

# How To: Add an Account in Customer Portal

Before you begin registering for a new account, please make sure you have your Account ID and Customer ID numbers. You can find this on your billing statement or by contacting the City at (801) 446-HELP.

1. Enter your customer portal **Email and Password. (Same one used for Utility Billing)**
2. Then, click **Login**.

The screenshot shows the Paymentus Customer Portal interface. At the top left is the Paymentus logo and 'Customer Portal' text. On the right are logos for VISA, Mastercard, American Express, and eCheck. The main content area is split into two panels. The left panel, titled 'Make One-Time Payment', contains text explaining the payment process and a 'Pay Now' button. The right panel, titled 'Login', contains an 'Email' input field with 'someone@example.com', a 'Password' input field, a 'Login' button, and a 'Forgot your password?' link. A 'Feedback' button is located on the right side of the page. At the bottom, there is a 'Close' button.

1. If this is the first time using the Customer Portal, you will automatically be taken to the **Add Account** screen.
2. Click on the payment type (Animal License).
3. Enter the **Account ID-Customer ID** (including the dash). If your Account ID is 9999 and Customer ID is 999998, you would enter 9999-999998.
4. Select the checkbox next to **I agree to the Payment Authorization Terms**.
5. Click on the **Add Account** button.
6. Once completed, click **Back to Accounts** to see the details of your newly added account.
7. Click **Add Account** to add another account or Log out to end the session.

**Please note: The City does not currently offer E-Bill options or reoccurring payments for animal licenses at this time.**

## Add Account

### Account Information

#### Payment Type

 Utility

 Animal License

 General Billing

Please enter your Account - Customer ID number, including the dash, as shown on your bill.

#### Account Number

The Account ID is 4 digits and Customer

#### Account Alias (optional)

Enter a descriptive name (optional)

### Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

[Back to Accounts](#)

[Add Account](#)