

Government Window Auto Pay Instructions

Auto Pay in most cases, does charge a convenience fee (%) based on the amount you are paying.

TIP: Preferred Internet Browsers: Chrome or Firefox.

Setting Up a New Account

Select the **Sign-Up** button on the login page. You will receive an email from Government Window to confirm your email address. The link will bring you to a confirmation page. Please select "Login" to be brought to the login page. Once registered, locate the green **CITIZEN LOGIN** button and enter your email and password.

Already Registered

If you've already registered, locate the green **CITIZEN LOGIN** button and enter your email and password.


Utility Auto Payment Set-Up

1. **Select the service "Utilities"**
2. **Add Account #** and enter street # only. **DO NOT enter the street name.**
3. Choose the account and confirm to save.
4. **Add Payment Method** by hovering over your name in the top right corner and selecting "Payment Methods". Select the payment type (Card or eCheck if available). Fill in the card information, nickname, and billing information.
5. **To Add Auto Pay** to your account, select the "Auto Payments" tab. Then click on the plus (+) sign, add your account number, credit card for payment, number of days before payment, and **ADD AUTO PAYMENT**.
6. When you have completed these steps, it will tell you you are **successfully** set up for **AutoPay**.

Update/Delete Credit Card for Auto Payment

- **Delete Card** - Go to Payment Methods by hovering over your name in the top right corner and selecting "Payment Methods". To delete the card, select the red (x) on the right side under actions.

TIP: Deleting a card will automatically delete any associated Auto Payments.

- **Update Card** - Go to Payment Methods by hovering over your name in the top right corner and selecting "Payment Methods". To update the card, select the pencil () on the right side under actions. Complete the necessary changes and SAVE.

TIP: Only the expiration date and billing information.

Update Email Address

1. Log into your current account.
2. Hover over your name in the top right-hand corner.
3. Select "edit profile".
4. There will be an email field where you can enter the new email address and select the green update button at the bottom of the page to complete the change.

Delete Auto Payment

1. Go to the "**Auto Payments**" tab and delete auto payments by selecting the red (x) button for any that are listed.

Should you need further assistance or have questions, please call our Customer Care Team at 1-877-575-7233.