

# City of West Richland

## New Online Credit Card Payment Instructions

<https://municipalonlinepayments.com/westrichlandwa>

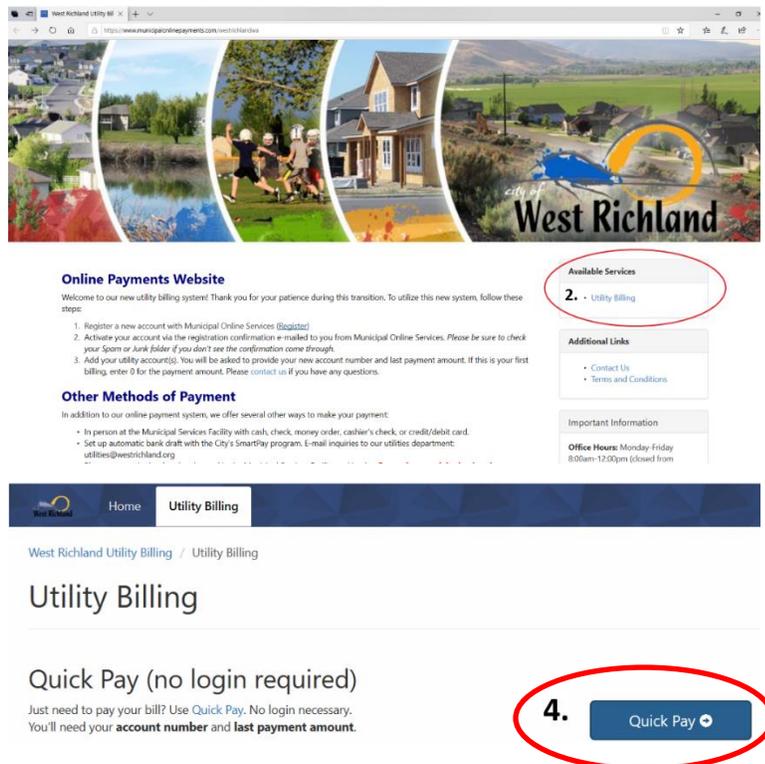
### Making a Payment Using a Credit Card

To utilize the online credit card payment site, you will need the following two pieces of information to complete the transaction:

- New Account Number (found in the upper right corner of your statement)
- Last Payment Amount

If you need assistance with either of these, please contact our office at 509-967-3431 option 4.

1. Go to the website listed above.
2. Click on “Utility Billing” under Available Services” (see picture).
3. You can choose either “Quick Pay” or “Login”.
4. Quick Pay Option – You do not need to have an online account set up to make a payment with Quick Pay. Just click on the “Quick Pay” option and follow the prompts.



5. Login Option – This option requires customers to establish an online account. When an account is established the customer has more options to view account, previous statements, consumption history, etc.

See Next Page →

a. Click Login

## Login to Account Management

Login to access the following features:

- View account detail
  - Transaction history
  - Address info
  - Account info
  - Consumption history
- Pay your bill
  - Pay multiple bills in one payment
  - Save credit card for future payments
- Manage multiple accounts
- Submit service requests

5a

Login

b. Your initial login will require you to register.

c. Complete the registration

screen with your name, password, e-mail address, and phone number.

d. You will receive an e-mail from

[noreply@municipalonlinepayments.com](mailto:noreply@municipalonlinepayments.com) with a subject line “New Account Registration” to activate your account. *(If you do not see an e-mail come through, check your spam folder).* Click on the “Activate Account” button in your e-mail.



## Login

Please check your email for an activation link. ✕

Email address

Password

Login

Forgot password?

5b

Don't have an account? Register

e. The “Activate Account” button will redirect you back to the website and tell you that you have successfully created an account

f. You will need to use your login information to sign in.

g. You will then add your utility account to your online account by clicking on the “Add an Account” button. This is where you will use your new account number and the last payment amount. *(Note: If you have more than one utility account – you will have to repeat this step for all utility accounts.)*

h. Once an account has been set up, you can schedule future payments, set up autopay using your credit card, view past statements, consumption history, etc.

