



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.

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CityLink Main Page:

This is CityLink Main Page:


The screenshot shows the top navigation bar with the City of Lynchburg logo, the text "Lynchburg VIRGINIA", a "Help" link, and a "Login" link. Below the navigation bar are three main service tiles:

- Quick Payment:** Represented by a green dollar sign icon. Text: "Pay a bill, other than parking, using a credit card or e-Payment without logging into CityLink." Button: "Pay Now".
- Parking:** Represented by an orange 'P' icon. Text: "Manage your parking account." Button: "Pay for Parking".
- View Your City Accounts:** Represented by a blue icon of a document with an arrow. Text: "Login to CityLink to view all accounts associated with your profile." Button: "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"> • Click to access CityLink Home Page
Help	<ul style="list-style-type: none"> • Click to access Help Documentation
Login <code>john.doe@lynchburgva</code>	<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


In the center of the CityLink Main Page, there are three sections that provide access to: Quick Payment, Parking, and View Your City Accounts:



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](#)

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:	*** Select an Account Type *** ▼
Account Number:	<input type="text"/>
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)

	<ul style="list-style-type: none">• Add To Payment Cart
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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:


Create ePayment (No fees)

Please enter your Amount to Pay and Bank information then click Continue.

Account Type:	Real Estate
Account Number:	00101004
Amount to Pay:	<input type="text" value="0.00"/>
Bank Account Type:	Checking ▾
Bank Routing Number:	<input type="text"/>  
Bank Account Number:	<input type="text"/>
Re-Enter Bank Account Number:	<input type="text"/>
Bank Account Holder Name:	<input type="text"/>



Click on the blue credit card icon to change your method of payment. Click "Back to Accounts" to return to your accounts

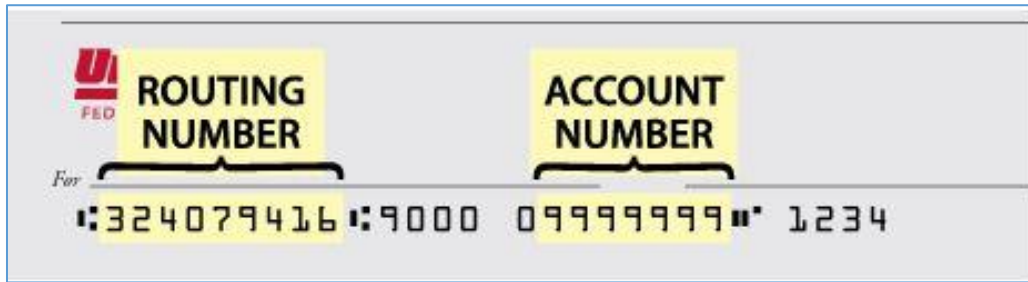


Provide the necessary information in order to complete your E-Payment:

- 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](#)

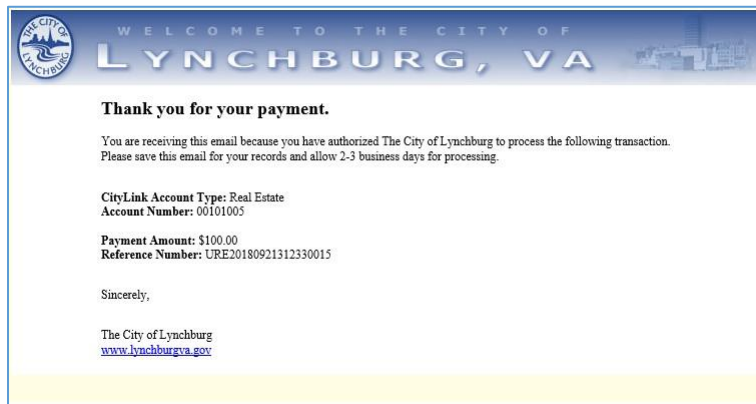
When you have confirmed your E-payment you will be presented with a final Confirmation screen confirming your E-Payment submission:

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"/>
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](#) | [Clear Cart](#)

Payment Options



Create New CityLink Account/Managing Logins

Enter your email address and password. If you are a new user, you can register as a new user or if you've forgotten your password, you can request a password reset by clicking the appropriate options*:

Use a local account to log in.

Email

Password

Remember me?

[Log in](#)

[Register as a new user](#)

[Forgot your password?](#)

Use another service to log in.



You may also use another service to log in by selecting from the options provided: Google, Twitter, and Microsoft.

*When creating a new account or if you have forgotten your password and need to renew/change it, you will be asked to confirm these actions by responding to an email that will be sent to the email address provided. When the confirmation email is sent, you will receive an onscreen notification (See Below):

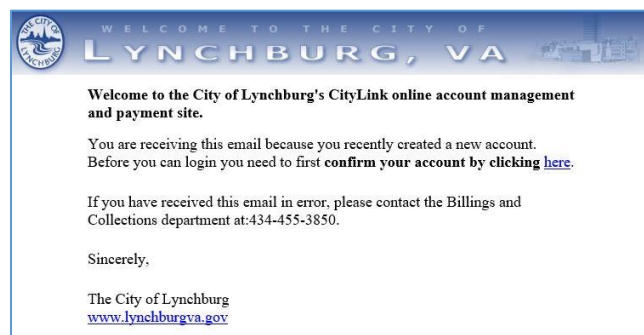
Confirmation Email Sent

Check your email and confirm your account. You must be confirmed before you can log in.

If you don't see the email in your inbox, check your Spam or Junk folder.

If you need assistance, please contact the Billings and Collections department at: 434-455-3850

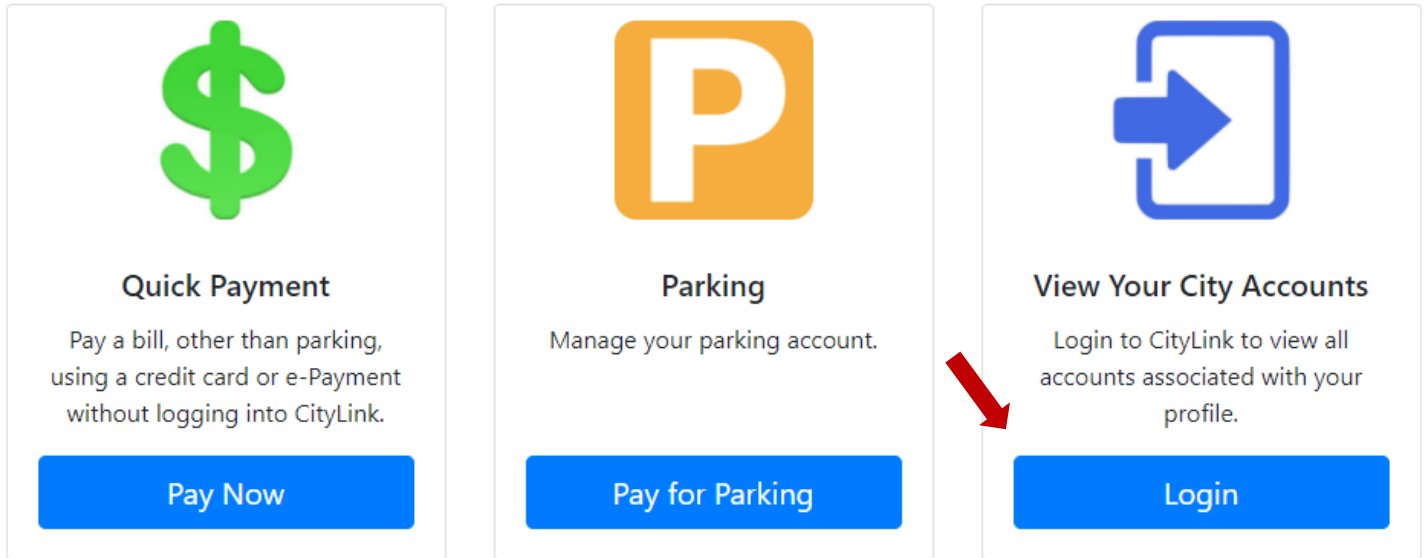
You will receive a confirmation email at the email address that you provided. Click the ["here"](#) link to confirm receipt of the confirmation email and to finalize your account setup.



View Your City Accounts:

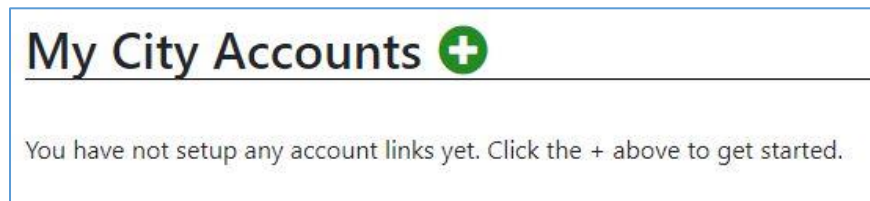
In order to view your City account information, click the blue **Login** button on the Main Page

Adding Accounts:



The image shows three service cards arranged horizontally. The first card, 'Quick Payment', features a green dollar sign icon, the text 'Quick Payment', a description 'Pay a bill, other than parking, using a credit card or e-Payment without logging into CityLink.', and a blue 'Pay Now' button. The second card, 'Parking', features an orange 'P' icon, the text 'Parking', a description 'Manage your parking account.', and a blue 'Pay for Parking' button. The third card, 'View Your City Accounts', features a blue icon of a document with an arrow, the text 'View Your City Accounts', a description 'Login to CityLink to view all accounts associated with your profile.', and a blue 'Login' button. A red arrow points to the 'Login' button on the third card.

Once you have logged in, you can add your account(s) to the system by clicking the green **+** sign on the initial screen:



The image shows a rectangular box representing a user interface element. At the top, it says 'My City Accounts' followed by a green plus sign icon. Below this, there is a horizontal line and then the text 'You have not setup any account links yet. Click the + above to get started.'

Clicking the green **+** sign will bring you to the Add Account screen:

Add Account

User:

Account Type:

Account Number:

Nickname:

PIN:

Pin is required only when adding an Business License account

[Create](#) | [Back to Accounts](#)

Enter your information in order to add your account and click **Create**. You will get a confirmation that your account has been successfully created and added as depicted below:







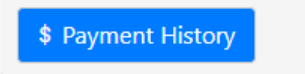
My City Accounts +

• The new account link '00205001' was added successfully.

Account Type									Payment History
Actions	Payment Options	Nickname	Account Number	Past Due Balance	Current Balance	Total Balance	Billing Options		
Account Type: Real Estate									
i edit x print \$	00205001	00205001	\$0.00	\$0.00	\$0.00				

Once you have added your account(s) to the system, you can use the system to access your account information, make payments, check your balance, etc. Clicking on the icons on your account listing will provide the following functionality:


	View Account Details
	Edit Account List Item
	Remove Account from List
	Print Available Bills
	Payment History for Account

	Pay via eCheck
	Pay via Credit Card
	Add To Payment Cart
	“Paper Bill” Billing Option Indicator
	“eBill” (electronic bill) Billing Option Indicator
	Business License
	Payment History (all accounts)

View Account Details:

Clicking the blue “i” icon, will allow you to view the details of the account in the “Account Details” screen:

Account Details

 Real Estate

[Back to Accounts](#)

<p style="text-align: center;"><u>Account Information</u></p> <p>Account Number: 00205001</p> <p>Account Status: Active</p> <p>Account Name: CITY OF LYNCHBURG, CITY MANAGER'S OFFICE</p> <p>Address Line 1: 900 CHURCH ST</p> <p>Address Line 2:</p>	<p style="text-align: center;"><u>Balances</u></p> <p>Current Balance: \$0.00</p> <p>Past Due Balance: \$0.00</p> <p>Credit Balance: \$0.00</p> <p>Total Balance: \$0.00</p>	<p style="text-align: center;"><u>Billing</u></p> <p>Last Bill Date:</p> <p>Last Bill Amount: \$0.00</p> <p>Next Bill Due Date:</p>	<p style="text-align: center;"><u>Payments</u></p> <p>Last Payment Date:</p> <p>Last Payment Amount: \$0.00</p> <p>Total Payments Since Last Bill: \$0.00</p>
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Click “**Back to Accounts**” to return to your accounts listing.

Edit Account List Item:

Clicking the blue edit button will open the “Edit Account” screen:

Edit Account

User: john.doe@anymail.com

Nickname: RE 00322004

Billing Option: Paper Bill ▾

Last Paperless Changed Date: 08/09/2018 11:57:26 AM

Account Type: Real Estate

Account Number: 00322004

[Save](#) | [Back to Accounts](#)

From here, you can change the account nickname and billing option (if you are the primary owner of the account). Once you are finished, click the blue **Save** button to save your changes. Click “Back to Accounts” in order to return to your account listings.

Removing Accounts:

In order to delete an account, select the account that you would like to delete and click the red “x” icon. This will open the “Remove Account” screen:

Remove Account

Are you sure you want to remove this account from your list?


User: john.doe@anymail.com

Nickname: City of Lynchburg

Account Type: Real Estate

Account Number: 00205001

Date Added: 9/19/2018 11:23:54 AM

Billing Option: 

[Remove](#) | [Back to Accounts](#)

Clicking the blue **Remove** button will remove the account. Click “**Back to Accounts**” to return to your accounts listing.

Print Available Bill:

To print a bill, click the printer icon and this will open a listing of bills from the previous 18-month period that are available for printing. Click on the bill that you wish to print in order to print the bill:

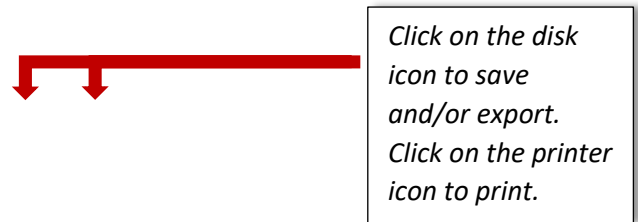
Print Bills

Available bills to print:

Note: Only the last 18 months of bills are available online.

- 09/18/2018-Business License/MLA Tax - \$71.00
- 08/15/2018-Business License/MLA Tax - \$62.81
- 05/21/2018-Business License/MLA Tax - \$70.43
- 03/29/2018-Business License/MLA Tax - \$77.24
- 03/14/2018-Business License/MLA Tax - \$56.30
- 02/21/2018-Business License Tax - \$65.74
- 01/16/2018-Business License Tax - \$63.52
- 12/20/2017-Meals Tax - \$87.37
- 11/20/2017-Meals Tax - \$75.66
- 10/20/2017-Meals Tax - \$66.20
- 09/20/2017-Meals Tax - \$112.74
- 08/20/2017-Meals Tax - \$108.42

Once you select a Bill, the bill will be presented in a new browser tab where it can be printed:



City of Lynchburg
Billings and Collections Department
PO Box 9000
Lynchburg, VA 24505-0603

MISCELLANEOUS INVOICE

RETURN LOWER PORTION FOR PROPER CREDIT

Customer Message: Please pay this invoice by the due date below to avoid a 10% penalty. The penalty will be assessed on the first day after the due date. Interest in the amount of 10% per annum will be assessed starting the first day of the month following the due date. For Collection inquiries, please call (434) 455-3880.

FROMAN, ABE
3550 YOUNG PL
LYNCHBURG, VA 24501

Billing Department	Billing Date
Commissioner of the Revenue	9/18/2018
Billing Inquiries	Due Date
(434)455-3880	9/20/2018
Invoice Number	Invoice Type
187664	BLT
Account Number	Amount Due
1999	\$71.00

Description of Services	Quantity	Amount / Unit	Unit	Total
Meals Tax 08/2018 Meals Tax			EACH	76.29
Business License/MLA Tax				76.29
*** REPRINT ***				0.00
				5.29
				0.00
				71.00

Invoice Total: 76.29
Penalty and Interest: 0.00
Amount Paid on Invoice: 5.29
Previous Balance: 0.00
Amount Due: 71.00

Please return this portion with payment

Billing Department	Billing Date	Invoice Number	Account No
Commissioner of the Revenue	9/18/2018	187664	1999
Telephone No	Due Date	Invoice Type	Amount Due
(434)455-3880	9/20/2018	BLT	\$71.00

REMIT TO:
City of Lynchburg
Billings and Collections Department
PO Box 603
Lynchburg, VA 24505-0603

0500001876640001999000071007

FROMAN, ABE
3550 YOUNG PL
LYNCHBURG VA 24501

Pay via eCheck:



(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account.

Pay via Credit/Debit Card:



(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account, unless you provide a different email address on the external credit card processor's form.


Add to Payment Cart:



















(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account.

Business License:

*Note, CityLink Business License functions are for businesses that are already established and licensed to do business in the City of Lynchburg. If yours is a new business, please contact City of Lynchburg Commissioner of Revenue at **(434) 455-3850** for further information on licensure and establishment of your business.

For a Business License Account type, there will be a green business license icon  as depicted in the following illustration:

My City Accounts

Account Type	Actions	Payment Options	Nickname	Account Number	Past Due Balance	Current Balance	Total Balance	Billing Options
Account Type: Business License, Meals, Lodging, Amusement Taxes	    	  	City of Lynchburg	23288	\$0.00	\$0.00	(\$0.07)	
Account Type: Real Estate	   	  	00205001	00205001	\$0.00	\$0.00	\$0.00	

Clicking on the green business license icon, opens the “File Business License Taxes” screen:

File Business License Taxes

License Information

License Number: 123456789
Name: John Doe Enterprises
Address: 3550 Young Place

Please select the lines you want to file and enter your Gross Receipts, then click Continue.

Lines to File	Gross Receipts	License Tax Type	Fee Description	Due Date
<input type="checkbox"/>	<input type="text"/>	Meals Tax	Meals Tax(August 2018)	09/20/2018
<input type="checkbox"/>	<input type="text"/>	Amusement Tax	Amusement Tax(August 2018)	09/20/2018

| |

To file business license taxes, first check the “Lines to file” check box for the lines you are filing and paying. Depending on the time of the year, various taxes will be displayed with different due dates. Typically, business license taxes and alcoholic beverage taxes are due May 1. Fiduciary taxes, such as Meals, Lodging, and Amusement are due on the 20TH of each month (of first business day after the 20TH if it falls on a weekend or holiday) for gross receipts received for the previous month.

For example, in January, you will begin to see business licenses taxes appear on this screen. If you have meals, lodging, or amusement taxes, then the lines for December’s gross receipts will be displayed as well. You do not have to pay the business license tax when you are filing other taxes, however, all taxes with the same due date must be filed together.

Once the gross receipt data is entered for the lines you chose, click **Continue** to proceed or **Reset** to start over or **Cancel** to cancel your filing.

Once you have entered your information and clicked **Continue**, the CityLink system will, prepare your filing adding any penalties incurred:

File Business License Taxes			
Please confirm your tax filing.			
Tax Type	Description	Gross Receipts	Amount Due
Meals Tax	Meals Tax(August 2018)	\$100	\$6.50
Meals Tax	Late Remittance Penalty	\$6	\$0.60
Amusement Tax	Amusement Tax(August 2018)	\$100	\$7.00
Amusement Tax	Late Remittance Penalty	\$7	\$0.70
Total Due			\$14.80

Confirm | **Edit** | **Reset** | **Cancel**

After reviewing the information, click **Confirm** to confirm your filing, **Edit** to make changes, **Reset** to start over, or **Cancel** to cancel your filing. If you confirm your filing, your taxes will be filed, a confirmation email will be sent to your email address entered into CityLink. If you choose, you may make payment by selecting one of the payment options or, if you wish to pay later, click **Done** in order to return to the account listings. ***Note: If you file and do not pay by the due date, a late remittance penalty will be assessed and discounts will be removed.**

File Business License Taxes

Thank you. Your taxes have been successfully filed. You have an amount due of \$14.81.

Please note, your amount due includes an outstanding balance.

A confirmation email was sent to john.doe@lynchburgva.gov

To pay now, choose a payment option below.

Payment Options



Done

WELCOME TO THE CITY OF
LYNCHBURG, VA

Thank you.
Your tax filing has been received and recorded in our system.

License Number: 23288

Filing Details:

Tax Type	Description	Gross Receipts	Amount Due
Meals Tax	Meals Tax(August 2018)	\$100	\$6.50
Meals Tax	Late Remittance Penalty	\$6	\$0.60
Amusement Tax	Amusement Tax(August 2018)	\$100	\$7.00
Amusement Tax	Late Remittance Penalty	\$7	\$0.70
Total Due			\$14.80

Sincerely,
The City of Lynchburg,
Commissioner of the Revenue Office

Pay via eCheck:



(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account.

Pay via Credit/Debit Card:



(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account, unless you provide a different email address on the external credit card processor's form.

Add to Payment Cart:



(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account.

Payment History:

\$ Payment History

Beginning 6/1/2022, a history of all your payments will be available for viewing. You will also be able to cancel any payments in “Pending” status from the Payment History page as shown below:

Payment History

Showing payment history for **Real Estate 04001021 Account (MyRE)**

Select the Payment Date Range to show payments for a specific timeframe. Only payments with a status of **Pending** can be cancelled.

Note: Payments made prior to are not available in Payment History. For further assistance, please contact the Billings and Collections department at 434-455-3850.

1	Back to Accounts	All Payments	2	Date Range:	6/10/2020	5/31/2022	Reload
Payment Date	Account Type	Account	Amount Paid	Method	Receipt #	Status	
05/11/2022	Real Estate	04001021	\$20.00	Check	URE20220511002099452	Cancelled By: kathy.cox@lynchburgva.g 5/31/2022 7:52 AM	
05/09/2022	Real Estate	04001021	\$10.00	Check	URE20220509002022556	Cancel Payment 3 Pending	
▶ 10/20/2020	Real Estate View Cart	4 04001021	Account: \$316.35 Total Cart: \$1,101.12	Check	QCT20201020515838377	Processed	

1. Navigation back to Accounts Page or Switch to show history of all payments
2. Date Range Selection: select starting and ending payment date range. Payment history is available for payments made on or after 6/1/2022.
3. Cancel Payment: This button will be available for all payments where the payment is “Pending”. An email cancellation confirmation will automatically be sent to the email address associated with your CityLink account.
4. View Cart: This displays for payments entered using the Cart option. Click anywhere on row to view payment transaction details.

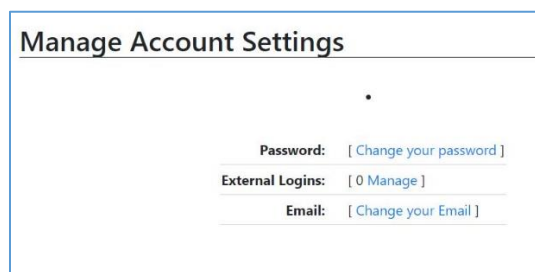
Managing Your CityLink Account:

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, 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:

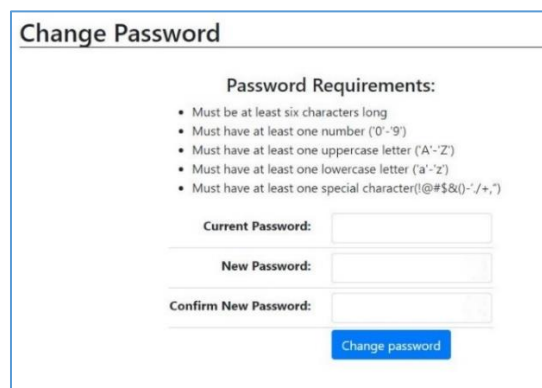


From here you can:

- 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:

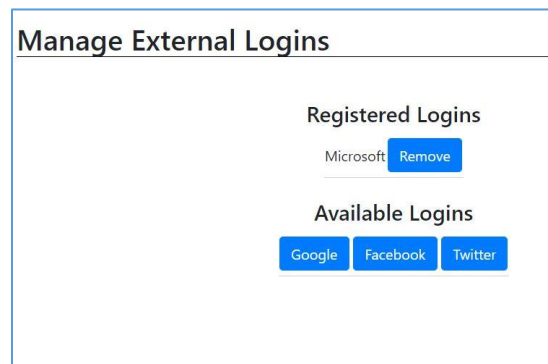


Please note the password requirements displayed on the screen.

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:

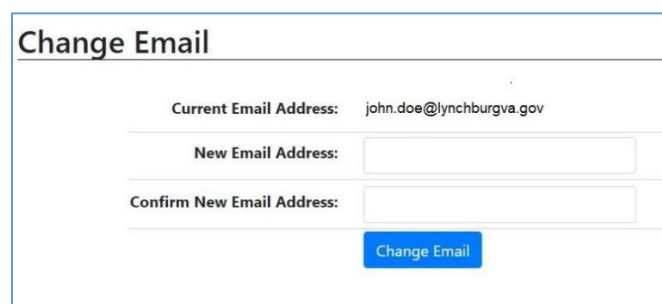
Clicking on “Manage” in the External Logins field brings you to the “Manage External Logins” screen:



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

Changing Your Email:

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



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.

Logout:

In order to log out of CityLink, click on “Logout” at the top right corner of the screen:

