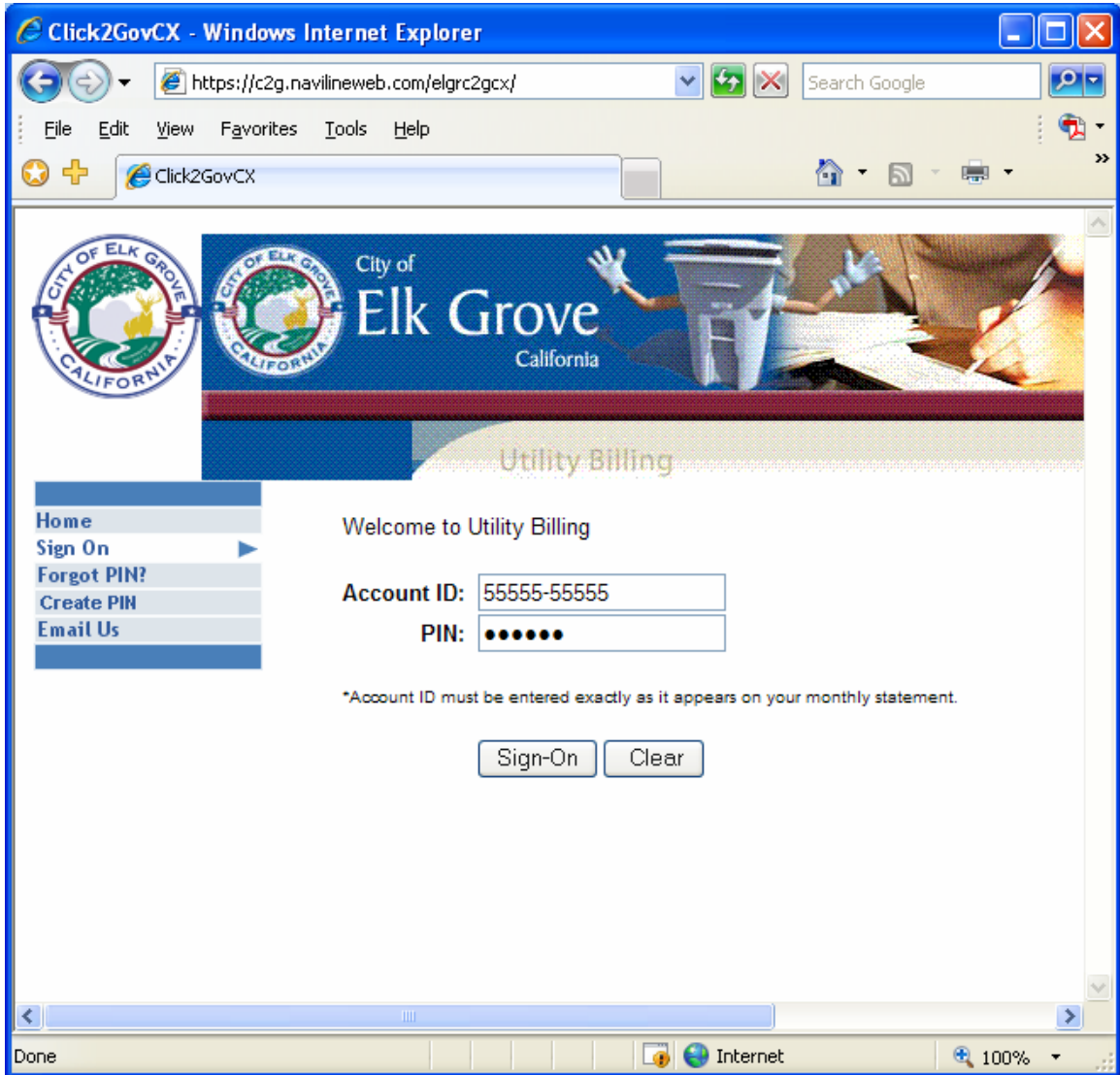
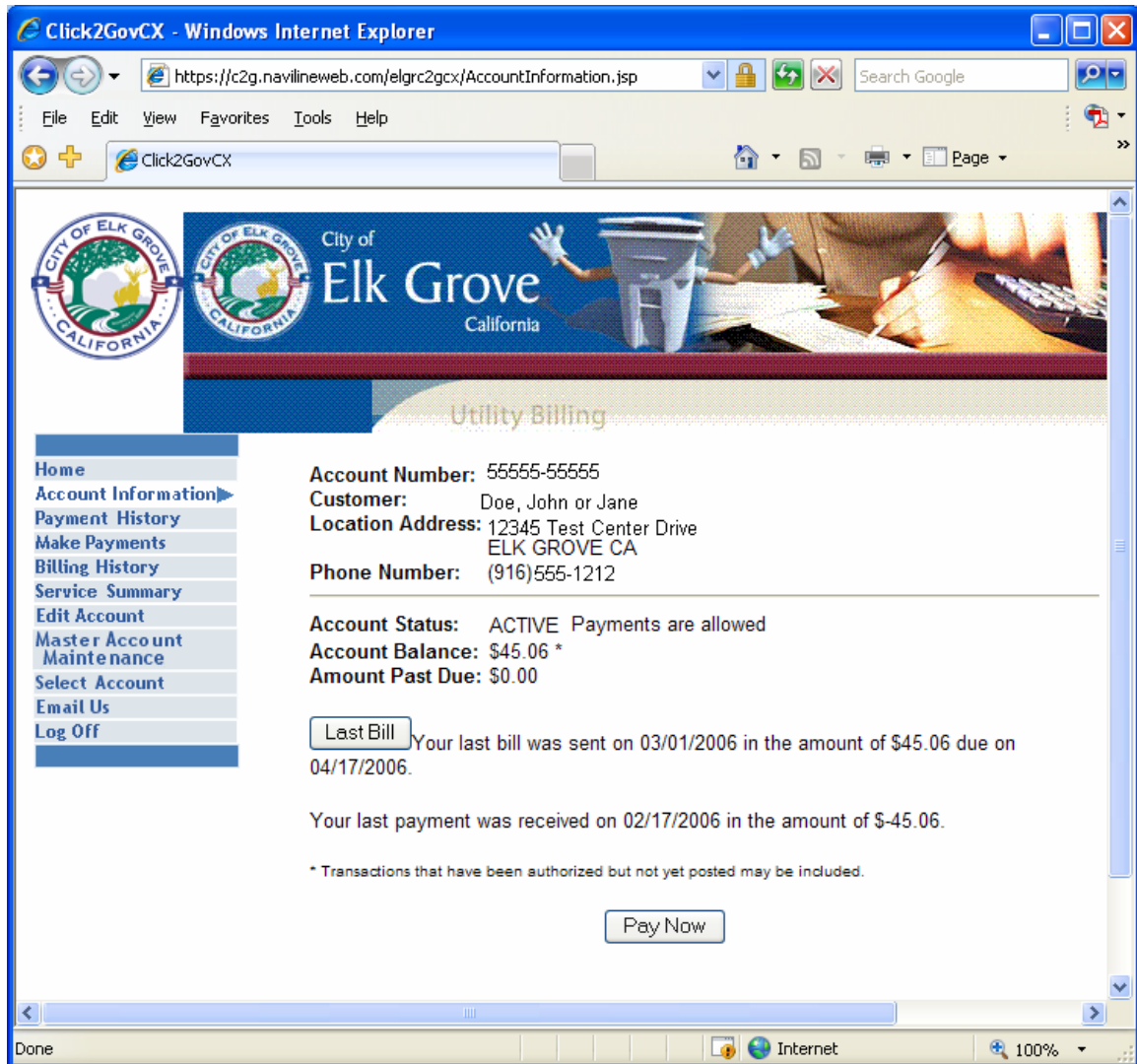


Click2Gov Utility Billing User Documentation

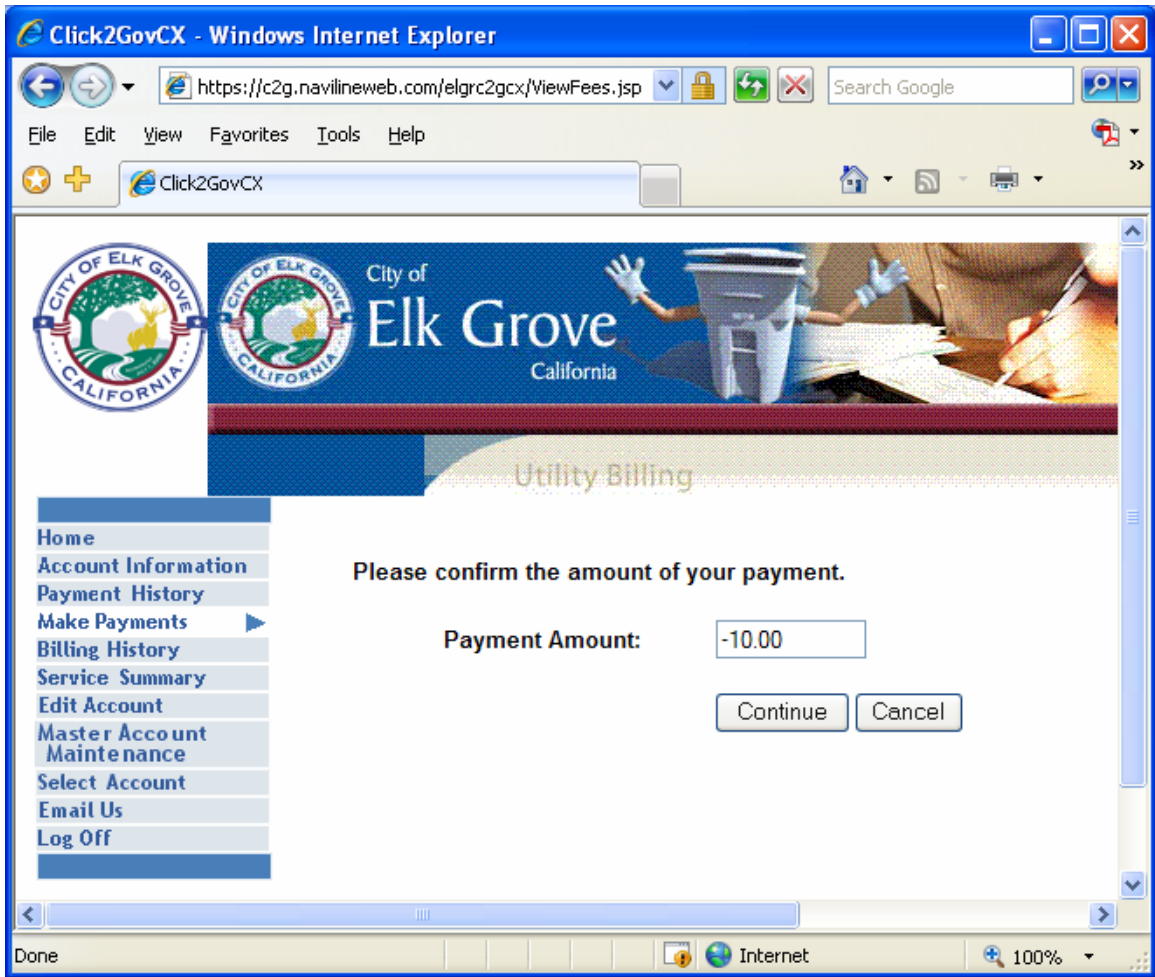
- 1) Open: <http://www.elkgrovecity.org/online-billing/>
- 2) Click on “Log-In Now” under Registered Users.
- 3) Log in with the account number (including the dash) and the pin that you created.



4) Once you are logged in, you will see this screen:



- 5) To view your previous bill, click on "Last Bill"
- 6) To change your Mailing Address, click on "Edit Account"
- 7) To pay your bill, click the "Pay Now" button.
- 8) A summary screen will appear with the amount that is due. You may change the amount you want to pay if you would like. (it will warn you twice if you try to pay on a credit)



9) Click the "Continue" button.

9) You will see a confirmation of charges screen. Click “Pay Now”

The screenshot shows a web browser window titled "Click2GovCX - Windows Internet Explorer". The address bar contains a URL with parameters. The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The address bar shows "Click2GovCX".

The website header features the City of Elk Grove logo and the text "City of Elk Grove California". Below the header is a banner image showing a person's hands using a calculator and a pen on a desk. The text "Utility Billing" is overlaid on the banner.

The main content area is titled "Review Charges". On the left, there is a navigation menu with the following items: Home, Account Information, Payment History, Make Payments, Billing History, Service Summary, Edit Account, Master Account Maintenance, Select Account, Email Us, and Log Off.

The "Review Charges" section contains a table with the following data:

Utilities Charges	Amount
Utilities Fees	\$2.00
Additional Charges	
Total Payment Amount:	\$2.00

Below the table is a "Pay Now" button.

The browser's status bar at the bottom shows "Done", "Internet", and "100%".

10) This will bring up the Credit Card Information Page. Enter all fields.

The screenshot shows a Windows Internet Explorer browser window displaying the Click2GovCX website. The browser's address bar shows the URL: <https://c2g.navlineweb.com/elgrc2gcx/CollectPayCard.jsp>. The website header includes the Click2GovCX logo and the text "Utility Billing". A navigation menu on the left lists various account management options. The main content area contains a form for entering credit card information, with a "Payment Amount" of \$2.00. The form includes fields for Card Type (VISA), Card Number (4012000010000), Expiration (January 2009), CVV2 (masked with dots), Cardholder Name (Jane Doe), Credit Card Billing Street Address (555 Test Center Drive), City (Elk Grove), State (California), and Zip Code (95758). A checkbox for "Save this card information in my billfold" is present, along with "Continue" and "Cancel" buttons. A note at the bottom left states "* indicates required information".

Click2GovCX - Windows Internet Explorer

https://c2g.navlineweb.com/elgrc2gcx/CollectPayCard.jsp

Click2GovCX

Utility Billing

Please fill in the fields below with your card information. Please remember that the cardholder name must appear exactly as it does on your credit card. Also, be sure to use the billing address of the credit card which may be different from your home address.

Account Information

Card Type
VISA

Payment Amount
\$2.00

Card Number (No dashes or spaces)
4012000010000

Expiration
January 2009

CVV2
... What is this?

Cardholder Name

First Name Jane **MI** **Last Name** Doe

Credit Card Billing Street Address
555 Test Center Drive

City Elk Grove **State** California

Zip Code: (no dashes) 95758

Save this card information in my billfold.

Continue Cancel

* indicates required information

11) Once you click “Continue”, you will see a summary transaction page.

The screenshot shows a web browser window titled "Click2GovCX - Windows Internet Explorer". The address bar displays "https://c2g.navlineweb.com/elgrc2gcx/PayReview.jsp". The page header features the City of Elk Grove logo and the text "City of Elk Grove California". Below the header is a navigation menu with the following items: Home, Account Information, Payment History, Make Payments, Billing History, Service Summary, Edit Account, Master Account Maintenance, Select Account, Email Us, and Log Off. The main content area is titled "Utility Billing" and contains the following text: "If everything is correct, click the 'Complete Transaction' button below. This will finalize the transaction and bring you to a printable receipt page." Below this text are two tables. The first table, titled "Transaction Overview", lists the following details: Account Number (55555-55555), Customer (Doe, John or Jane), Address (Test Center Drive), and Payment Amount (2.00). The second table, titled "Payment Method", lists: Charge To (VISA *****0000), Account Holder (Doe, Jane), and Billing Address (555 Test Center Drive, Elk Grove, CA 95758). At the bottom of the page, there are three buttons: "Complete Transaction", "Edit", and "Cancel".

City of Elk Grove
California

Utility Billing

Home
Account Information
Payment History
Make Payments
Billing History
Service Summary
Edit Account
Master Account Maintenance
Select Account
Email Us
Log Off

If everything is correct, click the 'Complete Transaction' button below. This will finalize the transaction and bring you to a printable receipt page.

Transaction Overview

Account Number	55555-55555
Customer	Doe, John or Jane
Address	Test Center Drive
Payment Amount	2.00

Payment Method

Charge To	VISA *****0000
Account Holder	Doe, Jane
Billing Address	555 Test Center Drive, Elk Grove, CA 95758

After clicking the 'Complete Transaction' button, please wait for the receipt page to appear. This may take a few minutes.

Complete Transaction Edit Cancel

12) Select the “Complete Transaction” button to process. You will then get a receipt page.

