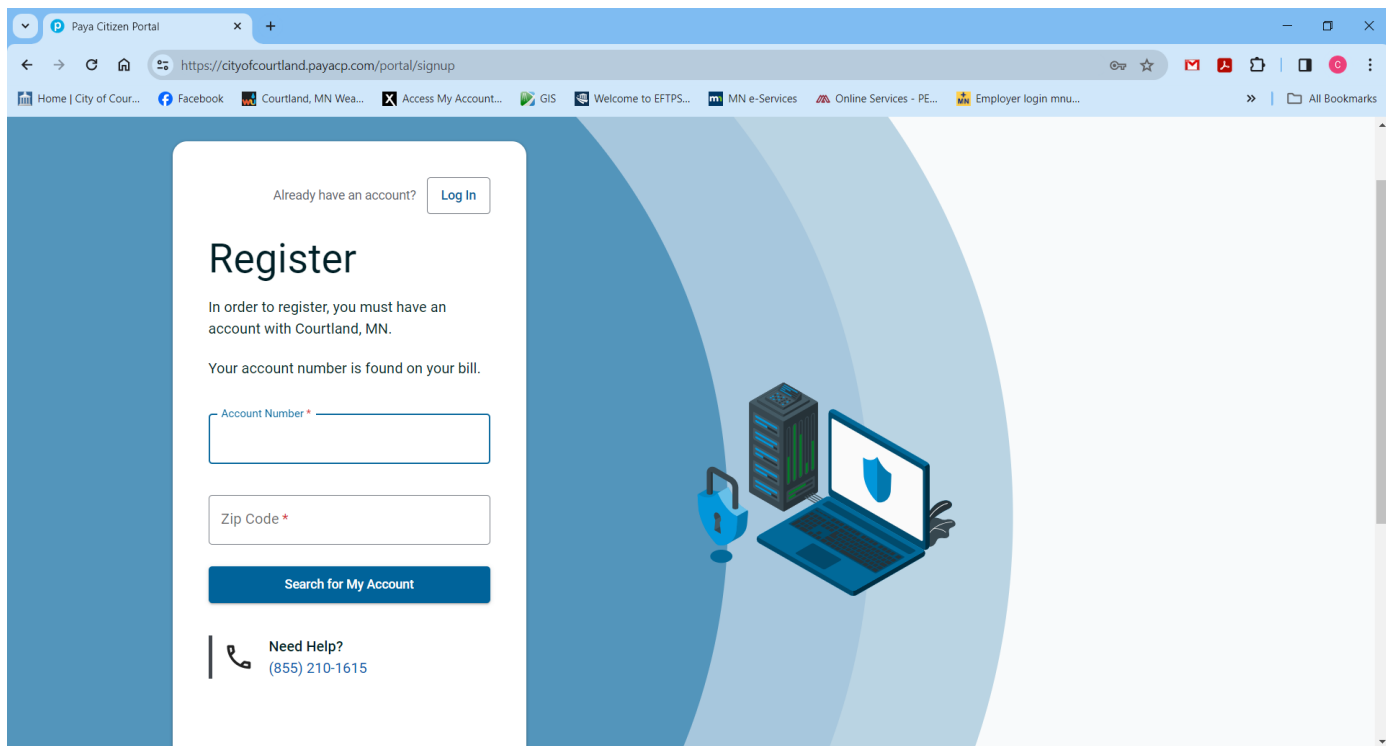
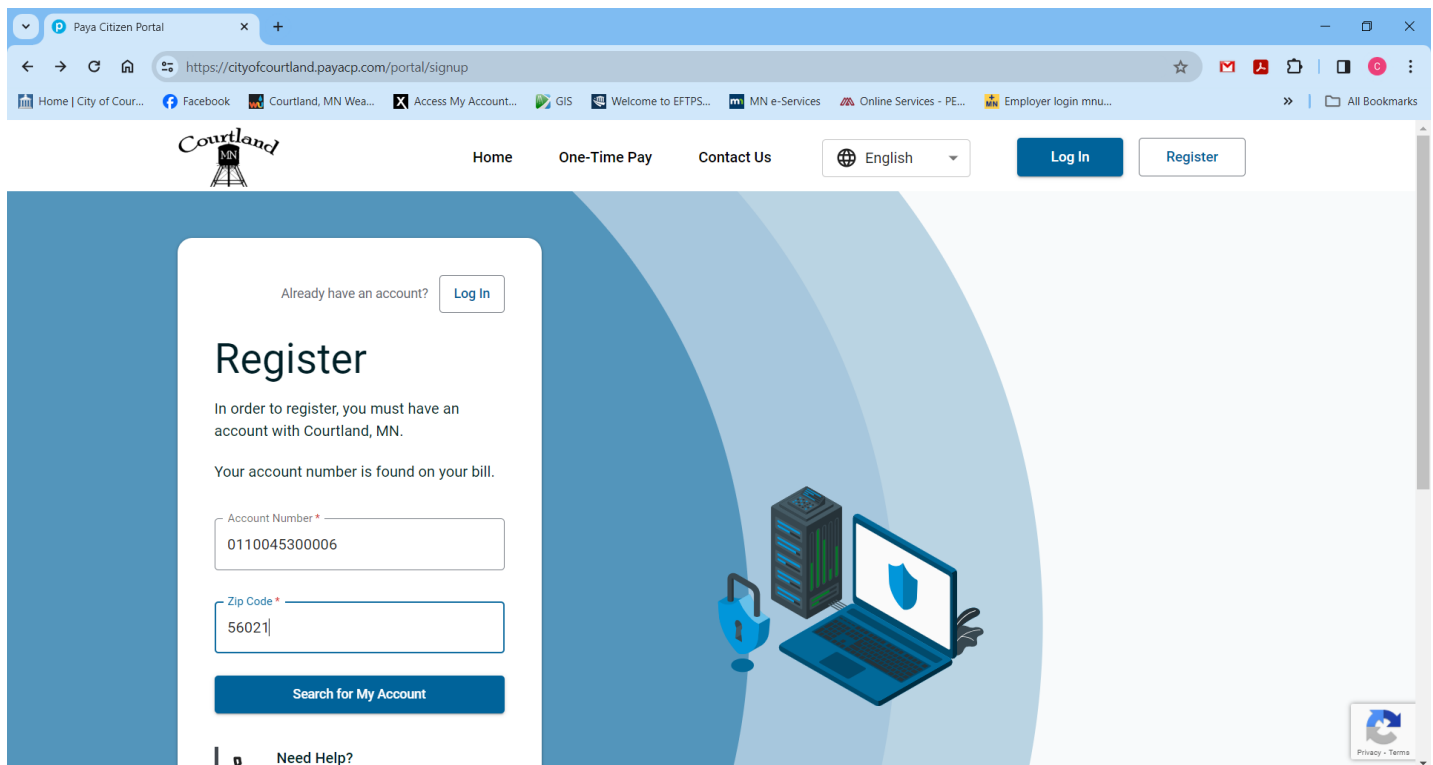
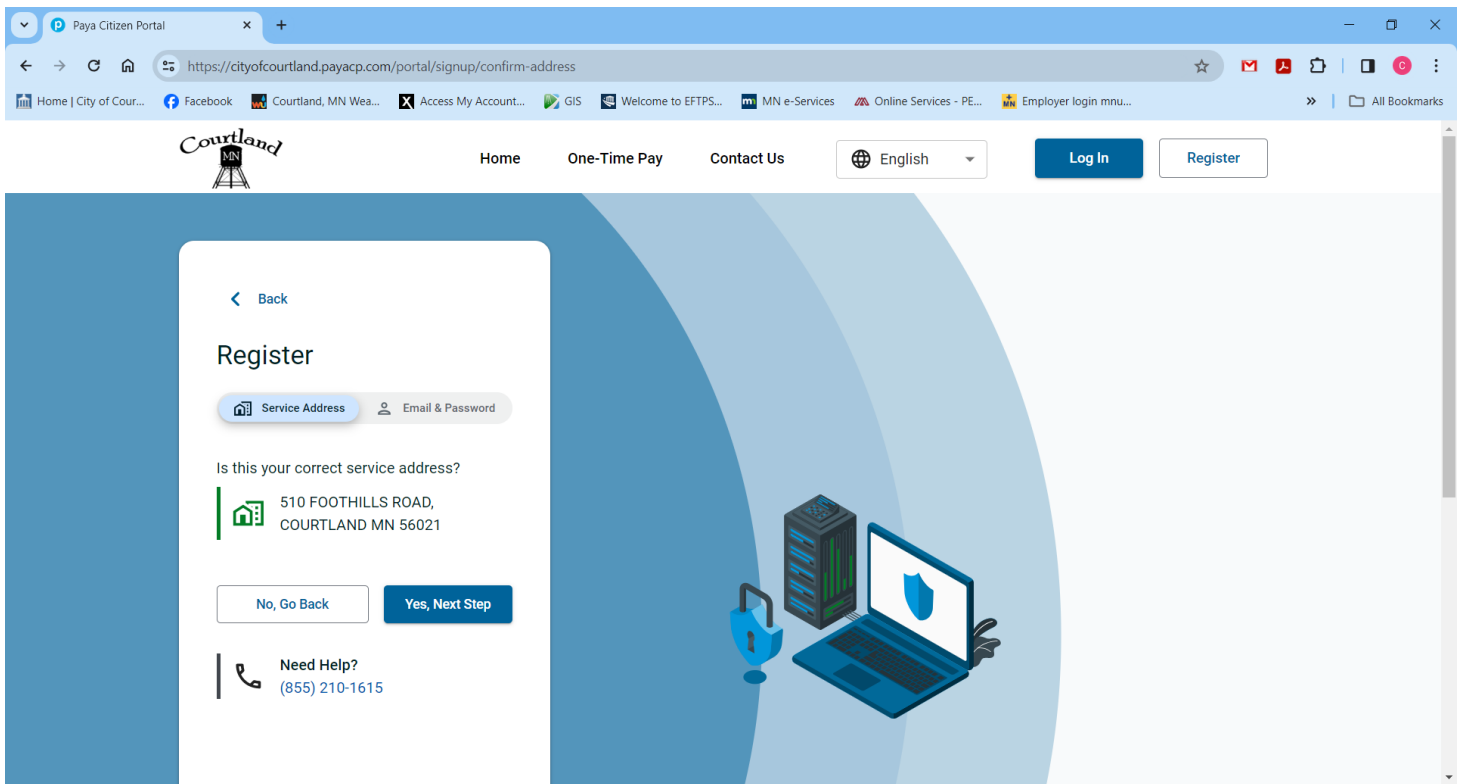


How to use new Paya Citizen Portal

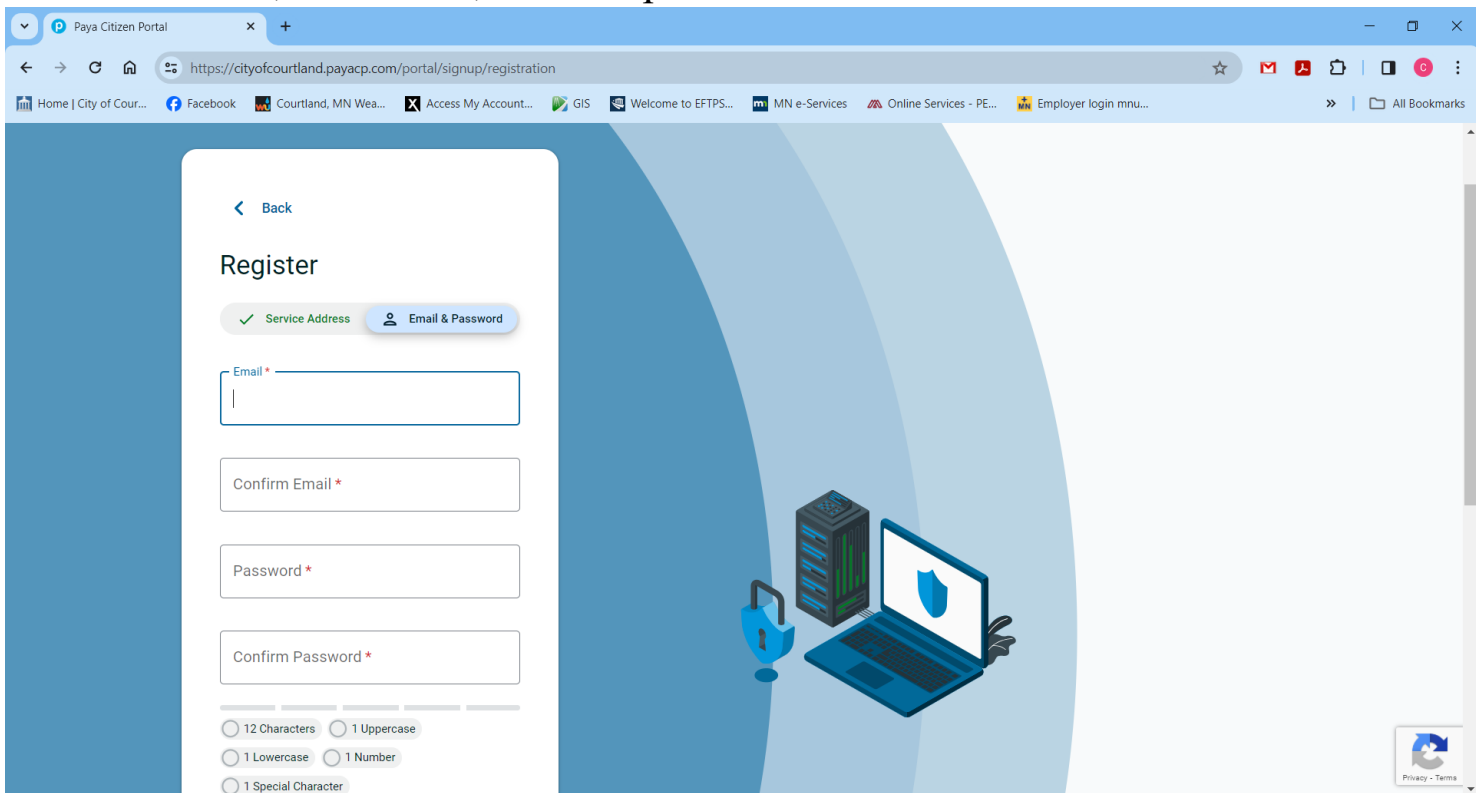


Enter your full account number **without dashes** and your zip code. Click “Search for My Account”





If this is correct, click “Yes, Next Step”



Enter email, confirm email and choose password using criteria, confirm password. Check agreement box. Click “Send Email Verification”. Check your email and verify.

You may now login using email and password.

If you have more than one account, you may link them by clicking on drop down arrow under My Account

The screenshot shows the home page of the City of Courtland Paya Citizen Portal. The browser address bar displays <https://cityofcourtland.payacp.com/home>. The page features a navigation menu with links for Home, Make a Payment, Account History, and Contact Us. A language dropdown menu is set to English. The user's account information is displayed in the top right corner: Account # 0110045300006, 510 FOOTHILLS ROAD, COURTLAND MN 56021.

Your Current Bill

Description: Courtland, MN Due by: Tue, 12/26/23
Amount due: \$ 0.00
Make Payment

Recent Bills & Payments

Date	Type	Amount	Description	Options
12-08-23	Bill	\$85.78	Courtland, MN Bill	⌵ ⋮

[Go to Account History](#)

My Account

510 FOOTHILLS ROAD, COURTLAND MN 56021
Account Number: 0110045300006

510 FOOTHILLS ROAD, COURTLAND MN 56021
account #: 0110045300006

ADD NEW ACCOUNT

e-Billing Not Enrolled
Receive your bills online by enrolling for paperless bills

Messages from Courtland, MN
General messages about utilities outages, maintenance, billing, etc. will be here.

No messages

Click “ADD NEW ACCOUNT”

The screenshot shows the settings page for managing accounts. The browser address bar displays <https://cityofcourtland.payacp.com/settings/manage-accounts>. The page has a settings menu with tabs for Profile, Manage Accounts, Payment Methods, Auto-Pay, e-Billing, and Notifications. The Manage Accounts section is active.

Manage Accounts

If you own or manage multiple properties, you can pay their utility bills from a single portal. Use the drop-down box on the main screen to switch between various accounts.

Registered Accounts

510 FOOTHILLS ROAD, COURTLAND MN 56021
Account #: 0110045300006

Add Another Account

To add another account, you will need the account number and ZIP code for the associated service address. It should be on your invoice.

Account Number

Zip Code

Search for My Account

ENTER FULL ACCOUNT NUMBER **WITHOUT DASHES** AND BILLING ZIP CODE; CLICK “Search for My Account”

Account #: 011009800007

510 FOOTHILLS ROAD, COURTLAND MN 56021
Account #: 0110045300006

Add Another Account
We found this address on file:

Service Address:
213 4th Street,
COURTLAND MN 56021

Do you want to add this account to your profile?

If the address is wrong, please contact us to correct it.

Options

Verify service address and click “Add Account”

Account # 0110045300006
510 FOOTHILLS ROAD
COURTLAND MN 56021

Your Current Bill

Description: **Courtland, MN** Due by: **Tue, 12/26/23**

Amount due: **\$ 0.00**

Recent Bills & Payments

Date	Type	Amount	Description	Options
12-08-23	Bill	\$85.78	Courtland, MN Bill	⌵ ⋮

[Go to Account History](#)

My Account

510 FOOTHILLS ROAD, COURTLAND MN 56021
Account Number: 0110045300006

213 4th Street, COURTLAND MN 56021
account #: 0110117000003

300 RAILROAD STREET, COURTLAND MN 56021
account #: 0110116000004

329 MAIN STREET, NEW ULM MN 56073
account #: 0110098000007

510 FOOTHILLS ROAD, COURTLAND MN 56021

No messages

Accounts are now under one login. At this time you will have to select each account to make payment, set up for auto-pay and e-billing. You may total positive balance accounts and make one payment under one of your accounts, do not include an account if it has a credit balance.

Account # 0110045300006
510 FOOTHILLS ROAD
COURTLAND MN 56021

Your Current Bill

Description: Courtland, MN Due by: Tue, 12/26/23
Amount due: \$0.00 [Make Payment](#)

My Account

510 FOOTHILLS ROAD, COURTLAND MN 56021
Account Number: 0110045300006

Quick Links

- [Auto-Pay](#) (Not Enrolled) - Set up your bills to be paid automatically every month
- [e-Billing](#) (Not Enrolled) - Receive your bills online by enrolling for paperless bills

Recent Bills & Payments

Date	Type	Amount	Description	Options
12-08-23	Bill	\$85.78	Courtland, MN Bill	

[Go to Account History](#)

Last login was on: Dec 21st, 2023 at 9:42 AM

Messages from Courtland, MN

General messages about utilities outages, maintenance, billing, etc. will be here.

No messages

If you need help, Call, Send a message or an email.

Account # 0110045300006
510 FOOTHILLS ROAD
COURTLAND MN 56021

Need Help?

For Utility related problems or questions about your bill, contact:

Account Support
☎ (507) 354-7055
✉ ctlclerk@comcast.net
Mon, Wed, Thu: 8:00 AM - 4:30 PM | Fri: 8:00 AM - 1:00 PM | Tue: Closed
Central Standard Time

For Help logging in, using this portal, or making a payment online, contact:

Payment Portal Support
☎ (855) 210-1615
✉ CourtlandCPSupport@nuvei.com
Mon-Fri: 8:00 AM - 5:00 PM
Central Standard Time

Contact Us

You can send a message to portal support instead of calling and emailing. We will respond within 2 business days.

First Name

Last Name

Email Address

Message (up to 4,000 characters)

[Send Message](#)

[Privacy - Terms](#)

FAQ'S FOR COURTLAND, MN'S NEW PAYMENT PORTAL!

What is this new payment portal - Citizen Portal?

Citizen Portal is an online payment portal that we have partnered with Paya, a Nuvei company, for our utility bill payments. You access your account from this website, <https://cityofcourtland.payacp.com/home> .

Where can I learn more about Paya?

Simply visit www.paya.com to learn more about our new vendor!

If I had an account with AllPaid, do I have to create a new account in Citizen Portal?

Yes, the accounts do not carry over, so you will need to go through the quick and easy process of creating a new account in Citizen Portal. To do so, please visit: <https://cityofcourtland.payacp.com/home> . You will need to use full account number without dashes when creating your account. If you have more than one account, you only need to create one login and add your additional accounts to that on login.

Does it cost anything to sign up for online bill payment?

It's free to sign up for online bill payment, enroll in Auto Pay or e-billing.

If I was previously enrolled in Auto Pay, do I need to re-enroll in the new portal?

Yes, the auto pay does not carry over, so you will need to enroll in Auto Pay once you create a new account in Citizen Portal (see above). Or, you can call the Paya Portal Support Center at **(855) 210-1615** and they can assist you.

Are there fees associated with making a payment through the Portal?

Yes, there are processing fees that will be assessed, which are lower than our previous payment portal. Those fees are: **2.75%** for credit card transactions and a flat fee of **\$1.10** for ACH transactions. These fees also apply to any auto-payments that are made.

Please note: there is no additional fee assessed if you call the Paya Support Center.

What payment methods can I use?

You can pay your utility bills with a credit or debit card, or through a checking or savings account. We also offer Auto-Pay programs that allow you to use your preferred method of payment.

What information is available in the Portal?

Account balance, bills and payments are available as well as the ability to enroll in Auto-Pay and e-Billing. Portal users can also see current billing address, phone number, and email address that are on file with us.

Do I need to pay my bills from my computer?

Not at all. You can pay your bill from anywhere in the world! All you need is access to the Internet through a Web browser. You then log in to your account using your e-mail address and password. No need to worry about late payments if you're out of town when your bill is due.

How do I know the payment went through?

After you complete the transaction, you will receive a Payment Confirmation on the next screen as well as a receipt emailed or texted, your preference.

What payment options do I have?

We work to ensure you have a variety of payment options available at home or on the go. You can pay Online with any browser from a laptop, PC or Phone, take advantage of our Auto-Pay option or contact our Live Call Center where an agent will assist you over the phone. Live agent support is available 8am-5pm Central, Monday through Friday.

I have more than one account, can I combine them?

At this time, each account will need to be processed individually, processing fees will apply to each payment.

Is my information safe?

Absolutely. All the transactions are handled on secure servers and are fully PCI compliant (Standards set for ensuring secure transactions). What is PCI Compliance? [Click here to read more.](#)