



FAQ'S FOR THE NEW PAYMENT PORTAL

What is the new payment portal – Citizen Portal?

Citizen Portal is an online payment portal that we have partnered with Paya, a Nuvei company, for our utility bill payments. You access your account from this website, townofmcadenville.payacp.com.

Where can I learn more about Paya?

Simply visit www.paya.com to learn more about our new vendor!

If I had an account with McAdenville, do I have to create a new account in Citizen Portal?

Yes, the accounts do not carry over, so you will need to go through the quick and easy process of creating a new account in Citizen Portal. To do so, please visit: townofmcadenville.payacp.com.

Does it cost anything to sign up for the online bill payment?

It is free to sign up for online bill payment, enroll in Auto Pay, Text N Pay, or e-billing.

If I was previously enrolled in Auto Pay, do I need to re-enroll in the new portal?

Yes, auto pay does not carry over so you will need to enroll in Auto Pay once you create a new account in Citizen Portal (see above). Or you can call the [Paya Portal Support Center at \(855\)205-7072](tel:8552057072) and they can assist you.

Are there fees associated with making a payment through the Portal?

Yes, there are processing fees that will be assessed. Those fees are: 3.5% for credit card transactions (with a \$2.00 minimum fee). This fee also applies to any auto-payments that are made. **Please Note:** there is no additional fee assessed if you call the Paya Support Center.

What payment methods can I use?

You can pay your utility bills with a credit or debit card, or through a checking or savings account. We also offer Auto-Pay and Text & Pay programs that allow you to use your preferred method of payment.

What information is available in the Portal?

Account balance, bills, and payments are available as well as the ability to enroll in Auto-Pay, e-billing and Text & Pay. Portal users can also see current billing address, phone number, and email address that are on file with us.

Do I need to pay from my computer?

Not at all. You can pay your bill from anywhere in the world! All you need is access to the Internet through a Web browser. You then log in to your account using your e-mail address and password. No need to worry about late payments if you're out of town when your bill is due. AND – if you enroll in Text N Pay, you can make a payment right through your cell phone!

How do I know the payment went through?

After you complete the transaction, you will receive a Payment Confirmation on the next screen, as well as a receipt emailed or texted, your preference.

What payment options do I have?

We work to ensure you have a variety of payment options available at home or on the go, you can pay Online with any browser from a laptop, PC, or phone, take advantage of our Auto-Pay option or Text N Pay, or contact our Live Call Center where an agent will assist you over the phone. Live agent support is available 8am-5pm Central Time, Monday through Friday at the [Paya Portal Support Center at \(855\)205-7072](tel:8552057072).

Is my information safe?

Absolutely. All transactions are managed on secure servers and are fully PCI compliant (Standards set for ensuring secure transactions).