

## Online Service Billing



CITY OF  
**FOLSOM**  
DISTINCTIVE BY NATURE

### Existing users

- Internet address: [www.folsom.ca.us](http://www.folsom.ca.us)
- Click on 'On-line Services'
- Click on 'Service Billing'
- Select 'Click here to go to On-Line Billing'
- Enter 'Account ID'. This number is called the 'Account Number' in the upper right-hand portion of monthly service bill. Enter exactly as shown on statement (including leading zeros and hyphen).
- Enter PIN.

If you forgot your pin, click 'Forgot Password' on left-hand side

Enter Account number exactly as shown on statement (including leading zeros and hyphen).

Click 'Remind Me'

PIN will be sent to the email address listed for account.

E:mail received will give password
- Click 'Sign On'
- Click 'Pay Now'
- Click 'Continue' to confirm payment amount shown. Edit amount, if needed.
- Review charges and click 'Pay Now'
- Enter information on 'Card Type', 'Card Number' (no dashes or spaces), CVV2 (The Card Security Code is a 3 or 4-digit code listed on the back of your credit card immediately following your card number. This number helps prevent fraudulent charges to your credit card, such as someone stealing your credit card receipt and using that information to make an online purchase. The Card Security Code helps ensure the card is physically present when making an online purchase), Expiration Month and Year, Enter name as shown on credit card and, address credit card is going to. Check the box 'Save this card information in my billfold' if want to keep information on file (\*\*see below for how to use this information in the future). Click 'Continue'

- A preview page will come up, if all looks correct, click 'Complete Transaction'.  
If not correct, click 'Edit' and it will take you back to the credit card information screen (edit this information, then click 'Continue').
- Confirmation page comes up and requests to print the page. Gives Authorization code and reference number.
- Click 'Return' to see new account balance
- Click 'Log Off'

**To make a payment using a credit card information saved in billfold:**

- Log on to <http://www.folsom.ca.us/>
- Select: Online services
- Select: Service Billing
- Select 'Click here to go to On-Line Billing'
- Enter: your account ID and PIN
- Click: Sign-on
- Select: Make Payments (4<sup>th</sup> option in menu on left side of screen)
- Click: On-Demand
- Click: 'Pay Now' button next to card you wish to use to make payment.
- Continue as above.