# City of Lake Jackson Online Services

## Miscellaneous Receivables Bill Pay

### How to find our Payment Portal:

Navigate to the web address: https://lkjk-egov.aspgov.com/Click2GovMR/index.html

### How to set up an account:

You will need:

1. Your Miscellaneous Receivable account number, found on your account invoice.
2. An email address for receiving notifications and to use as your user ID.
3. Minimum recommended web browsers: Internet Explorer (8), Firefox (3), Safari, or Chrome.

Navigate to the GovNow Web Portal listed above. If you have never paid a water or miscellaneous receivables bill online, click 'New User' in the top right area under the logo banner. The Create New User window will open. Please enter all information denoted by an asterisk and labeled in red. These are required fields.

The email address you use will be your User ID for Log in purposes. You may add additional email addresses for contact purposes once your account is created.

The password you select must be at least 8 characters in length. It must contain at least 1 upper case letter, at least one lower case letter, and at least one number.

Once you have completed all required fields and entered at least one phone number, click the Create New User button at the bottom of the screen.

An email will be sent to the email address you entered with instructions to complete your account setup. Follow the instructions in the email to enter the confirmation number and complete your account setup. This email will come from System Admin <webmaster@lakejacksontx.gov>. You may need to check your spam or junk folder. We can also resend this email.

Once your user email address has been enabled or if you already have a login, click 'Log In' in the top right area under the logo banner. Enter your email address and the password you selected, then click the 'Logon' button.

### How to link Customer Numbers to your account:

When you login for the first time, there will be no accounts associated with your User ID. Select the 'Account Maintenance' option in the left column. Then click the 'Link another account to your profile' option in the Account Maintenance window. Enter your customer number as it appears on your invoice. The customer number will be under your name and address on your invoice. There will be two numbers separated by a slash (/). Enter the first number in the first box, and the second number in the second box on the Link Account screen, then click the 'Link Account' button.

Once the account has been linked, you will see them in the 'Account Maintenance' list. You may go back to 'Account Maintenance' to delete accounts or link additional account numbers. Always confirm the name to ensure you have attached the correct account number.

## How to Make a Payment:

Click on the 'Receivable Accounts' link in the left column. You can select an account to pay by clicking the check box in the 'Pay?' column and then clicking 'Pay Selected Accounts Now.' Or, you can simply click the 'Pay All Balances' button.

The Payment process goes through 4 screens. First, enter the amount you wish to pay on your bill. Then click the "continue" button. On the Payment Information screen, enter your credit card information and press the "continue" button. You may also save your card information to your 'wallet' to simplify this step. Wait for the Review screen to appear. Review the card information, name and address, account number and amount. At this point, you can use the "back" button to make corrections, or the "cancel" hyperlink to cancel the transactions. If everything is correct, click the "submit" button. When the Payment Receipt appears, your payment has been processed. Use the "print receipt" button to print a copy of your receipt.

**Pay Other Account:** Use this link to enter another account number to pay. Then follow through the How to Make Payments steps to complete the payment. Note: It is better to link the account than use the Pay Other Account button to avoid mistyping the account number and paying on someone else's account.

**Payment History:** Use this link to view up to 1 year of billing history. Enter the number of days of history you wish to view, and then click the 'Get History' button. The payment history table will show the payment date, and amount paid.

**My Profile:** Use this link to change your profile information and security questions. You will also find a link to 'Maintain Wallet', and 'Maintain Accounts' at the top of the Edit User profile screen.

**Logoff:** Always remember to click 'Logoff' in the top right area under the logo banner. This will ensure the browser connection is closed and better protect your data.

**Questions or Support:**

Click the 'Help Document' tab on the left for instructions on how to set up your online account.
Call our Accounting Department at 979-415-2441.