CREATE AN ONLINE ACCOUNT

1. Go to http://cityofmhk.com/paymybill
2. Click on the New User link in the upper right of the page (in the menu on mobile).
3. Fill in all the required fields, including 3 customized security questions. Click the red Create New User.
4. You will receive a confirmation email with a link to enable your account. Click on the link to complete the registration process.
5. Go to http://cityofmhk.com/paymybill
6. Click the Login button in the upper right of the page (in the menu on mobile). You will use your newly created User ID and Password to log in.
7. To add your accounts, click Select Account to Pay Bill in the left-hand menu (in the menu on mobile).
8. Click the Add Account link.
9. Enter the customer account number and cycle numbers from your mailed or emailed bill in the following format:
   Account Number: 111111-22222
   Cycle/Route: 00-11

Add Account

* = Required

User Id:	donaldson@cityofmhk.com
* Account ID:	111111 ✖ 22222
	Must not be empty.
* Cycle:	00 11

Submit

* These fields are required and must be entered exactly as it appears on your monthly statement.

10. Click Submit. Click Select Account to Pay Bill in the menu to see your added account.
11. Repeat Steps 7-10 to add additional accounts.

ONLINE PAYMENT OPTIONS

1. Click Account Information to view your related accounts.
2. Click on a linked Account Number to add payment methods.
3. Choose from credit card or e-check.
4. Input your credit card or checking account information. Check the Add e-Check/Add Credit Card to Wallet box, then click Continue. This will save your preferred payment method for future use.
5. To pay your bill, click Account Information. Click Pay Now at the bottom of the page.
6. To manage your payment methods, click My Profile, then click the Maintain Wallet link in the upper right corner. You can add more payment methods to choose from or change your payment method.
7. To sign up for Auto Pay, click the Auto Pay button in the menu. Then click the Enroll link. The system will recognize your saved payments from your wallet. Click Enroll on the line of your preferred payment method. You will be asked to verify your account details, then confirm them. You will be asked to agree to terms and conditions. When complete, you will receive a successful enrollment page and a confirmation email.

GO PAPERLESS

1. To change how you receive your water bill, click Manage eBilling in the menu. Change your preferences between e-bill and paper statements by clicking the appropriate button. If you choose e-bill, please provide a valid email address. **Please note** that signing up for an e-bill and making an online payment are two different steps and must be completed individually.