

How to Create an Online Account:

- Go to norwalkoh.authoritypay.com & click **“Create a New Account”**.
- Fill in the information on the next screen. Your account number and CID can be found on your bill. If you can’t find this info, call our office. Click **“Create Account”**.
- An email will be sent to you from AuthorityPay, and you will need to open the email, click the link, and click the button to verify your account.
- After you verify your email address, go back and log in.

Log In

Not registered?

Get started today. All you need is your account number and CID from your bill. [Create a new account?](#)

Create an Account

First Name

Last Name

Account Number

CID

Email Address

Confirm Email Address

Password

Confirm Password

Create Account

How to Add a Payment Method:

In the upper right-hand corner of the screen, you will see one of three things: **your name, your email address, or a down arrow like this** ▼. Click on any of these things to get a drop-down menu.

- Click on **“Payment Methods”**
- On the next screen, choose to either add a new Credit card or a new eCheck.
- When all the info is added, save these payment details, **then click “Home” at the top of the page.**

General

Account Information

Accounts List

Payment Methods

Paperless Settings

Logout

Additional Options

- Add a new Credit Card
- Add a new eCheck

How to Enroll in AutoPay for **ONE ACCOUNT**:

- On the Home screen, click **“Enroll in AutoPay”** under the blue button on the left side of the screen: **DO NOT CLICK THE \$ MAKE A PAYMENT BUTTON.**
- On the next page, scroll down to **“Payment Profile”**. Click on the drop-down menu that says **“Please select a Payment Profile”** and choose the account you saved in the previous step.

\$ Make a Payment

[Enroll in AutoPay](#)

Payment Profile

Payment Profile [Please select a Payment Profile](#) ▼

- Scroll down and click the check box and then click **Enroll in Autopay.**

Enroll in AutoPay

❗ To enroll in NCR AutoPay, you will need to provide your account information, select an existing Payment Profile, and agree to the NCR Payment Terms of Service. You may stop AutoPay payments at any time; however, payment may still be due.

☒ I agree to the [Payment Terms of Service](#) and authorize this payment.

[Enroll in AutoPay](#)

- Click **“Home”** at the top of the page. It should now say **“Manage AutoPay Settings”** if you’ve enrolled correctly.

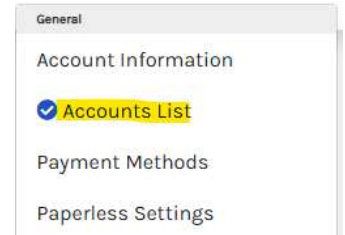
\$ Make a Payment

[Manage AutoPay Settings](#)

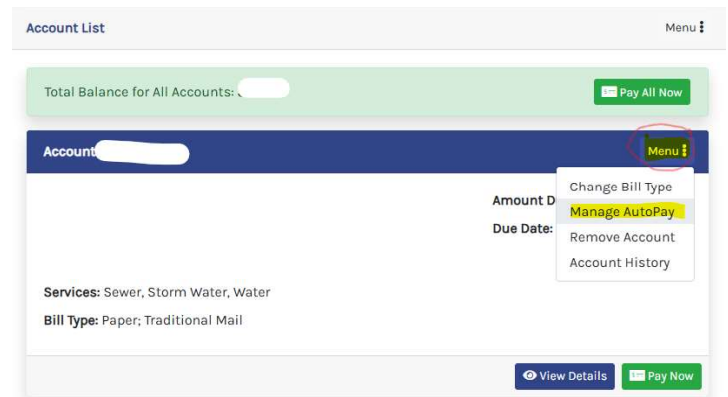
How to Enroll in AutoPay for **MULTIPLE ACCOUNTS**:

Once you have registered with the first account, in the upper right-hand corner of the screen, you will see one of three things: **your name, your email address, or a down arrow like this ▼**. Click on any of these things to get a drop-down menu.

- Click on “**Accounts List**”.
- Enter the **Account Number** and the **CID number** for the next account. Click “**Add Account**”.

A screenshot of the 'Add an Account' form. It has a title 'Add an Account' in blue. Below it are two input fields: 'Account Number' and 'CID', both highlighted with yellow backgrounds. At the bottom is a green button with a white plus icon and the text 'Add Account'.

- For each account listed, click on the **Menu** button and click “**Manage Autopay**” for **EACH account, one by one**.



- Click “Please select a Payment Profile” and choose the Payment Method saved in your profile. Scroll down **and click the check box** next to “I agree to the Payment Terms of Service and authorize this payment.” Then **click the green button** that says “Enroll in AutoPay”.

A screenshot of the 'Enroll in AutoPay' form. It has a title 'Enroll in AutoPay' in white on a dark background. Below the title are two sections: 'Payment Profile' and 'Backup Payment Profile'. Each section has a dropdown menu with the text 'Please select a Payment Profile' and 'Please select a Backup Payment Profile' respectively. Below these is a light blue box containing text: 'To enroll in NCR AutoPay, you will need to provide your account information, select an existing Payment Profile, and agree to the NCR Payment Terms of Service. You may stop AutoPay payments at any time; however, payment may still be due.' Below this text is a checkbox and the text 'I agree to the Payment Terms of Service and authorize this payment.' At the bottom is a green button with a white plus icon and the text 'Enroll in AutoPay'.

- Go back to the **Accounts List** page and do this process for **every account** that you want to enroll in AutoPay.