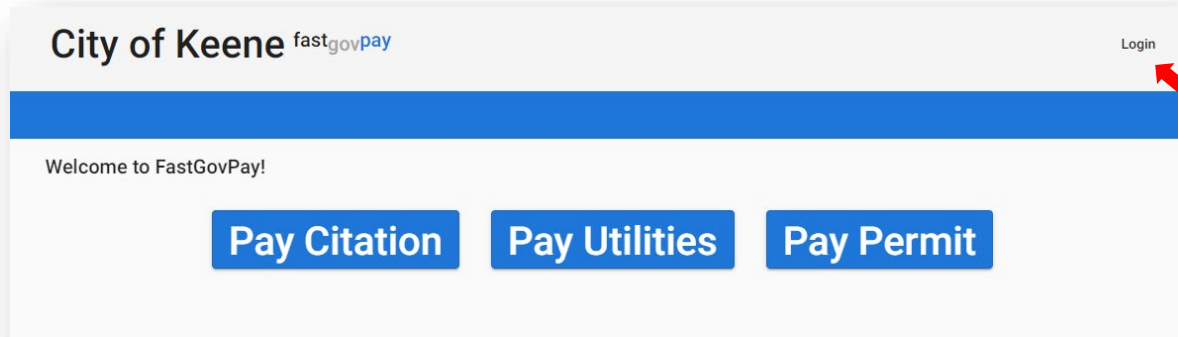
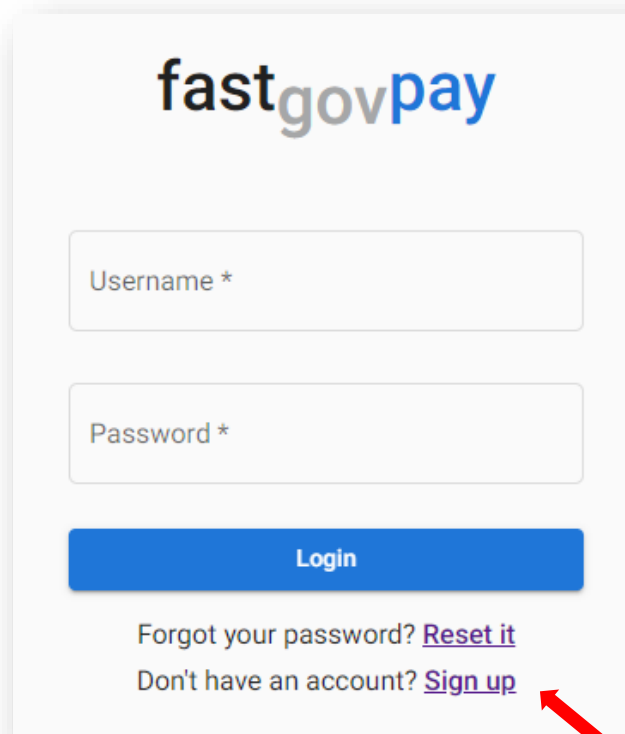


Creating an Online Payment Account and Auto-Pay

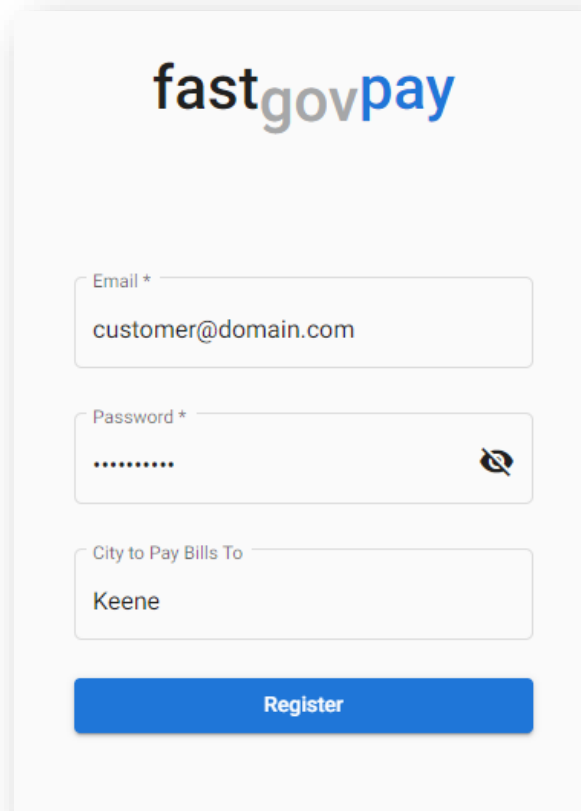
1. Using either Microsoft Edge or Google Chrome as a browser, go to the following website:
<https://www.fastgovpay.com/keene>. Choose "Login" in the upper right-hand corner of the screen



2. If you have already created an account, enter your login information now. If you have not created an account for online payment, select "Sign up".

A screenshot of the fastgovpay login page. At the top is the "fastgovpay" logo. Below it are two input fields: "Username *" and "Password *". Underneath these fields is a blue "Login" button. At the bottom, there are two links: "Forgot your password? [Reset it](#)" and "Don't have an account? [Sign up](#)". A red arrow points to the "Sign up" link.

- Fill in the required information, then click "Register".

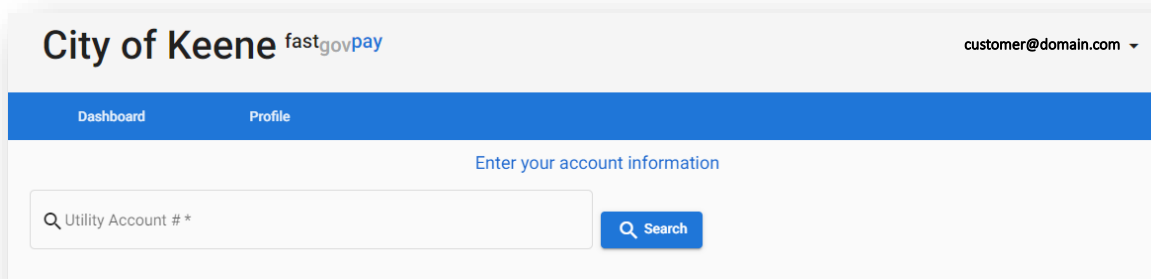


The registration form for fastgovpay includes the following fields and elements:

- fastgovpay** logo at the top.
- Email *** field containing "customer@domain.com".
- Password *** field with masked characters and a toggle icon.
- City to Pay Bills To** field containing "Keene".
- A blue **Register** button at the bottom.

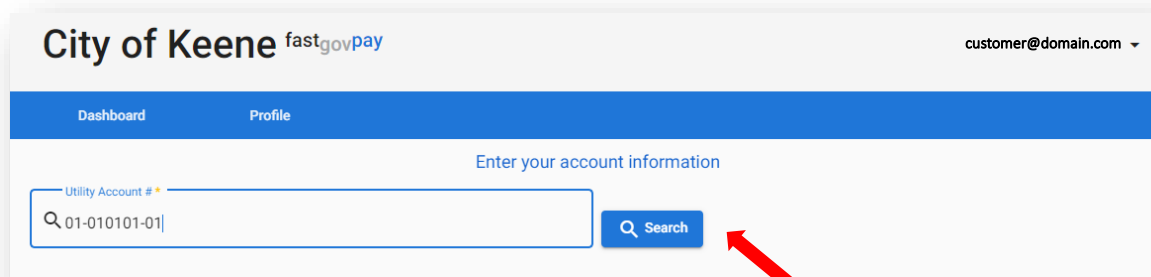
- Enter your Utility Account number into the field and select "Search".

*****Make sure that the dashes within the account number are added*****



The account search screen shows the following details:

- Header: **City of Keene fastgovpay** and user email **customer@domain.com**.
- Navigation: **Dashboard** and **Profile** tabs.
- Section: **Enter your account information**.
- Input: **Utility Account # *** field.
- Action: **Search** button.



The account search screen is shown with the following details:

- Header: **City of Keene fastgovpay** and user email **customer@domain.com**.
- Navigation: **Dashboard** and **Profile** tabs.
- Section: **Enter your account information**.
- Input: **Utility Account # *** field containing "01-010101-01".
- Action: **Search** button, highlighted with a red arrow.

5. If the resulting address is correct, select "Continue". Otherwise, try re-entering your account information.

City of Keene fastgovpay customer@domain.com ▾

Dashboard Profile

Enter your account information

Utility Account #

Address 123 Main St
0

City / State / Zip Anytown, TX 12345

6. Once the correct account is pulled up, you can make a payment on the past due amount, you can make a custom amount payment, or you can make a payment on the whole account balance.

After the payment is made to your account, you are done.

***** If you want to enroll in Auto Pay, continue the tutorial. *****

City of Keene fastgovpay customer@domain.com ▾

Dashboard Profile

My Dashboard

Welcome to your City of Keene Utilities dashboard!

Utilities

Account Summary

Account	<input type="text" value="01-010101-01 - 123 Main St"/>
Due Date	03/01/2022
Balance	\$251.36
Past Due	\$251.36
Pay	<input type="text" value="251.36"/>

7. Select the checkbox on account(s) for which you would like to enable Auto Pay, then click “Continue”.

City of Keene fastgovpay customer@domain.com ▾

Dashboard Profile

Auto Pay Accounts

Choose the account(s) to set up auto pay for

Accounts

Customer Name
01-010101-01

123 Main St
0
Anytown, TX 12345

[▶ Continue](#)

8. Complete the payment and related billing address information for the credit card to be charged each month.

City of Keene fastgovpay customer@domain.com ▾

Dashboard Profile

Set up auto pay

Never forget another bill payment!

Payment Method

Credit Card Details	Billing Address
Card Number * 12*****1234	Address 1 * 123 Main St
Name On Card * Customer Name	Address 2
Expiration Month * November - 11	City * Anytown
Expiration Year * 2024	State * TX
Security Code (CVV) * 123	Zip/Postal Code * 12345
	Email Address * customer@domain.com
	Phone # 123-456-7890
	Save payment details for future payments <input checked="" type="checkbox"/>

- From the dropdown, select the date of the month for which you would like your Utility Billing payment to process. Then click "Continue".

City of Keene fastgovpay customer@domain.com ▾

Dashboard Profile

Schedule your auto pay

Automatic payments are processed on the same day each month.

Set your monthly payment day

Day of Month ▾

[→ Continue](#) [Cancel](#)

- Review the details of your Auto Pay setup, and then click "Confirm".

City of Keene fastgovpay customer@domain.com ▾

Dashboard Profile

Review auto pay details Auto pay payment

Payment Method: Card ending in 0679

Schedule: 1st of the month

Your automatic bill payment will occur on the same day of each month unless you change, pause or disable Auto Pay.

Your first auto pay payment will occur on 05/10/2022.

Payment authorization

Please review and accept the terms and conditions*

By selecting "Confirm auto pay," you confirm you have reviewed and agree to the Terms and Conditions.

[→ Confirm auto pay](#)

City of Keene fastgovpay customer@domain.com ▾

Dashboard Profile


My Dashboard

Welcome to your City of Keene Utilities dashboard!

Utilities Manage Utility Accounts

Account Summary	<input type="button" value="Enroll in Auto Pay"/>	Auto Pay	
Account	01-010101-01 - 123 Main St ▾	Status	Active
Due Date	03/01/2022	Accepted Date	Apr 21, 2022
Balance	\$251.36	Next Payment Date	May 1, 2022
Past Due	\$251.36	<input type="button" value="Turn Off Auto Pay"/>	
Pay	251.36		

You can also pay for other items from here!



You are done with the Auto Pay setup. If you have a balance left on the account, the amount will be paid on the date you selected to be your Auto Pay date.

Under the Next Payment Date, you have the option to turn off Auto Pay. If you turn this off, you will need to set up Auto Pay using the saved payment on your online account.

If you have any questions, please contact us at 817-641-3336.