



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:

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

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




Quick Payment:

The Quick Payment option is for citizens that do not want to set up a CityLink Account to view/manage their City accounts. By selecting the blue **Pay Now** button, the Quick Payment screen will be displayed:

Please fill in the information below and choose a Payment Option, to Continue.

Account Type:

Account Number:

Payment Option:  |  | 

[Back](#)

To select an Account Type, click in the Account Type field and a group of account types will appear. Click and highlight the correct account type from the list provided:

*** Select an Account Type *** ▼

*** Select an Account Type ***

Business License, Meals, Lodging, Amusement

Miscellaneous Bills



Permit

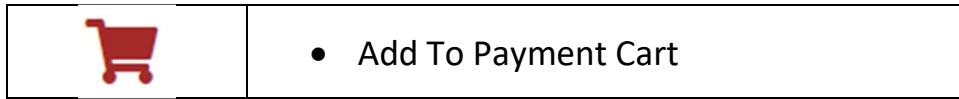
Personal Property

Real Estate

Utilities

Enter your Account Number in the Account Number field. If you do not have (or you are not sure about) your Account Number, please contact City of Lynchburg Billings & Collections at **(434) 455-3850** in order to verify your account information. Once you have entered your Account Number, click on the Payment Option icon that you wish to use to make your payment:

	<ul style="list-style-type: none"> ePayment (No fees)
	<ul style="list-style-type: none"> Credit/Debit Card Payment (Processing Fee)



By selecting the ePayment option, you are choosing to complete your payment electronically using a checking or savings account and no additional fees will apply. If you choose to pay with a credit card or debit card for your transaction, additional fees will apply.

E-Payment:



If you select E-Payment, the Create ePayment screen will be displayed:

A screenshot of a web form titled "Create ePayment (No fees)". The form contains the following fields: "Account Type" (Real Estate), "Account Number" (00101004), "Amount to Pay" (0.00), "Bank Account Type" (Checking), "Bank Routing Number" (with a help icon), "Bank Account Number", "Re-Enter Bank Account Number", and "Bank Account Holder Name". At the bottom are "Continue" and "Back to Accounts" buttons. A callout box on the right contains the text: "Click on the blue credit card icon to change your method of payment. Click 'Back to Accounts' to return to your accounts". A red arrow points from the callout box to the "Back to Accounts" button.

Provide the necessary information in order to complete your E-Payment:

- Amount to Pay – the payment amount that you are making on your account. The total amount due on the account is displayed as the default. This may include multiple installments for real estate and personal property. The default amount displayed can be changed.
- Bank Account Type – Checking or Savings
- Bank Routing Number – this is the series of numbers that appear at the bottom of your check

- Bank Account Number/Re-Enter Bank Account Number – your bank account number entered twice to verify that it has been entered correctly
- Bank Account Holder Name – the full name of the account holder

To obtain your bank account and routing numbers, look at the bottom of your check. These numbers appear as depicted in the illustration below:



Once all the information is entered and the blue **Continue** button is clicked, a confirmation screen will be displayed with all of the information that you have entered. Review this information and, if it is correct, click on the blue **Confirm** button in order to initiate your ePayment. If the information is not correct, click the gray **Edit** button to make changes.

Create ePayment (No fees)

Please confirm your payment.

Account Type:	Real Estate
Account Number:	00101005
Amount to Pay:	100.00
Bank Account Type:	Checking
Bank Routing Number:	123123123
Bank Account Number:	123123123
Re-Enter Bank Account Number:	123123123
Bank Account Holder Name:	Test

Please confirm your payment

Confirm
Edit
| [CityLink Home](#)

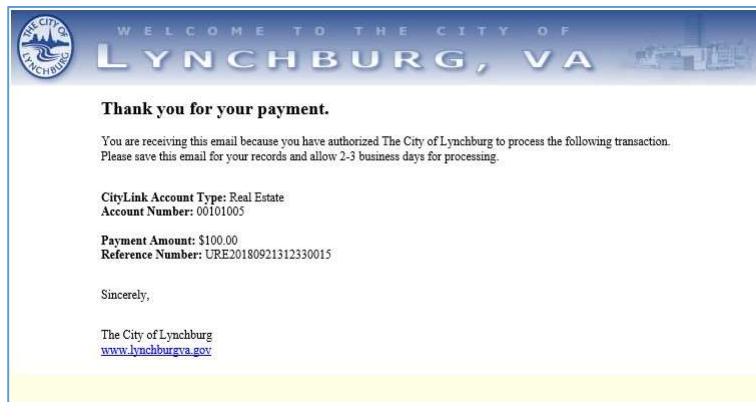
When you have confirmed your E-payment you will be presented with a final Confirmation screen confirming your E-Payment submission:

Create ePayment (No fees)

The payment of \$100.00 was successfully recorded for account 00101005.
If you would like an email confirmation, please enter an address below and click Send Email.

Account Type:	Real Estate
Account Number:	00101005
Amount to Pay:	100.00
Confirmation Number:	URE20180921312330015
eMail Address:	<input type="text"/>
<input type="button" value="SendEmail"/> CityLink Home	

To receive an email confirmation, enter an email address and click **SendEmail** and a confirmation email will be sent to the address entered. Your email confirmation will look like this:



Click "CityLink Home" to return to the CityLink Home Page.

Credit Card/Debit Card Payment:




Selecting the Credit Card/Debit Card option will display the Card Payment screen:

Credit Card Payment (Fees apply)

Please enter your Amount to Pay and click Continue.

Account Type:	Real Estate
Account Number:	00101006
Amount To Pay:	<input type="text" value="100.00"/>

[Continue](#)  CityLink Home

Click on the check icon to change your method of payment. Click "CityLink Home" to return to the Home Page.

Enter the required information and click the blue **Continue** button. A confirmation screen will display all of the entered information. Review this information and click **Confirm** in order to make your payment.

Confirm Credit Card Payment

Note: After confirming, you will be sent to the city's secure credit card processor.

Account Type:	Real Estate
Account Number:	00101006
Amount To Pay:	100.00
Service Fee:	2.25
Total:	102.25

Please confirm your payment [Confirm](#) [Edit](#) | [Back to Quick Payments](#)

Click "Confirm" to make your payment. Click Edit to edit your information. Click "Back to Quick Payments" to return.

When you click on the blue **Confirm** button, as it is noted on the screen, you will be transferred to the City's secure credit card processor. Fill out the necessary information to process your credit card transaction:

Bill Information

Total Amount	102.25 USD
Account Type	RETAX
Account Number	21905007

Click "Continue Payment"

CONTINUE PAYMENT



Payment

PAYMENT CARD

Key in your credit card number, expiration date, and 3 digit code

Card Number *

Expiration Date(MMY) *

3 Digit Security Code



Billing Address

*Key in your billing
address information*

Company

First Name *

Last name *

Address1 *

Address2

City *

State/Province *

Zip Code *

Email Address

Phone(used if payment cannot be completed)

Once you have entered the necessary information, click the **Submit Payment** button at the bottom in order to proceed. Once your payment has processed, you will be presented with a confirmation via the email address provided:

Credit Card Payment Approved

Thanks for your payment! Please print this page for your records.

A confirmation email was sent to john.doe@domain.com

Reference ID: 36450

Account Type: Business License

Account Number: 99999999

Transaction Date: 10/2/2018 2:23:54 PM

Card Number: 41*****9990


Cardholder Name: John Doe

Bill Amount Paid: 1.00

Service Fee Paid: 0.02

Total Amount Paid: 1.02

[CityLink Home](#)



WELCOME TO THE CITY OF
LYNCHBURG, VA

Credit Card Payment Approved.

Thanks for your payment! Please print this page for your records. Please allow 2-3 business days for processing.

CityLink Account Type: Business License
Account Number: 99999999
Payment Amount: \$1.02
Reference Number: 36450
Transaction Date: 10/2/2018 2:23:54 PM
Card Number: 41*****9990
Cardholder Name: John Doe

Sincerely,

The City of Lynchburg
www.lynchburgva.gov

Add To Payment Cart

Using the CityLink payment cart allows you to pay multiple accounts with one ePayment or one credit card transaction. Selecting the Add To Payment Cart icon option will display the Add To Payment Cart screen:

Add Payment To Cart

Please enter your Amount to Pay and click Add.

Account Type:	Personal Property
Account Number:	332101
Amount To Pay:	<input type="text" value="324.39"/>
<input type="button" value="Add"/> CityLink Home	

Click "CityLink Home" to return to the Home Page.



Enter/Verify the amount to pay and click the blue **Add** button.

A screen will display showing what is currently in your payment cart. When you are done adding payments to your cart, choose a payment option(i.e. ePayment, Credit Card). Follow the instructions above for completing your payment.

My Payment Cart

Click the "Edit Payment Amount" icon to change the payment amount.

Click the "Remove From Cart" icon to remove the payment.

Actions	Account Number	Account Type	Payment Amount	Add Date
 	332101	PP	\$324.39	06/11/2020
Total Payment:			\$324.39	

Click "Clear Cart" to remove all payments.

Click "Back to Quick Payments" to add another payment for a different account

[Back to Quick Payments](#) |

Payment Options

