Paying Utility Bills Online and Saving Your User Information in Click2Gov

This document is provided to assist citizens with saving payment information and reusing it in the City of Broken Arrow Click2Gov system. If you have already saved your payment information, then you may skip to Step 7.

Step 1 – After logging in with your account number and pin, you will see a screen as shown below. To initiate payment, you need to click on the "Pay Now" button as shown below.

Step 2 – Confirm your payment amount and then click continue.

BROKEN ARROW
Where opportunity lives

Home
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Make Payments ▶
Consumption
Billing History
Service Summary
Edit Account
Master Account
 Maintenance
Email Us
Log Off

Please confirm the amount of your payment.

Payment Amount: 0.00

[Continue] [Cancel]

Want to save your payment information? Click here for instructions.

Step 3 – Review the charges and click "Pay Now"

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Where opportunity lives

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Review Charges

Utilities Charges	Amount
Utilities Fees	

Additional Charges

Total Payment Amount: _

[Select Method Of Payment ▾] [Pay Now]

Want to save your payment information? Click here for instructions.

Step 4 – Provide all of the necessary credit card information and make sure you check the box to "Save this card information in my billfold". Then click "Continue".

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NOTE: Your Card Security Code is the 3 digit number on the back of your credit card.

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	**Payment Amount**
Select a card type ⌄ -	
Card Number (No dashes or spaces)	**Expiration**
[ ] -	Select Month ⌄ 2008 ⌄ -
CVV2	
[ ] - [What is this?]	

Cardholder Name

First Name	**MI**	**Last Name**
[ ] -	[ ]	[ ] -

Credit Card Billing Street Address
[   ] -
[   ]

City	**State or Province**
[ ] -	Select a state ⌄ -

Zip Code: (no dashes)
[   ] -

☐ Save this card information in my billfold.

* indicates required information

[Continue] [Cancel]

VeriSign Secured
VERIFY ▸

Want to save your payment information? Click here for instructions.

Step 5 – If everything is correct, click "Complete Transaction"

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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
Customer
Address
Payment Amount

Payment Method

Charge To   Mastercard Account number *************
Account Holder
Billing Address

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

[Complete Transaction] [Edit] [Cancel]

Want to save your payment information? Click here for instructions.

Step 6 – If you are ready to pay, click on "Pay Now". You will receive an email copy of the receipt for your payment.

The next time you visit Click2Gov to make a utility payment, you can retrieve your saved credit card information from your billfold by following these steps.

Step 7 – After logging in with your account number and pin, you will see a screen as shown below. Do not click "Pay Now". Instead, click on "Make Payments" from the left-hand menu. After clicking on "Make Payments", the screen below will be displayed. Click on the "On-Demand" button.

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The following payment options are offered:

[On-Demand]

- We save your credit card or bank information in a secure location.
- You tell us when to charge one of these accounts.
- No need to re-enter this information every time you want to pay on-line.

[Immediate]

- Enter your credit card or bank information in a secure location.
- Immediate, on-line authorization of this payment transaction.
- No credit card or bank information is stored for your use in future payments.

Want to save your payment information? Click here for instructions.

Step 8 – The contents of your billfold will be displayed. You can now select a payment option from the billfold and click "Pay Now".

Want to save your payment information? Click here for instructions.

Step 9 – Confirm the amount of your payment, enter the CVV2# from the back of your credit card and press continue. Review the charges and click "Pay Now". If everything is correct, press the "Complete Transaction" button. Next you will see a receipt for your payment.

Thank you for using the City of Broken Arrow Click2Gov Online Utility payment website.