

How To: Add an Account in Customer Portal

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

1. Enter your customer portal **Email and Password**.
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 about paying bills in three steps and a 'Pay Now' button. The right panel, titled 'Login', has an 'Email' field with 'someone@example.com', a 'Password' field, a 'Login' button, and a 'Forgot your password?' link. A 'Feedback' button is on the right edge. The footer includes the Paymentus logo, copyright notice, and links for 'Privacy Policy', 'Website Conditions of Use', and 'Payment Authorization Terms'. A 'Close' button is in the bottom right.

1. If this is the first time using the Customer Portal, you will automatically be taken to the **Add Account** screen.
2. Enter the **Account Number** including the dash and the **number** after the dash.

(Optional) Click on the **Paperless** button to receive your statements by email each month.

(Optional) Select a **Notification time** from the drop down to receive an email notification reminder.

(Optional) Select **Secure PDF eBills** to make payments from a secure PDF attachment each month.

(Optional) Select **Bill Summary - Pay By Text** to make payments via text messages.

3. Select the checkbox next to **I agree to the Payment Authorization Terms**.
4. Click on the **Add Account** button.
5. Once completed, click **Back to Accounts** to see the details of your newly added account.
6. Click **Add Account** to add another account or Log out to end the session.

Please note: If you are not the owner of the property, you will need to get the permission and Account number - Customer number from the owner of the property to setup an account or make a one-time payment.

7. Click **Add Account**.

Add Account

Account Information

Payment Type

 Utility

Please enter your account number, including the dash, as shown on your bill.

Account Number

Account Alias (optional)

Paperless 

No  paper

Payment Reminder Email Notification

 the due date of the bill, if no payment was made

Bill Summary Notifications

Secure PDF eBills 

Bill Summary - Pay By Text 

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.