



## HOW TO PAY YOUR BILL ONLINE

### STEP 1 — ACCESS THE ONLINE BILL PAY SITE

Access FROM THE CUSTOMER SERVICE Top Menu Tab  
Click on [Online Bill Pay](#) and you will be directed to our secure third party site.

### STEP 2 — CREATE AN ACCOUNT FOR ONLINE PAYMENT

New customers must create an account using the access code on your garbage bill. To Create an Account:

1. Click on [Sign Up](#).
2. Enter your information on the first time user sign up screen.

### HELPFUL TIPS:

- Customer # is located on your billing statement in the top right corner and on the tear off remittance.
- Access code is also located on your bill within the shaded box.
- Passwords need to have a length of at least 6 characters AND contain at least 1 digit. Passwords cannot be greater than 10 characters. The bar (|) character is not allowed in passwords.

### STEP 3 — LOGIN

Once you successfully register, you will be directed to the login screen.  
Enter your email address and password.

### STEP 4 — PAY WITH CREDIT CARD OR E-CHECK

#### PAYING BY CREDIT CARD

Once you log in, your account information will be displayed.  
You can also access this information by selecting the Account/Payment tab shown in the red circle.  
Fill in all fields with the required information.  
Once payment is made a confirmation screen will appear.

#### PAYING BY e-CHECK

Once you log in, your account information will be displayed.  
You can also access this information by selecting the Account/Payment tab.  
Select the e-Check payment option.  
Fill in all information completely; including the bank routing number. (This number is along the bottom of your personal check. It will be the first nine numbers that are displayed on the bottom of the check).  
Once payment is made a confirmation screen will appear.

If paying through your own bank's website, make sure the account number is formatted correctly. It is important that you enter your complete account number including all zeros to ensure the payment is processed properly. All MSS accounts begin with 01 followed by 7 numbers in a row and an 8th number that comes after a space. For example, 01-0000123 1. All 10 numbers must be recorded in this format.

#### OTHER BILLING OPTIONS

You can also select Billing Options from the Options tab from the menu.  
On the billing option screen, you will have the ability to select how you want to receive your billing statements.  
You can receive billing notices by email only; email plus print; or print only.

You can also select Automatic Payment Option from the Options tab from the menu.  
Select Start Automatic Pay on Automatic Bill Pay screen and complete the form to activate this service.

Questions about your bill? Call the Marin Sanitary Service billing department at 415 456-2601.