




How to Schedule an Automatic Utility Bill Payment September 2019

1. Go to www.delmar.ca.us/paymybill and click on the “Pay Online”  [Pay online](#) link to go directly to the Paymentus Customer Dashboard.
1. Click on “**Register Now**”

Login

Email
someone@example.com

Password
Password

Don't have an account [Register Now](#)

Login [Forgot your password?](#)

2. Complete the enrollment form. When you are finished, click on “**Enroll**” at the bottom of the page.

Please enter all of the information below

New Account Information

Email Address

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

Password
Enter your new password

Re-enter password
Re-enter your new password

First Name
Your first name

Security Answer 1

Security Question 2
What was the make of your first car?

Security Answer 2

Enroll Cancel

- Next, enter your 8-digit account number, including dashes. Click “Add”. (The eight-digit account number is located in the upper left-hand corner of your Utility Bill. If you do not know the eight-digit account number, please call Finance Customer Service at 858-755-9354, option 2).

CITY OF DEL MAR CALIFORNIA

Customer Portal

Accounts

Pay My Bill

AutoPay

Bill History

Payment History

My Wallet

My Profile

Log out

Powered by **Paymentus**
[Privacy Policy](#)
[Website Conditions of Use](#)
[Payment Authorization Terms](#)

Add Account

Account Information

Payment Type

Utility Bill

Please enter your 8 digit account number including the dashes. For e.g. 01-0230-13

Account Number

Enter your account number

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

Back to Accounts Add Account

- Click on the box “I agree to the Payment Authorization Terms” and then click “Add Account.”
- Click on “Back to Accounts.”
Then, Click on “AutoPay.”

Account Created

Payment Type Utility Bill

Account Number [REDACTED]

Back to Accounts

Account Details

Edit

Date Due	Amount Due	Pay Bill
Sep 5, 2019	\$0.00	

View Bill

AutoPay ? AutoPay

More

View All Payments

+ Add Account

6. To add a payment method, click "Add New."

Payment Method

+ Add new

Back Continue

How to set up AutoPay

1. Select the account
2. Choose your preferred payment method
3. Determine the frequency of payment best suited for your needs
4. Choose when payments should begin and end
5. Set the payment amount
6. Choose how and when to be notified of upcoming payment

7. Enter the credit, debit, or e-check information and click "Add."

8. Click "Continue" to schedule the auto-pay.

Payment Method

VISA ***** [REDACTED]

+ Add new

Back Continue


9. On this screen, select an “end date” only if you wish the auto-pay to be temporary. Otherwise, leave the end date blank and click “I authorize” to complete the auto-pay setup.

Payment Details

Frequency

Bill amount on the due date

End Date (Optional)

Select end date 

Payment Type

Visa

Account Number

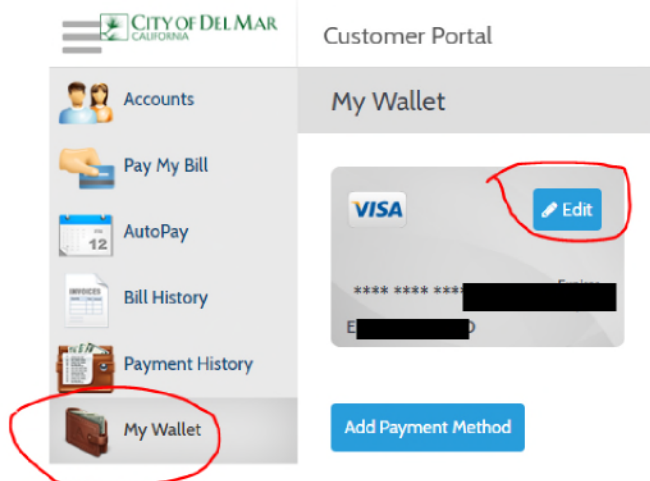
***** [REDACTED]

Click "I Authorize" to authorize payment from the account you have specified. This authorization will remain in effect until you cancel it through the Customer Portal or by calling your biller's customer service number. The cancellation request must be received at least 3 business days before the next scheduled payment date

[Back](#) [I Authorize](#)

10. Print the confirmation for your records.

11. To edit, add, or remove payment methods, click on the “My wallet” icon. Click on the “Edit” button to modify or remove the payment method.



12. To turn off autopay, from the main accounts screen, slide AutoPay toggle to **No**.

The screenshot shows the 'Customer Portal' for the City of Del Mar, California. The left sidebar contains navigation options: Accounts, Pay My Bill, AutoPay, Bill History, Payment History, My Wallet, My Profile, and Log out. The main content area displays 'Accounts' for 'Utility Bill # 01-0345-00'. Under 'Account Details', there is an 'Edit' button and a table with the following information:

Date Due	Amount Due	Pay Bill
Sep 5, 2019	\$0.00	
		View Bill
AutoPay	Frequency	Payment Method
Yes <input type="checkbox"/>	Bill amount on the due date	

The 'AutoPay' section shows a green 'Yes' label and a toggle switch that is currently turned on. This section is circled in red. Below the table is a 'More' link. At the bottom left, it says 'Powered by Paymentus' with links for 'Privacy Policy' and 'Website Conditions of Use'.