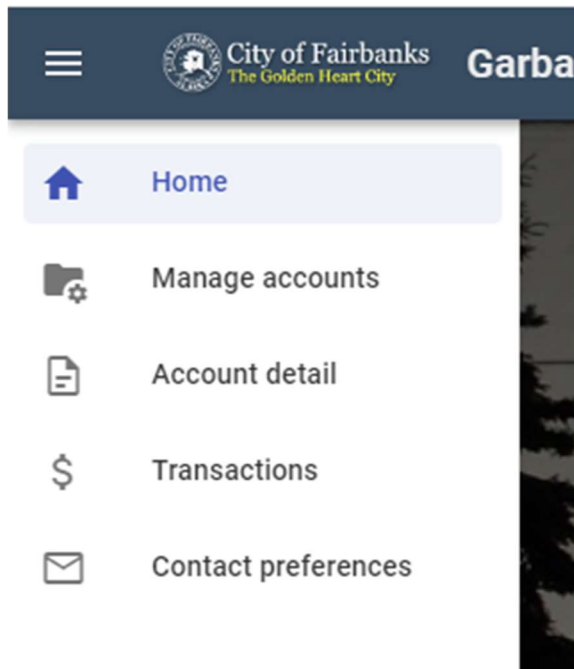
12345

Cancel

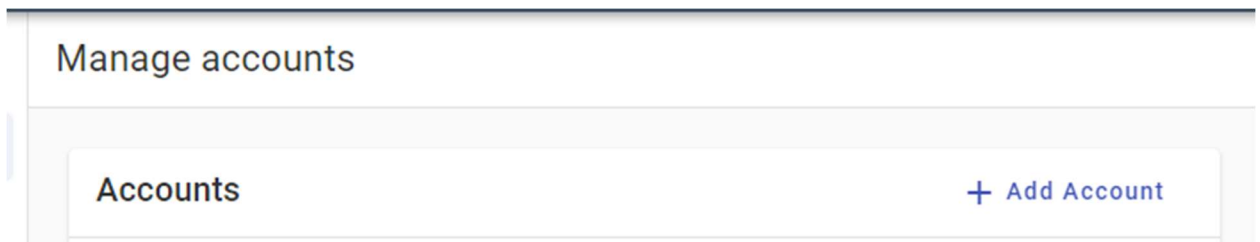
Add account

Adding Multiple Utility Bill Accounts

1. Click Manage accounts on the left side of the screen



2. Click Add Account



3. Enter Account Number and Customer Number located on the top right corner of the bill and click Add account.

Make checks payable to: City of Fairbanks
Return checks subject to fees as per city code

Parcel / PAN #		Account Number
049352		0001
Bill Number	Bill Date	Customer Number
326790	09/11/2024	12345



Let's find your account

* Account Number

0001

Please include all dashes. For example: 1234

* Customer Number

12345

Cancel

Add account

To Pay Bill

1. On the home screen select Pay bills



2. The system will automatically pull in the amount due on the account. If you would like to make a partial payment, enter the amount you are wanting to pay in the payment amount box and then select Continue

A screenshot of a payment screen. It displays the following information: 'Due 7/31/2024', 'Balance \$2,858.16', and a 'Payment amount' box containing '100.50'. Below this, it shows 'Subtotal \$100.50'. At the bottom right, there are two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted with a blue background.

3. You can now select to make the payment now or schedule the payment for future date. Enter credit card or echeck information, and an email address to send the confirmation of payment email to and then click Continue.

Enter your payment information

When would you like to pay?

☒ Now

☐ Later

How are you going to pay?

☐ Enter new credit card

☐ Enter new eCheck

Where should we send your receipt?

Email for receipt*

You will not be charged until you review your payment on the next step

[Back](#) [Continue](#)

Summary

Subtotal \$100.50

An additional fee may be charged based on your method of payment

4. Review the payment information you entered and click Submit Payment, if you need to change something select Back

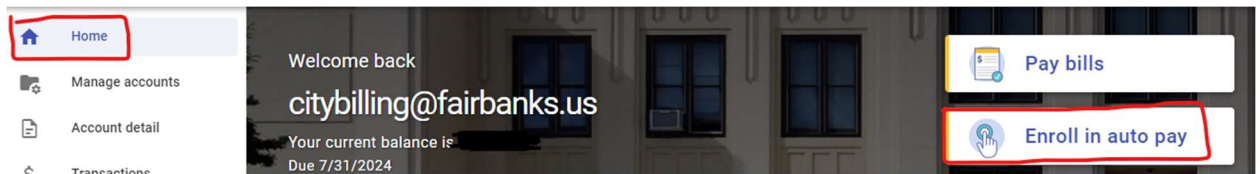
Total \$100.50

By clicking **Submit payment**, you agree to the following [privacy policy](#) and [terms of use](#).

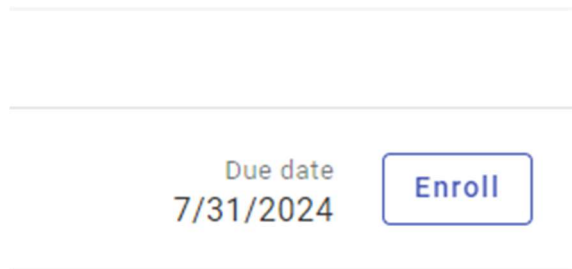
[Back](#) [Submit payment](#)

Enroll in Auto Pay

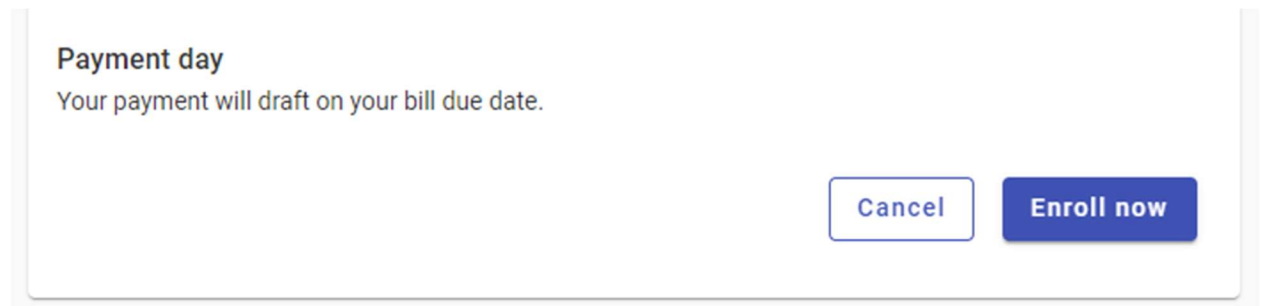
1. On the home screen select Enroll in Auto Pay



2. Select Enroll next to the account you would like to enroll in auto-pay



3. Click on Enroll now



4. Enter the credit card or banking information for which ever option you would like to use for the auto payment, along with a email address for the confirmation of payment to be sent to, then click Finish

Enter your automatic payment information

To complete your enrollment, enter a new card or eCheck to charge for automatic payments on the following account.

Account 1039-500042

Account description Utility Billing Account

Your automatic payments will be processed on the due date of your bills

How are you going to pay?

☐ Enter new credit card

☐ Enter new eCheck

Where should we send your receipt?

Email for receipt

Enter a valid email address

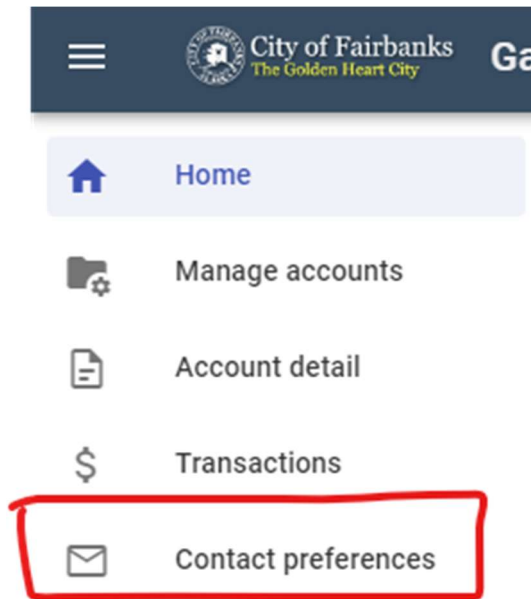
By enrolling in automatic payments, you agree to the following [privacy policy](#) and [terms of use](#).

Back

Finish

Sign up for E-Biling or Updating Contact Information

1. Click on Contact preferences



2. Check email or mail paper copy or both to receive a copy of your bill. Enter and confirm a valid email address for email bills. Click the Email reminders option if you would like to receive emails for past due bills. If you are enrolled in auto-pay you can select the auto pay reminders for emails you would like to receive. Then click Update

Sign up for e-Billing

☒ Email

☒ Mail paper copy

Reminders

☒ Email reminders

Bill reminders

☒ Past due

Auto Pay reminders

☒ Successful payment

☒ Drafted payment

☒ Payment method updated