

City of American Canyon Electronic Bill Pay and Payments

Step 1: Go to <https://www.onlinebiller.com/amercanyon/>

Step 2: Click on the  button.



The screenshot shows the website's header with a scenic background image of a valley. The header text includes "CITY OF AMERICAN CANYON CALIFORNIA" and the tagline "Gateway to the Napa Valley". Below the header is a navigation menu with "Electronic Bill Pay and Payments" and "Customer Service". The main content area features a "Sign Me Up" button and a login section with "User Name:" and "Password:" labels and input fields. To the right of the login fields is a McAfee SECURE logo with the text "TESTED 05-FEB This site uses 128bit SSL encryption." At the bottom, there are three buttons: "Login", "Forgot User Name / Password", and "Reset".

Step 3: Enter your account number and service address. Read the terms of service and click on the check box to except the terms of service. Click on the **I Agree** button.

CUSTOMER ENROLLMENT

Please enter your utility account number and service address as it appears on your statement to proceed with enrollment. By clicking 'I Agree', you are agreeing to the terms of service.

Please enter your account number in this form [XXXXXXX]-[XXX]

Account Number:	<input type="text"/> - <input type="text"/>
Service Address:	<input type="text"/>

TERMS OF SERVICE

In the City of American Canyon's sole and absolute discretion, the City may, without notice, restrict or terminate any person's use of the Electronic Bill Pay and Payments and any related service, user accounts, user names or passwords.

You agree to defend, indemnify and hold harmless the City of American Canyon, and its officers, officials, directors, employees, agents, successors or assigns from any and all claims, liabilities, costs, and expenses (including reasonable attorneys' and experts' fees) arising in any way from your use of the Electronic Bill Pay and Payments website and service or the placement or transmission of any message, information, software or other materials or content on or through the Electronic Bill Pay and Payments website by you or users of your user account or related to any violation of these Terms of Service by you or users of your account.


The Electronic Bill Pay and Payments website has security measures in place to protect against the loss, misuse, or alteration of the information you provide. Our Online Payment server software conforms to industry standards utilizing Secure Sockets Layer (SSL) technology, which is among the best software available for securing commerce transactions.

Please check this box to accept terms of service.

Back

Print Terms of Service

I Agree

Step 4: Enter your email address and click on the  button.

CUSTOMER ENROLLMENT

Please verify that you are enrolling for the correct account.

The name and billing address shown below should match the information shown on your most recent bill. If the account information below is not correct, please press the back button and enter a different account number.

Customer's Name and Billing Address

Joel Morrison
1041 S. Placentia Ave.
Fullerton, California 92831

EMAIL ADDRESS

A valid email address is required.

You will receive an enrollment activation email within one hour after the enrollment is completed. **If you do not receive this email, please ensure that it was not blocked by a SPAM filter** and contact our customer support by clicking on the "Customer Service" link located on the side menu of this page.

Statement emails and confirmation emails will be sent to this email address. We will not disclose your email address to anyone.

Email Address:	<input type="text"/>
Confirm Email Address:	<input type="text"/>

 Back

 Clear Email Address

 Continue

Step 5: Select an electronic bill delivery option. Enter a username and password, and click on the **Continue** button.

CUSTOMER ENROLLMENT

Please verify your that information is accurate.

Please Note: Use the Back button to modify your entry.

User's Email: joel.m@infosend.com

ELECTRONIC BILL DELIVERY

A detailed version of your bill will be loaded to the Electronic Bill Pay and Payments system each billing cycle. You can login at any time to view and pay it. You have the choice of receiving your detailed bill via email each billing cycle or receiving just a bill summary. Receiving the detailed bill via email is convenient if you use autopay as you will not have to log in each billing cycle to retrieve your bill.

If you prefer not to receive the detailed bill via email, please select the bill summary option. The bill summary will contain only the amount due, due date, and last 4 digits of your account number. You can change your electronic bill delivery options at any time by using the User Settings page.

<input type="radio"/>	Send a detailed version of my bill to me via email
<input type="radio"/>	Send only a bill summary to me via email

PAPER STATEMENTS

All customers enrolled in City of American Canyon Electronic Bill Pay and Payments will receive email notification when the current utility statement is available online. **Upon enrollment, users will receive paper statements for two months before the account is switched to paperless electronic billing.**

You will have access to the same information online as on your paper statement with online statements, while helping the environment.

USER & PASSWORD

Please choose a username and password that will be used as your login authentication for this site. Password must be at least 7 characters long and must contain at least one digit or special character. Password is case sensitive.

User Name:	<input type="text"/>
Password:	<input type="text"/>
Confirm Password:	<input type="text"/>

Back

Continue

Step 6: Go to your email inbox and open the City of American Canyon “**Enrollment Almost Complete**” email. Click on the [Complete Enrollment](#) link inside of the email.

CUSTOMER ENROLLMENT

Almost Done

Our system has sent you an email with an activation link.

You must open this email and click on the activation link to complete the enrollment in City of American Canyon Electronic Bill Pay and Payments.

If you don't receive the activation email within the next hour, please ensure that it was not blocked by a SPAM or JUNK email filter. Please check your SPAM or JUNK folder (if you have one) before calling customer support. Please note that there can be a delay in receiving your email due to anti-SPAM settings on your account. If you and/or your email administrator have confirmed that our email was not blocked by your system, you can contact our customer support by clicking on the "Customer Service" link located on the side menu of this page.

To return to the City of American Canyon Electronic Bill Pay and Payments login page, please [click here](#).

Making A Payment

1. To make a payment go to <https://www.onlinebiller.com/amercanyon/> and login.
2. Click on the Make a payment link.
3. Set up your ACH or CC account information.
4. Follow the prompts to submit payment.