



Payment-Link FAQs

END-USER SITE QUESTIONS

Q: I can't get into the site!

A: Make sure the customer is registered and Active. Verify the User ID they are using. Suggest to the customer to use the Forgotten User ID/Password capability on the login page. If requested you may reset their password through the Admin Tab under Members using the Status column. Before resetting their password – verify their email address to make sure the customer will receive the reset password promptly.

Q: I am in the site but when I enter in my List Number it is saying Account Not Found.

A: Verify the User and make sure they are entering in a proper Account Number. Verify that the Account Number they are entering has been loaded into the system (verify which cycle they are in through your systems and which cycles have been loaded as not all cycles will be loaded at once).

Q: I don't want to pay the full amount I owe – can I change it?

A: Yes – once you enter in the Account Number and the item appears you may edit the dollar amount by choosing the “Edit” button to the right of the dollar amount.

Q: Can I pay more than one bill at a time?

A: Yes – as long as the items have been loaded into the system and when the customer enters in the account number a dollar amount appears they may “Add Another List Number” and pay multiple accounts with one payment.

Q: I am trying to make my payment but I can't move further on the payment page – the Continue Box is grayed out.

A: In order to utilize the Continue Box the Terms & Conditions at the bottom of the page must be checked. Once checked the Continue Box will be activated.

Q: I am making my payment today but it says it isn't effective until XX date – why?



A: The system settles payments on the next business day after the transaction is submitted. If the transaction is submitted after the daily cutoff of 1pm EST then the payment will settle 2 business days after the payment is submitted. You may also future date your payments and choose a date in the future (up to 12 months) to schedule the payment.

Q: I forgot to print my receipt. Can I get another one?

A: Other than the receipt that you see on the screen after submitting your payment there are two ways to obtain this information. You will receive an email within 1 minute after the transaction is submitted. This email is sent to the address you have on file with the system and comes from taxoffice@plymouthct.us. The email contains the same information as the payment receipt. You may also review your history for up to 2 years after the payment was submitted by clicking on the “Payment Transaction Information” Tab. This tab will contain all information, including confirmation numbers, account numbers and dollar amounts paid.

Q: I don't remember my User ID or Password.

A: If you don't remember your User ID or Password you may click on “Forgot User ID or Password” on the login page. This is an automated process that will ask you to verify your email address on file, and your Security Question that you answered when first registering for the system. Once you do this an email will be generated to you with your User ID and a temporary password.

Q: I don't remember my User ID, Password or Security Question!

A: Verify the customer's information including name, address, email address, etc. By looking up the user (by User ID if possible or by Last name) under the Admin/Members Tab you can verify the email address and User ID. You can then choose to reset the password by using the “Password Reset” Option under the “Status” column. This will generate an email to the address on file that will contain a temporary password. Once in the system the customer may change their Security Question by going to the “Security Settings” Tab.

Q: I made a payment before my bill was late. I just received a new bill and it says I didn't make a payment. What happened?

A: When you make a payment the funds must be available in your bank account. The payment is not credited toward the balance due on your account with COMPANY until funds have been collected from your bank account and credited to COMPANY. If a payment was submitted and funds were not available in your bank account then your account balance would not reflect a payment.

Q: I am trying to get into the site and I am receiving an Internet Explorer Error Message.



A: What Operating System and Internet Browser are you using? Currently, the system is only certified for PC-based applications and Internet Explorer 6.0 + and Firefox.

Q: I need to cancel or modify a payment that I already have scheduled.

A: If you log into the payment site and go to your Transaction History” you should be able to see all of your history. Locate the item you are looking to modify. As long as the status is “Entered” or “Scheduled” you can modify the payment by clicking in the box to the left and choosing from an option in the drop-down box. You can delete the transaction, modify the payment date or change the payment instrument.