

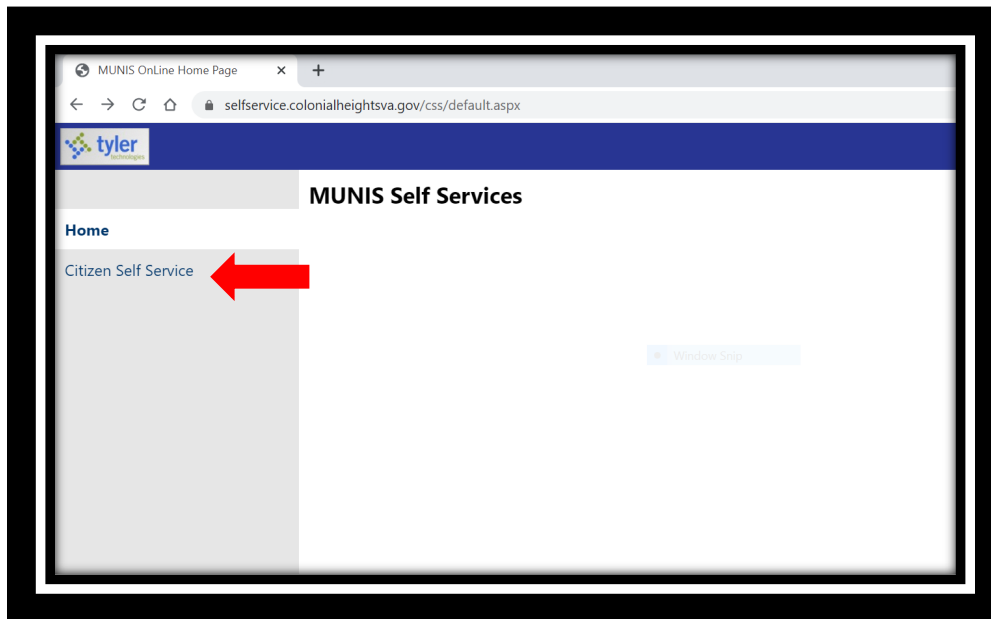
To Link accounts to your record on Colonial Heights' new payment site:

These instructions assume you have set up an account on the site. For instructions on how to do this, please go [here](#).

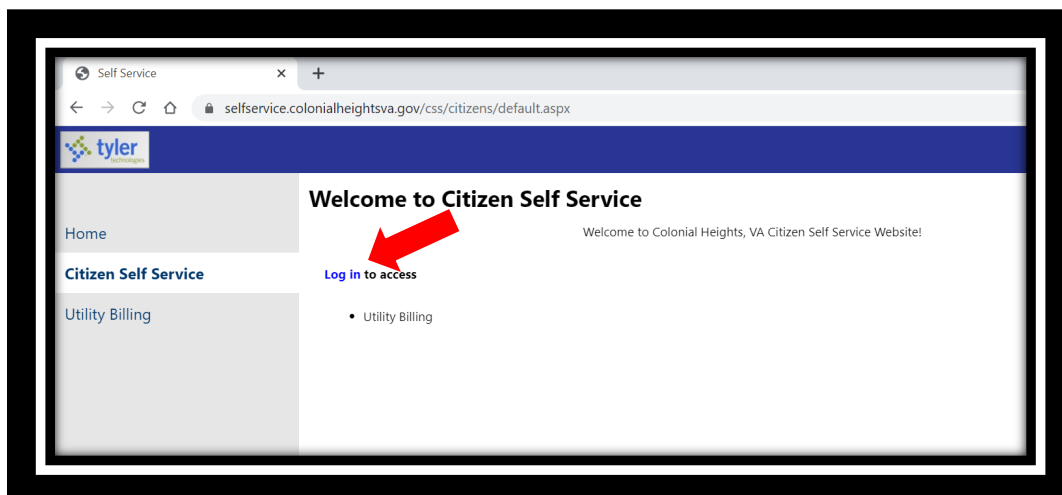
Grab your most recent bill and go to the Website:

<https://selfservice.colonialheightsva.gov/css>

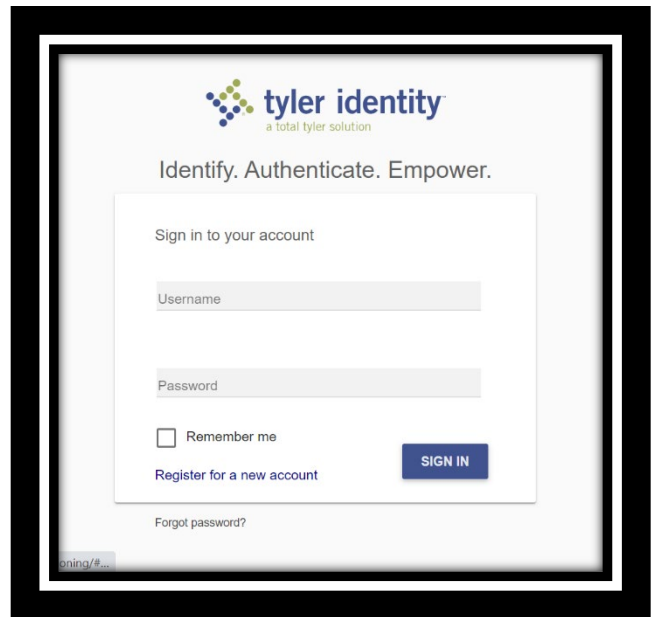
Click on the Citizen Self Service link on the left side of the webpage



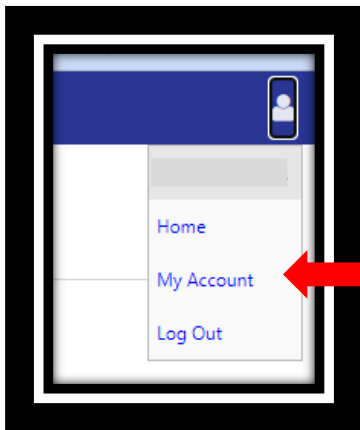
Click on **Log In** to access



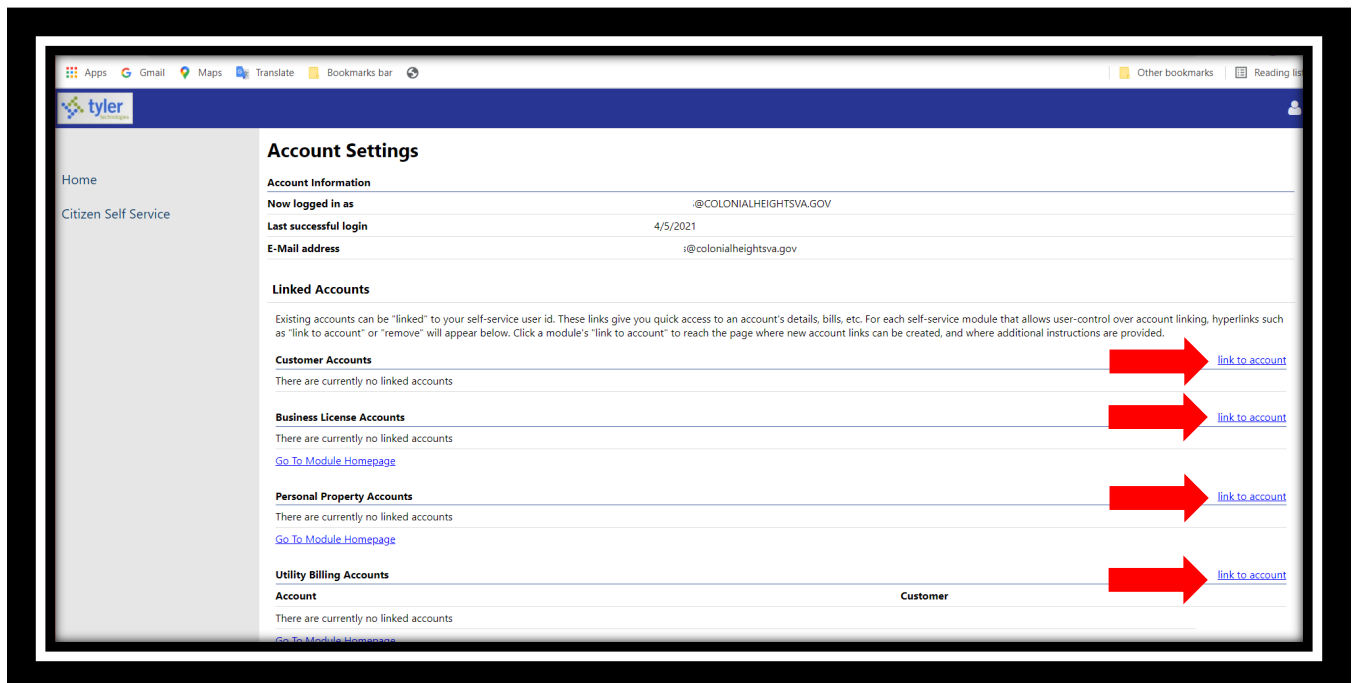
Complete your username and password:



The image shows the Tyler Identity login page. At the top is the logo for 'tyler identity' with the tagline 'a total tyler solution'. Below the logo is the slogan 'Identify. Authenticate. Empower.' The main content area is titled 'Sign in to your account' and contains a 'Username' input field, a 'Password' input field, a 'Remember me' checkbox, a 'Register for a new account' link, and a blue 'SIGN IN' button. At the bottom of the form area is a 'Forgot password?' link.



If you're not directed to the Account Settings screen, then click on the little profile in the top right corner, then select "My Account"



The image shows the 'Account Settings' page in a web browser. The page has a blue header with the Tyler logo and a user profile icon. The main content area is titled 'Account Settings' and contains several sections: 'Account Information' (showing 'Now logged in as' as '@COLONIALHEIGHTSVA.GOV', 'Last successful login' as '4/5/2021', and 'E-Mail address' as 'i@colonialheightsva.gov'), 'Linked Accounts' (with a sub-section for 'Customer Accounts' that says 'There are currently no linked accounts'), 'Business License Accounts' (with a sub-section that says 'There are currently no linked accounts'), 'Personal Property Accounts' (with a sub-section that says 'There are currently no linked accounts'), and 'Utility Billing Accounts' (with a sub-section that says 'There are currently no linked accounts'). Each of these sub-sections has a 'link to account' button, which is highlighted with a red arrow.

Find the type of bill you would like to pay and click "Link to customer Account". **Note that you likely have multiple customer numbers in the City's system-** Separate customer numbers are needed if you have an account with a co-owner.

Depending on the type of account, the site will ask you for information from your bill. If the field has a * beside it, it is required information in order to find your bill.

For utility bills:

Enter your Account Number and Customer ID from your bill:

selfservice.colonialheightsva.gov/css/citizens/UtilityBilling/UBAccountLink.aspx

tyler

Utility Billing Account Link Setup

Home

Citizen Self Service

Utility Billing

Contact Us

What is the account ID? *

What is the CID? *

Submit Cancel

* indicates required field

CITY OF COLONIAL HEIGHTS
Utility Billing
P.O. Box 3401
Colonial Heights, VA 23834
(804) 520-9288

Utility Bill
CUSTOMER COPY

Please keep this portion for your records.

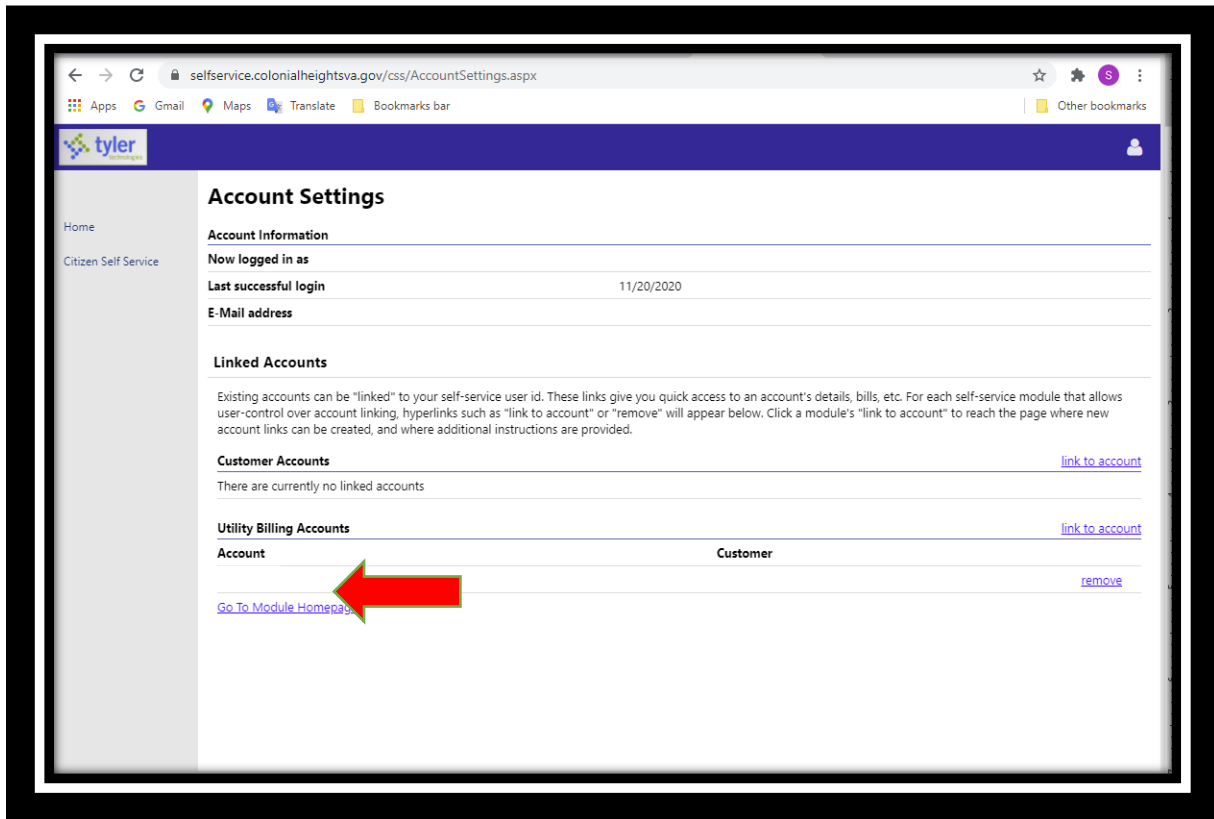
CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION
	15557	38000	VIRGINIA AVE

BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE
13721	09/30/2020	00303	BUSINESS	10/26/2020

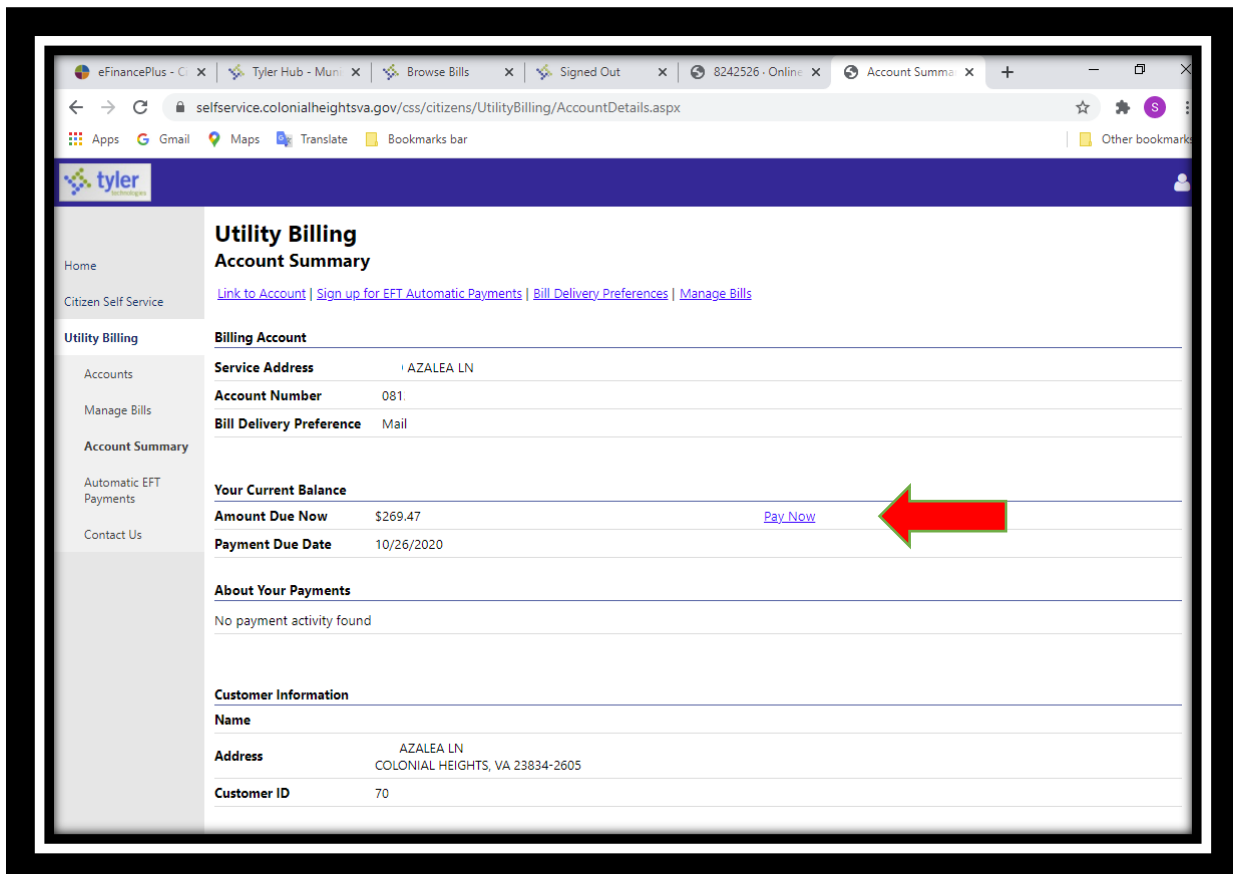
DESCRIPTION	METER NUMBER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	UOM	CHARGE AMOUNT
REFUSE			07/01/2020	09/02/2020					\$28.28
SEWER INFRASTRUCTURE			07/01/2020	09/02/2020					\$3.00
SEWER GOVERNMENTAL	33444736		07/01/2020	09/02/2020	99500	99600	100	CF	\$28.88
WATER INFRASTRUCTURE			07/01/2020	09/02/2020					\$3.00
WATER GOVERNMENTAL	33444736	A	07/01/2020	09/02/2020	99500	99600	100	CF	\$19.33
STORM WATER			07/01/2020	09/02/2020					\$5.42

You have now successfully linked your Utility Billing account to your login. You will not need to repeat these steps again. You will be back to your main page, where you can now click on your Utility Billing account to view or pay your bill.

Click on your account.



Click **Pay Now** on the bill you want to pay.



Select the bills you want to pay (check or uncheck on the left), and hit **Pay**.

The screenshot shows the Tyler Utility Billing Manage Bills page. The browser address bar is selfservice.colonialheightsva.gov/css/citizens/UtilityBilling/ViewPayBills.aspx. The page header includes the Tyler logo and a user profile icon. The left sidebar contains navigation links: Home, Citizen Self Service, Utility Billing, Accounts, Manage Bills, Account Summary, Automatic EFT (highlighted with a red arrow), and Contact Us. The main content area displays account information: Service Address (AZALEA LN), Account Number (19), and As of (11/20/2020). Below this is a table of Outstanding Bills (bill years 2000 to 2022 only) with columns for Pay Bill, Bill, Bill Date, Pay By, Charges, Pending, Balance Due, and Details. Two bills are listed, both with checked boxes in the Pay Bill column. The total due is \$269.47. A Pay button is located at the bottom right, with a note: 'select bills you would like to pay now, then click "Pay"'. Links for 'Sign up for EFT Automatic Payments' and 'Account Summary' are also present.

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	2637	8/6/2020	8/30/2020	\$0.00	\$0.00	\$141.29	Bill Details
<input checked="" type="checkbox"/>	15903	9/30/2020	10/26/2020	\$0.00	\$0.00	\$128.18	Bill Details

Total Due: \$269.47

[Pay](#)

select bills you would like to pay now, then click "Pay"

Select your payment method by clicking on the appropriate link. Note that effective October 18, 2021 credit and debit cards will incur a 2% service charge (except utility payments), but echecks are free.

The screenshot shows the 'Pay Bills' page. The title is 'Pay Bills'. Below the title is the section 'Select Payment Method'. The text reads 'Please choose eCheck or Credit Card'. There are three links: 'Pay by Credit Card', 'Pay by eCheck', and 'Cancel'.

Enter the amount you wish to pay and click **Continue**.

selfservice.colonialheightsva.gov/css/citizens/Payments/PaymentAmount.aspx?mode=ub

Apps Gmail Maps Translate Bookmarks bar Other bookmarks

tyler

Home
Citizen Self Service

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2021	8/6/2020	2637	8/31/2020	\$141.29	\$141.29	\$ 141.29

Utility Billing

Accounts

Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

Continue Cancel

Enter the amount you wish to pay and click **Continue**.

You will now go to a page with a different look- this is the City's secure credit card processor, BridgePay. Select your payment method, then fill in the appropriate fields, click the box beside "I'm not a robot", and complete the Recaptcha test, if required.

bridgepaynetsecuretx.com/WebLink3/WebLink.aspx

Apps Gmail Maps Translate Bookmarks bar Other bookmarks

BILLING INFORMATION

Time left: 8 minutes, and 52 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip: /




Phone:

Email:


Total Amt:

Description:

PAYMENT INFORMATION

Payment Method: *

I'm not a robot
 

*** ACH PAYMENT DISCLAIMER ***

If paying by electronic check, I authorize this merchant

Secured by D Othawite 2020-11-20

Align PCI DSS

ABOUT SSL CERTIFICATES

Click Make Payment.

bridgepaynetsecuretx.com/WebLink3/WebLink.aspx

Email:

Total Amt: 2.00

Description:

PAYMENT INFORMATION


VISA MASTERCARD DISCOVER

Payment Method: **Mastercard**

Card Number:

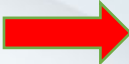
Exp. Date: 08 / 22

Security Code: [What is this?](#)

I'm not a robot  reCAPTCHA
Privacy • Terms

***** ACH PAYMENT DISCLAIMER *****

If paying by electronic check, I authorize this merchant to debit the bank account indicated in this web form for the noted amount on today's date. I understand that because this is an electronic transaction, these funds may be withdrawn from my account as soon as the above noted transaction date.



Powered by [Bridgepay Network Solutions](#).

When you get this screen, your payment has been successful, you are done!

 **BridgePay**
NETWORK SOLUTIONS

Utility WEB

Your payment was successfully processed. Please print this receipt for your records.

Payment Details

Total Amount:	2.00
Description:	
Invoice No.:	2637
Auth code:	007265

Click [here](#) to return to Utility WEB

Thank you for using Colonial Heights' Online Utility Bill Pay.