

How do I Remove an account in Customer Portal?

If you no longer require access to your Billing Account in Customer Portal, you can remove it. This guide will help you in removing it from your Customer Portal account.

Things you need to set up an account in the Customer Portal:

- Your Customer Portal link (can be supplied by your Paymentus Account Manager)
- Your Customer Portal Email and Password that you created previously


Background Information:




Removing an account from Customer Portal does not remove the account for the Utility Billing System.

Step-By-Step Guide:


Step 1 - Login

- From our Utility Billing web page click on Online Payment
- On the Client Portal screen enter your email and password, then click on Login

 Customer Portal



Para español por favor haga clic [aquí](#).




Make One-Time Payment

Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.

Payments made prior to midnight will be posted to your account next day. Payments made after midnight will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.

[Pay Now](#)




Login

Email

Password

Don't have an account [Register Now](#)

[Login](#) [Forgot your password?](#)



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Step 2 – Login - Ensure you are in the “Accounts” view by clicking on the “Accounts” icon

City of Thornton
Utility Billing

Customer Portal

Accounts

Pay My Bill

AutoPay

Bill History

Payment History

My Wallet

My Profile

Log out

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Add Account

Account Information


Payment Type

☒ Utility Bill

Please enter your Customer Number and Account Number, including all leading zeros, as shown on your bill. There should be no space between the two numbers.

Online Customer Account Number

Paperless

☐ No 
paper

E-Bill Notification For New Bills

☐ Receive email notification

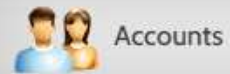
Terms & Conditions

[Read the Payment Authorization Terms](#)

☒ I agree to the Payment Authorization Terms.

[Back to Accounts](#) [Add Account](#)

Step 3 – Login – Click on the “Edit” button located under the account number you want to remove



Accounts

Accounts



Pay My Bill

Para español por favor haga clic [aquí](#).



AutoPay



Bill History



Payment History



My Wallet



My Profile



Log out

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Last login was on
Sep 23, 2020, 12:25:44 PM



Utility Bill # [REDACTED]

Account Details

 Edit

[REDACTED]

Date Due
Sep 30, 2020

Amount Due
\$32.12

[View Usage](#)

[Pay Bill](#)

Paperless 

☐ No



AutoPay 

[AutoPay](#)

More

[View All Payments](#)



Add Account

City of Thornton
Utility Billing

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Last login was on:
Sep 23, 2020, 12:25:44 PM

Customer Portal

Mar 23, 2020 – COVID-19

Messages

Accounts

Para español por favor haga clic [aquí](#).

Account Details

Account Information

Payment Type

Utility Bill

Online Customer Account Number

Date Authenticated

Sep 23, 2020

Paperless

No

E-Bill Notification For New Bills

☐ Receive email notification

Cancel


Save

Remove Account


Step 5 – Login – Click the “Confirmation” button

The screenshot displays the City of Thornton Customer Portal interface. The top navigation bar includes the City of Thornton logo, the text "Customer Portal", the date "Mar 23, 2020 - COVID-19", and a "Messages" link with a notification icon. The left sidebar contains a menu with icons and labels for "Accounts", "Pay My Bill", "AutoPay", "Bill History", "Payment History", "My Wallet", "My Profile", and "Log out". The main content area is titled "Accounts" and includes a link for Spanish language support. A modal dialog box is open in the center, titled "Account # [redacted]", with a close button (X) in the top right corner. The dialog contains the following text: "Please confirm removal of this account.", "Please note all AutoPay schedules associated with this account will also be removed.", and "Multiple users still using this account, so paper suppression is unchanged." At the bottom of the dialog are two buttons: "Cancel" and "Confirm". The background content is dimmed, showing details for a utility bill (0051626042460) and account information (14318 ADAMS ST THORNTON CO).


Step 6 – The account is now removed. If you have other accounts you wish to remove, repeat steps 3 – 5 for each account




Customer Portal




Accounts




Pay My Bill




AutoPay




Bill History




Payment History



My Wallet



My Profile




Log out

Accounts

You have no account added to your profile. Click on "Add account"

Para español por favor haga clic [aquí](#).



Add Account

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