How to Pay Invoiced Fees in Accela Citizen Access (ACA)

1. City staff will call, email or text you and advise you of the need pay an invoiced fee
3. Login (See the Setting Up an Accela Citizen Access User Account guide if you need a login & user account)
4. Once logged in, click on My Records.

5. Click Pay Fees Due under the Action header to start the payment process.
6. The invoiced fees will appear. Verify and click **Check Out**.

![Image of shopping cart](image-url)

**Step 1: Select item to pay**

If you have invoiced fees on multiple applications, they should all appear in this window. Click on the arrow in front of a row to display additional information on the fees invoiced on each application.

Click the "Edit Cart" button to remove applications from this shopping cart. Click on the "Continue Shopping" button to add fees from more records to pay.

Note 1: You must pay for all fees on a particular application. For example, if there are three fees invoiced on an application, you cannot pay for just one of them. You must pay for all 3 for them.

Note 2: You may only pick one payment method per checkout.

7. This is your shopping cart. Please read and consider the notes under Step 1 and click **Checkout** if ready to make payment.

![Image of shopping cart](image-url)
8. Select your Payment Option, then click **Submit Payment**.

9. On the next screen, when ready, please put a checkmark next to **I Agree**, select either **Pay by credit card** (3% fee will be added by processing company) or **Pay by electronic check** (no fees added by processing company) and click **Next**.
10. Please fill out the payment information and complete the CAPTCHA verification by clicking the Verify button.
11. Once completed a green checkmark will appear and you’ll be able to click **Next** to proceed.
11. **Print this screen as it is your receipt.** Yes - we know. It's weird to print the receipt before clicking the *Pay Now* button. With this system, if you don't print the receipt first, and you click the *Pay Now* button. You will not be able to re-print the receipt in the next steps.

**PLEASE - PRINT THIS WEB PAGE BEFORE DOING ANYTHING ELSE!**

This is your Receipt
Please Print for your records

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Address: Fred Murtz 543 Main Stree Santa Barbara, CA 93101 (555) 555-5555</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card ISOA Fred Murtz x1111 03/24</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount: 1378.00 USD</td>
</tr>
<tr>
<td>Total: 1378.00 USD</td>
</tr>
</tbody>
</table>

12. Your payment has been posted and the payment process is complete.