MAKE A CREDIT CARD PAYMENT ON THE CITIZEN PORTAL

> **Navigate to the CIVICPLUS Citizen Portal:** https://www.civicgov4.com/md_montgomery/portal/
>
> Public users are required to register and have an approved account before a payment can be made via the Citizen Portal. If you do not already have an account, please see the Tip Sheet: Register for a Citizen Portal Account.
>
> Only Credit Card payments can be made via the Citizen Portal. Payments by check or money order must be either mailed in or physically presented at Licensure and Regulatory Services, 2425 Reedie Drive, 9th Floor, Wheaton, Maryland 20902.

Log In to the Citizen Portal **by clicking** on the LOGIN link in the menu bar at the top of the screen.

--- Or ---

By clicking on the [Log In] button at the bottom of the screen.

The Citizen Portal Login screen is displayed.

Enter your USER EMAIL*

Enter your PASSWORD*

Click on the [SIGN IN] button.

The Citizen Portal Main Screen opens with "My Dashboard" displayed.

There are 2 options for making a credit card payment on the Citizen Portal: (1) Click on the MY INVOICES link to Search for the Invoice; or (2) If you know the Invoice #, you can click on the MAKE A PAYMENT link in the Menu Column on the left.
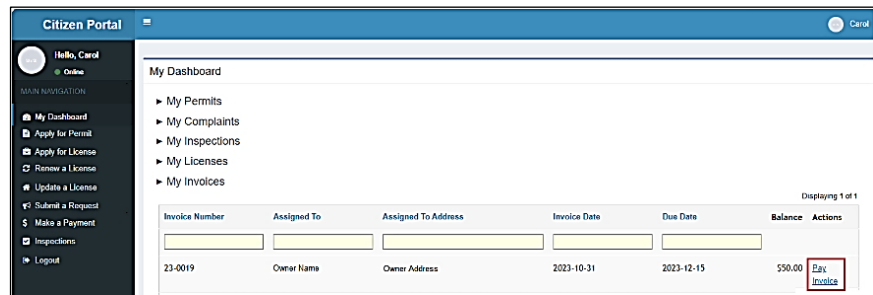
When you log in to the Citizen Portal, the Main Screen opens with "My Dashboard" displayed.

Click on the "My Invoices" link to expand the section.
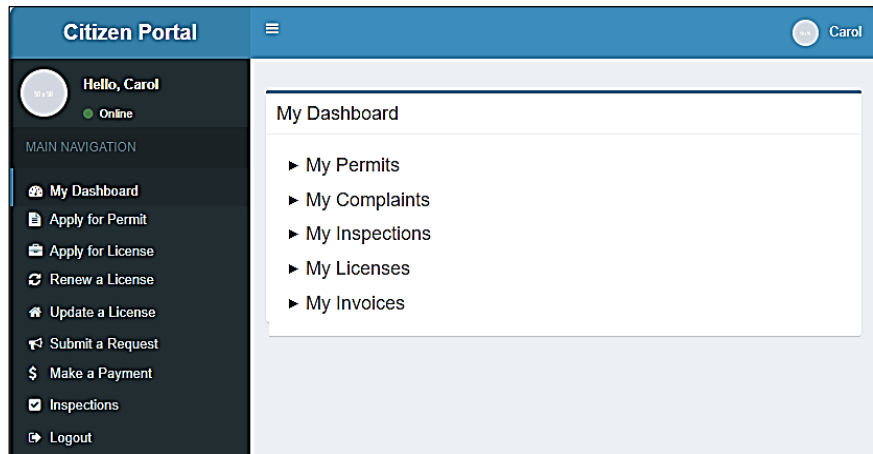
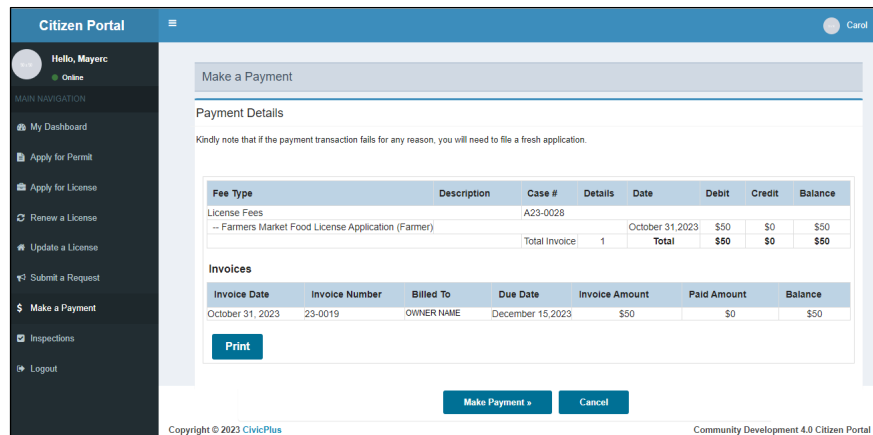If you have 1 or more invoices that are currently due for payment, they will all be displayed here.

Once you have identified the invoice that you want to pay, **click** on the PAY INVOICE link.

The Payment Details screen is displayed.

Review the information.
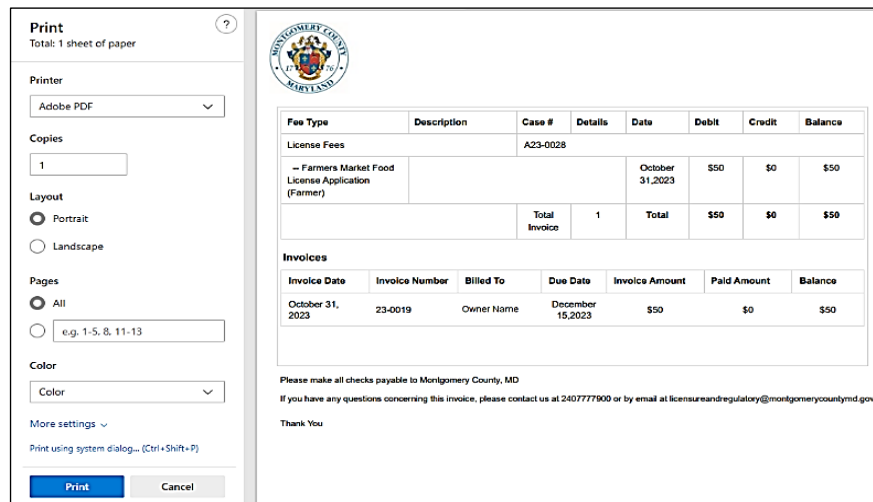
If you would like to print a copy of the invoice for your records, **click** on the PRINT button.

The system takes you to your printer's print screen to print a copy of the invoice in PDF format.

Select the necessary print options.

Click on the PRINT button to print the Invoice.

When you are finished, **click** on the CANCEL button to return to the Payment Details screen.

Click on the MAKE PAYMENT button to continue.

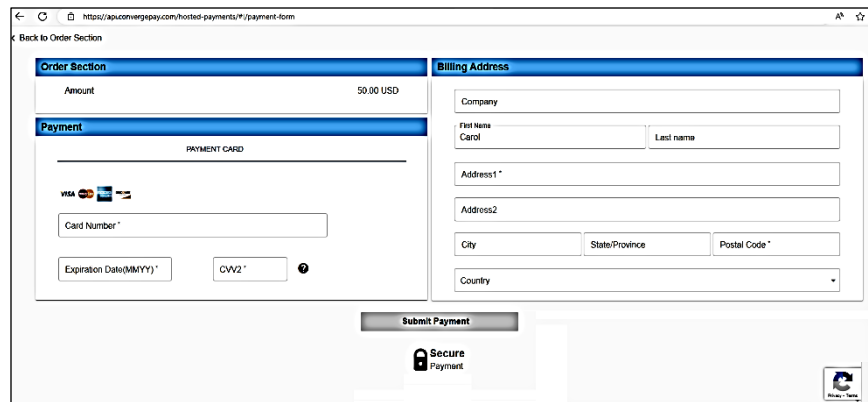CivicPlus redirects you to the Converge Credit Card Payment screen.

The Converge Payment screen is displayed.

Verify that the amount is the same as the invoice amount.

Enter all required information.

Click on the SUBMIT PAYMENT button.

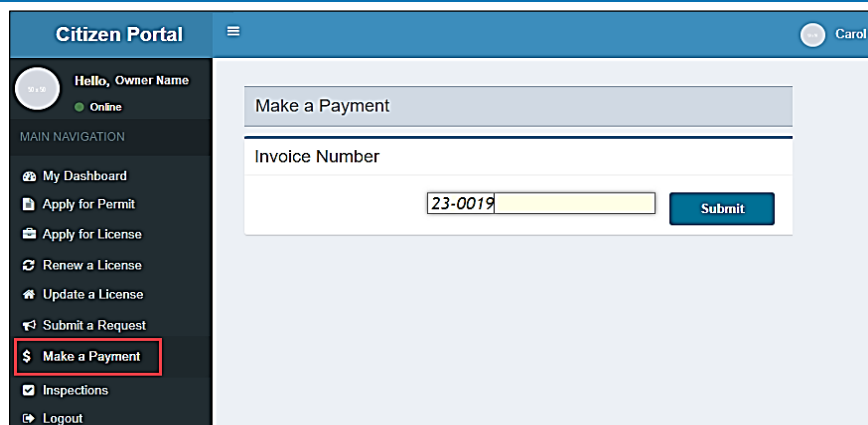Converge will indicate whether the payment was successful or unsuccessful.

OPTION 2: If you know the Invoice Number, you can click on the MAKE A PAYMENT link in the Menu Column on the left

If you know the Invoice Number that needs to be paid, you can click on the MAKE A PAYMENT link in the menu on the left.

Enter the INVOICE NUMBER.

Click on the SUBMIT button.

The Payment Details screen is displayed.

Review the information.

If you would like to print a copy of the invoice for your records, **click** on the PRINT button.

The system takes you to your printer's print screen to print a copy of the invoice in PDF format.

Select the necessary print options.

Click on the PRINT button to print the Invoice.

When you are finished, **click** on the CANCEL button to return to the Payment Details screen.

Click on the MAKE PAYMENT button to continue.

CivicPlus redirects you to the Converge Credit Card Payment screen.

The Converge Payment screen is displayed.

Verify that the amount is the same as the invoice amount.

Enter all required information.

Click on the SUBMIT PAYMENT button.

Converge will indicate whether the payment was successful or unsuccessful.

Navigate back to MY DASHBOARD.

Logout by clicking on the LOGOUT link located at the bottom of the Menu column.