



The screenshot shows the Click2Gov Utility Billing interface. The top navigation bar includes the logo, account balance (\$ Pay My Bill of \$205.60), and links for Accessibility, Contact Us, My Profile, and Logoff. A left sidebar contains navigation options: Home - TEST, Select Account, Manage Accounts, Account Information, and Auto Pay. The main content area is titled 'Auto Pay Info' and displays account details: Account Number: 000012345-000006789, Customer Name: City of Davis, Location Address: 123 ABC Street, and Phone Number: 000-000-0000. A message states: 'This account is enrolled in Auto Pay. Click on the links below to View, Modify, or Disable Enrollment.' Below this message are two links: 'View / Modify' and 'Disable Auto Pay Enrollment'. A purple callout box with the text 'Select **disable autopay enrollment**' has an arrow pointing to the 'Disable Auto Pay Enrollment' link.

*\*Not able to see the disable option? See page 3 for details*

The screenshot shows a confirmation dialog box titled 'Utility Billing 000012345-000006789'. It contains the text: 'Reference number: 144082' and 'Please confirm removal of this schedule.' At the bottom, there are two buttons: 'Cancel' and 'Confirm'. A purple callout box with the text 'Select **confirm**' has an arrow pointing to the 'Confirm' button.

The screenshot shows an 'AutoPay' confirmation message. It features a lightbulb icon and the text: 'Utility Billing # 000012345-000006789'. Below this, a message states: 'Thank you. Your schedule was deactivated.' A purple callout box with the text 'Confirmation that your autopay has been disabled' has an arrow pointing to the 'Thank you' message. At the bottom, there is a blue 'Close' button.

### Issues Disabling Autopay

The screenshot shows the 'Click2Gov | Utility Billing' website. On the left is a navigation menu with options: Home - TEST, Select Account, Manage Accounts, Account Information, and Auto Pay. The main content area is titled 'Auto Pay Info' and displays the following account details:

Account Number:	000012345-000006789	Customer Name:	City of Davis
Location Address:	123 ABC Street	Phone Number:	000-000-0000

Below the details, a message states: 'This account is enrolled in Auto Pay. Click on the links below to View, Modify, or Disable Enrollment.' A link for 'View / Modify Enrollment Details' is provided at the bottom.

When accounts are locked for drafting, you will not see a disable option for credit or debit cards

You can either email us at [financeweb@cityofdavis.org](mailto:financeweb@cityofdavis.org) or call us at 530-757-5651 and ask us to unlock your autopay for changes. Once the changes have been made, please contact us back so we can lock the account to draft for that month's date.