

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

City of Thornton
Utility Billing

Customer Portal

VISA MasterCard DISCOVER

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

COVID-19 INFORMATION:
No public access to government buildings. No water shut offs or late fees

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?](#)

Paymentus

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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.

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

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

Accounts


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

Utility Bill # [REDACTED]

Account Details [Edit](#) [REDACTED]

Date Due	Amount Due
Sep 30, 2020	\$32.12

[View Usage](#) [Pay Bill](#)

Paperless [?](#)
 No 
paper

AutoPay [?](#) [AutoPay](#)

More

[View All Payments](#)

[+](#) Add Account

Step 4 – Login – Click the “Remove Account” button

The screenshot shows 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" icon. The left sidebar contains navigation options: Accounts, Pay My Bill, AutoPay, Bill History, Payment History, My Wallet, My Profile, and Log out. The main content area displays "Accounts" and a message in Spanish: "Para español por favor haga clic [aquí](#)." A modal window titled "Account Details" is open, showing the following information:











- Account Information**
- Payment Type:** Utility Bill (with a water drop icon)
- Online Customer Account Number:** [Redacted]
- Date Authenticated:** Sep 23, 2020
- Paperless:** No (with a question mark icon and a paper icon labeled "paper")
- E-Bill Notification For New Bills:** [Question mark icon]
- Receive email notification** [Question mark icon]

At the bottom of the modal, there are three buttons: "Cancel", "Save", and "Remove Account". The "Remove Account" button is highlighted with a dark background.

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" icon. The left sidebar contains menu items: 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 language notice: "Para español por favor haga clic [aquí](#)." Below this, a utility bill is shown with details: "Utility Bill # 0051626042460", "Account Details Edit 14318 ADAMS ST THORNTON CO", "Date Due Sep 27, 2020", and a "View Usage" button. There are also toggle switches for "Paperless" (set to "No") and "AutoPay". A "More" section with a "View All Payments" link is partially visible. A modal dialog box is open in the center, titled "Account # [REDACTED]". 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 "Cancel" and "Confirm" buttons. The footer of the page includes "Powered by Paymentus" with links to "Privacy Policy", "Privacy Notice to California Residents", "Website Conditions of Use", and "Payment Authorization Terms", along with the text "Last login was on Sep 23, 2020, 12:25:44 PM" and an "Add Account" button.

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	Accounts
 Pay My Bill	You have no account added to your profile. Click on "Add account"
 AutoPay	Para español por favor haga clic aquí .
 Bill History	 Add Account
 Payment History	
 My Wallet	
 My Profile	
 Log out	
<p>Powered by Paymentus Privacy Policy Privacy Notice to California Residents Website Conditions of Use Payment Authorization Terms</p> <p>Last login was on Sep 23, 2020, 12:25:44 PM</p>	