MAKE A CREDIT CARD PAYMENT ON THE CITIZEN PORTAL



Navigate to the CIVICPLUS Citizen Portal: <u>https://www.civicgov4.com/md_montgomery/portal/</u>

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.

	Cilizen Portial Login Register
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.	Welcome to our Resident Portal! This portal provides the public 24/7 access to the following online services: Apply For a License Submit a Complaint Pay For an Invoice Login To My Resident Portal
	Citizen Portal Login Register
The Citizen Portal Login screen is displayed.	Login USER EMAIL *
Enter your USER EMAIL*	PASSWORD *
Enter your PASSWORD*	
Click on the SIGN IN button.	C REMEMBER ME NEXT TIME SIGN IN Forgot username or password? First time here? REGISTER
	Citizen Portal = Carol
The Citizen Portal Main Screen opens with "My Dashboard" displayed.	Hello, Carol • Online My Dashboard • My Dashboard • Apply for Permit • Apply for License • Update a License * Update a License * My Licenses * My Invoices

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.

OPTION 1: Click on the MY INVOICES link to search for the invoice

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.

Carol Citizen Portal Hello, Carol Online My Dashboard My Permits 🙆 My Dashboard My Complaints Apply for Permit My Inspections Apply for License My Licenses C Renew a License My Invoices # Update a License 📢 Submit a Request \$ Make a Payment Inspections Logout Citizen Portal Carol Hello, Carol • Online My Dashboard My Permits 🙆 My Dashb My Complaints Apply for Permit My Inspections Apply for License C Renew a License My Licenses My Invoices Update a License isplaying 1 of Submit a Reques Assigned To Address Invoice Number Assigned To Invoice Date Due Date \$ Make a Payr Inspections Logout 23-0019 Owner Name 2023-10-31 2023-12-15 Owner Address \$50.00 Pax **Citizen Portal** Hello, May Make a Payment Payment Details Kindly note that if the payment transaction fails for any reason, you will need to file a fresh applicatio Apply for Licens **Fee Type** Case # <u>с</u> в







PAYMENT button to continue.

Click on the MAKE

CivicPlus redirects you to the Converge Credit Card Payment screen.



Redirecting to payment form, please wait.

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	C U https://api.com/nosteo-payments/#/payment-form						A* 57
The Converge Payment screen is displayed.	k Back to Order Section Creder Section Amount 50.00	00 USD	Billing Address				
Verify that the amount is the same as the invoice amount.	Payment BINNENT CARD	_	Company Fist Nens Carol		Last name		
Enter all required information.	VISA 🚭 🔤 🖘		Address1*				
Click on the SUBMIT PAYMENT button.	Card Number* Expiration Date(MMYY)* CVV2*		City	State/Province		Postal Code*	
Converge will indicate whether the payment was successful or unsuccessful.		Subm	Nit Payment				

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.

Citizen Portal		Caro
Hello, Owner Name Online	Make a Payment	
MAIN NAVIGATION 39 My Dashboard 9 Apply for Dormit	Invoice Number	
Apply for License Renew a License	Submit	
n# Update a License n⊄ Submit a Request		
\$ Make a Payment ☑ Inspections ☞ Logout		

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.

Hello, Mayerc	Males a Developed									
	Wake a Payment									
	Payment Details									
My Dashboard	Kindly note that if the pay	ment transaction fails for a	any reason, you v	vill need to file a	a fresh applicatio	in.				
Apply for Permit										
Apply for License	Fee Type		Des	ription	Case #	Details	Date	Debit	Credit	Balance
Renew a License	License Fees				A23-0028					
	Farmers Market F	Food License Application	(Farmer)				October 31,2023	\$50	\$0	\$50
Update a License					Total Invoice	1	Iotai	550	50	200
Submit a Request	Invoices									
	Invoice Date	Invoice Number	Billed To	Due	Date	Invoice Ar	mount Pa	id Amour	it	Balance
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Inspections										
	Print									
Logout										
				Make Payme	nta	Cancel				
	Copyright © 2023 CivicPlus						с	ommunity	Developn	nent 4.0 Citiz

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.

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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.

		Billing Address		
Amount	50.00 USD	Company		
ent		First Name Carol	Last par	10
PAYMENT CARD]	
sa 😄 🏧 📷		Address1		
Card Number *		Address2		
		City	State/Province	Postal Code *
piration Date(MMTT)		Country		
Hello, Portal User				
Online	My Dashboa	ard		
I NAVIGATION	NV Porm	vite		
My Dashboard	> My Com	nlainta		
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Navigate back to MY DASHBOARD.

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

Inspections
 Logout