



# City of Lynchburg CityLink User Guide

Welcome to CityLink, the City of Lynchburg’s online account management and payment website. Please select from the following options or continue reading for a complete description and instructions on how to use CityLink.

This is CityLink Main Page:

**Quick Payment**  
Pay a bill, other than parking, using a credit card or e-Payment without logging into CityLink.  
[Pay Now](#)

**Parking**  
Manage your parking account.  
[Pay for Parking](#)

**View Your City Accounts**  
Login to CityLink to view all accounts associated with your profile.  
[Login](#)

## Important Information

© 2021 - City of Lynchburg, VA      [Disclaimer](#)      [Payment Refund/Cancellation Policy](#)      [Privacy Policy](#)      [Terms of Service](#)

Along the top (and bottom) of the CityLink Main Page there are links that provide access to various components of the system:

|                                    |   |
|------------------------------------|---|
| Lynchburg VIRGINIA                 | <ul style="list-style-type: none"> <li>Click to access CityLink Home Page</li> </ul>  |
| Help                               | <ul style="list-style-type: none"> <li>Click to access Help Documentation</li> </ul>  |
| Login    john.doe@lynchburgva      | <ul style="list-style-type: none"> <li>Click to login or, if already logged in – clicking your email address will access manage account settings</li> </ul> |
| © 2018 - City of Lynchburg, VA     | <ul style="list-style-type: none"> <li>Clicking here will take you to the City of Lynchburg Home Page</li> </ul>  |
| Disclaimer                         | <ul style="list-style-type: none"> <li>Clicking here will take you to a Disclaimer</li> </ul>   |
| Payment Refund/Cancellation Policy | <ul style="list-style-type: none"> <li>Clicking here will take you to the Payment Refund and Cancellation policies</li> </ul>                               |
| Privacy Policy                     | <ul style="list-style-type: none"> <li>Clicking here will take you to the Privacy Policy</li> </ul>   |

|                  |   |
|------------------|---|
| Terms of Service | <ul style="list-style-type: none"> <li>Clicking here will take you to our Terms of Service</li> </ul> |
| Logout           | <ul style="list-style-type: none"> <li>Log out of CityLink</li> </ul>                                 |

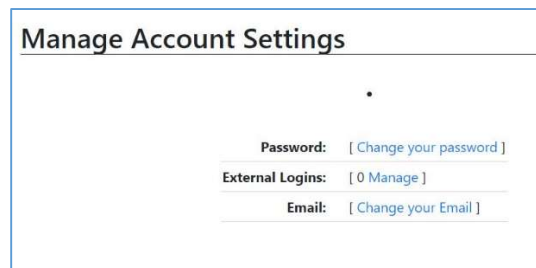
## Managing Your CityLink Account:

Depending on whether you use a local account registered within the CityLink system or if you log into CityLink utilizing an external account (e.g. Google, Facebook, Twitter, Microsoft), there will be some variations on how you manage your CityLink account.

To access your account information, click on your email address in the top right corner of your screen



Clicking on your email address will redirect you to the “Manage Account Settings” page:



From here you can:

- Change your password
- Manage/View your External Logins – Note that a running total will be maintained of the number of external logins that have occurred
- Change your Email

### Changing Your Password:

Clicking on the “Change Your Password” link will bring you to the “Change Password” page:

**Change Password**

**Password Requirements:**

- Must be at least six characters long
- Must have at least one number (0-9)
- Must have at least one uppercase letter (A-Z)
- Must have at least one lowercase letter (a-z)
- Must have at least one special character (@#\$%&()-/+\*,)

Current Password:

New Password:

Confirm New Password:

[Change password](#)

Please note the password requirements displayed on the screen.

You must also enter your current password, your new password, and a confirmation (repeated entry) of your new password before clicking the blue [Change Password](#) button to change your password. When you have successfully changed your password, you will receive a confirmation message: Your password has been changed.

### **Managing External Logins:**

Clicking on “Manage” in the External Logins field brings you to the “Manage External Logins” screen:

**Manage External Logins**

**Registered Logins**

Microsoft [Remove](#)

**Available Logins**

[Google](#) [Facebook](#) [Twitter](#)

Here you will be able to review and manage your external logins (e.g. Google, Facebook, Twitter, and Microsoft) and add or remove these logins. There will be some variation between the different login processes (Google, Facebook, Twitter, and Microsoft).

### **Changing Your Email:**

Clicking on the “Change your Email” link brings you to the “Change Email” screen:

### Change Email

Current Email Address: john.doe@lynchburgva.gov

New Email Address:

Confirm New Email Address:

[Change Email](#)

At the top, your current email will appear. Enter your new email address in the appropriate field and then re-enter your new email address to confirm and click the blue [Change Email](#) button. When you have successfully changed your email address, you will receive a confirmation message: Your email has been changed. You will use this new email address to login to your CityLink account.