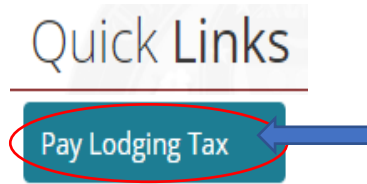
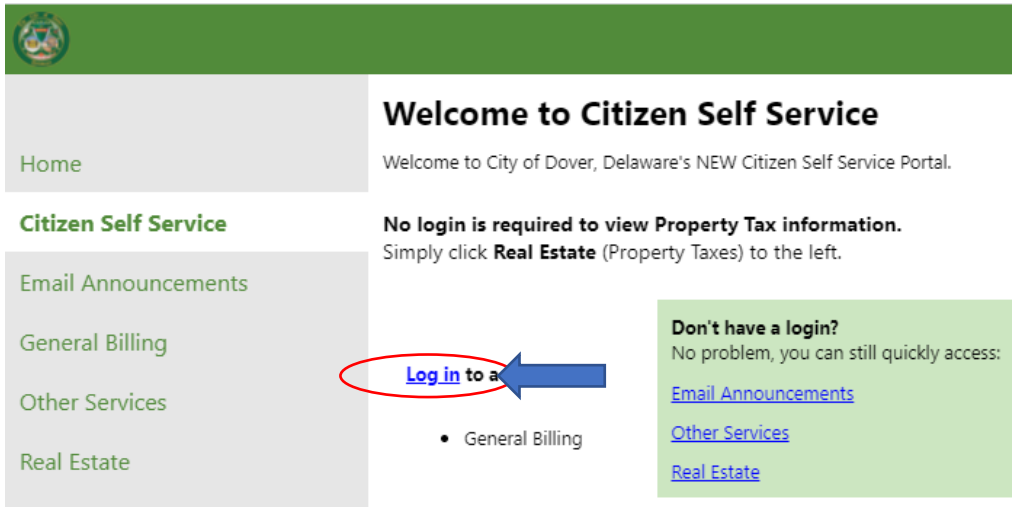


HOW TO SETUP AN ONLINE PAYMENT ACCOUNT.

1. GO TO WWW.CITYOFDOVER.COM AND CLICK “PAY LODGING TAX”.

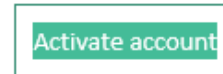


2. This will take you to the “Citizen Self Service” page. Click “Log in”.



3. You will need to sign in and verify your email by opening the verification email and clicking “Activate account”.

To verify your email address and activate your account, please click the following link:

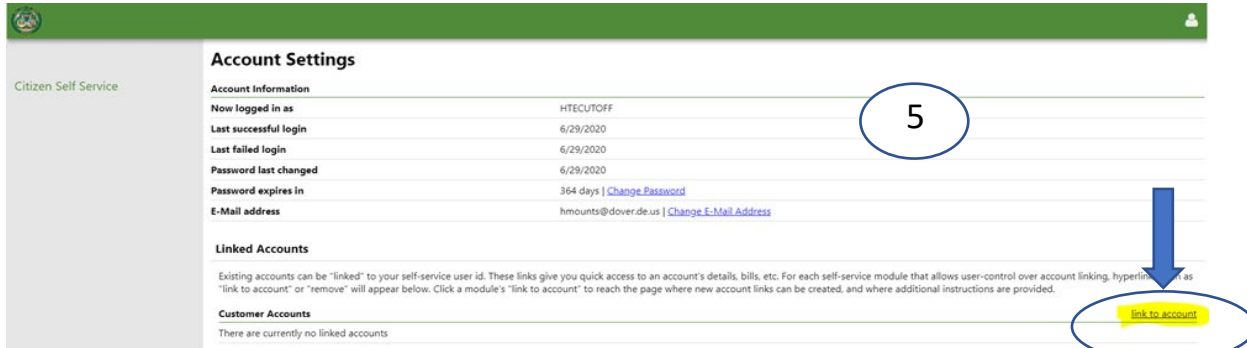


4. If you have trouble logging in, try one of the links below the “Sign in” button. If this is your first time, you will need to create a new account by clicking “Sign up” at the bottom.

KEEP YOUR LOG IN INFORMATION FOR LATER USE.

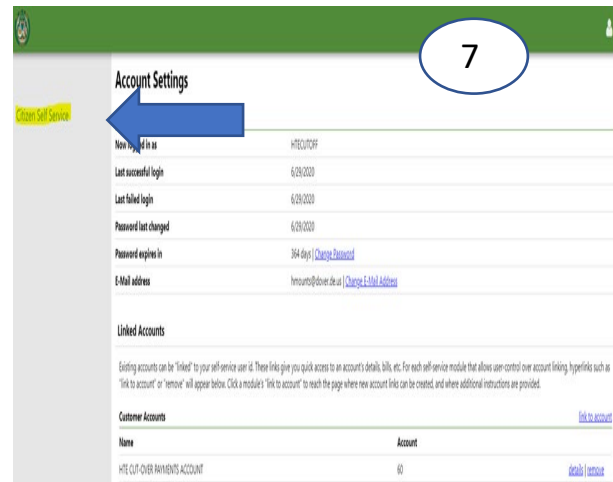
HOW TO SETUP AN ONLINE PAYMENT ACCOUNT.

5. CLICK ON "LINK TO ACCOUNT" IN THE RIGHT BOTTOM CORNER.

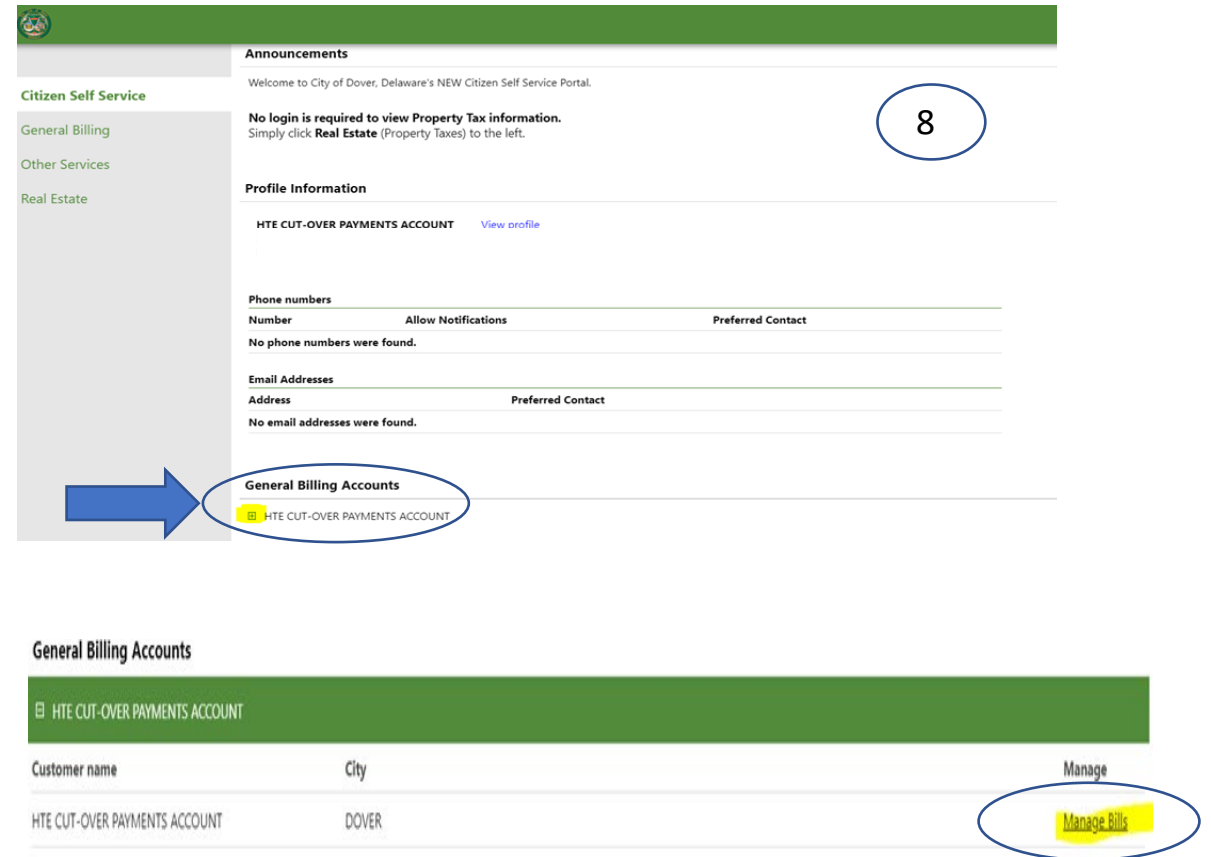


6. ENTER YOUR CUSTOMER ID AND CLICK SUBMIT.
(IF YOU DO NOT HAVE YOUR ID, CALL CUSTOMER SERVICE AT 736-7035.)

7. CLICK ON CITIZEN SELF SERVICE ON THE LEFT SIDE BAR.



8. UNDER GENERAL BILLING ACCOUNTS CLICK THE PLUS (+) LOCATED TO THE LEFT OF THE ACCOUNT, CLICK ON MANAGE BILLS.



HOW TO MAKE A LODGING TAX PAYMENT

1. ONCE LOGGED INTO YOUR ACCOUNT, SELECT THE BILL THAT SHOWS A PENNY (.01) DUE AND ADD TO CART.

General Billing
Manage Bills

Customer name: HTE CUT-OVER PAYMENTS ACCOUNT

Address: [Redacted]

Customer number: [Redacted]

Pay	Bill Number	Bill Type	Pay By	Total Unpaid	Balance Due	Details
<input checked="" type="checkbox"/>	431	CUSTOMER SERVICE	7/30/2020	\$0.01	\$0.01	

As of Date: 6/30/2020

Total Unpaid: 0.01

Total Balance Due: 0.01

[Add to Cart](#)

2. CLICK ON THE SHOPPING CART IN UPPER RIGHT HAND CORNER AND CLICK "CHECKOUT."

General Billing
Manage Bills

CUSTOMER SERVICE 431

Total: \$0.01

[Review Cart](#) [Checkout](#)

3. CLICK ON YOUR PAYMENT METHOD.

Pay Bills

Select Payment Method

Credit Card is an actual card and E-Check is electronic check

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

4. CLICK ON YOUR PAYMENT METHOD. ENTER THE PAYMENT AMOUNT AND CLICK CONTINUE.

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
CUSTOMER SERVICE	2020	6/30/2020	431	7/30/2020	\$0.01	\$0.01	\$ 0.01

[Continue](#) [Cancel](#)

5. COMPLETE THE PAYMENT FORM & CLICK PAY NOW.

Order Information

* Required Fields

Total: \$588.47 (USD)

Payment Information

Card Number: [Input] (enter number without spaces or dashes)

Expiration Date: [Input] (mm/yy)

Billing Information

Customer ID: 15706

First Name: [Input] Last Name: [Input]

Company: [Input]

Address: [Input]

City: [Input]

State/Province: [Input] Zip/Postal Code: [Input]

Country: [Input]

Email: [Input]

Phone: [Input]

[Pay Now](#)