

CREATING A NEW ACCOUNT IN OFFICIAL PAYMENTS (ACI PAYMENTS)

FAQ's located at bottom of document.

To make an online payment, go to: <https://www.officialpayments.com/index.jsp>

-Choose "Sign up" located under log in field on left

-Enter in all required information

-Check the agreement box to proceed

New Users

Set Up My Account

Your personal account information is kept confidential.

IMPORTANT: To complete the set-up process, you must click the verification link in the email you receive.

*Country:

*First Name:

Middle Name:

*Last Name:

Suffix:

*Street Address:

*Town/City:

*State:

*Zip Code:

*Daytime Phone: () -

Mobile Phone: (Optional) () -

Enter number to receive relevant text messages.

*E-mail Address:

*Re-enter E-mail:

Please send me relevant communications.

*Create Password:

*Re-enter Password:

[Password Rules](#)

*Challenge Question:

*Challenge Response:

Please check this box if you are a small business owner.

* By checking this box I agree that I have read, understand and agree to the ACI Payments, Inc. [Privacy Policy](#) and [Legal Notices](#) as it relates to My Account.

- You will receive an email to complete the account set up.
- Click the hyper link, "Click to confirm registration".

Dear Customer,

Thank you for signing up for a free My Account with ACI Payments, Inc.

Important: Please verify your e-mail address and complete your My Account registration by clicking the link below. If you do not complete this verification step, you will not be able to log in and enjoy all the benefits of My Account.

[Click to confirm registration.](#)

With My Account you'll have access to convenient bill management tools, including:

- Your complete payment history, all in one place
- E-mail reminders
- Schedule automatic recurring payments
- Set up and manage your E-Wallet

If you elected to receive relevant e-mail communications, you'll get monthly newsletters and information about taxes and bills you can pay using ACI Payments, Inc. You may change your e-mail preferences at any time by logging in to My Account or by clicking the links in the e-mails.

Thanks again for choosing ACI Payments, Inc. We hope you enjoy the convenience, cash management and peace of mind you receive knowing your bills are **paid on time, on your time, every time.**

Sincerely,
Customer Service
ACI Payments, Inc.
acipayonline.com

 [Make a payment](#)  [See what I can pay](#)  [Log in to My Account](#)

-You will receive the following message when complete

ACI PAYMENTS, INC. 

[Home](#) | [Payment Center](#) | [Help](#) | [Official Extras](#) | [En Español](#)

My Account Confirmation

Thank you for completing the My Account set-up process. You may now enjoy all the features of My Account, including a faster payment process.

Please [log in](#) to manage your account or make a payment.

[Log In](#)

When accessing your account, you have several available menu options located on the left.

My Account [Logout](#)

Welcome
Gina Nutini

Thank you for logging in. Enjoy full access to the features of this site and your history will be stored for future reference.

- ▶ Pay Now
- ▶ View History
- ▶ Schedule Payments
- ▶ Verify Payments
- ▶ Schedule Reminders
- ▶ My Account Dashboard
- ▶ E-Wallet
- ▶ My Bills

Make Payments On Time, Every Time

Taxes, tuition, utilities, rent, insurance... that's a lot of bills! Pay them simply, quickly and securely with ACI Payments, Inc.

ACI Payments, Inc. is a leading provider of digital payment solutions for the IRS, as well as states, municipalities, colleges and universities nationwide. Take advantage of our fast, convenient payment options and pay your bills *on time, on your time, every time.*

FEDERAL IRS PAYMENTS
Personal Taxes / Business Taxes
[Make A Payment >](#)

STATE PAYMENTS
State Income Tax / Sales and Use Tax / Withholding Tax / Other State Payments
[Make A Payment >](#)

LOCAL PAYMENTS
Real Estate Tax / Personal Property Tax / Utilities / Citations / Court Fees / Other Local Payments
[Make A Payment >](#)

EDUCATION PAYMENTS
Tuition / Housing / Meals / Activities
[Make A Payment >](#)

What's New
Pay your federal taxes with the same convenience and security you're used to with ACI Payments, Inc. Visit our [federal tax payments site](#) today.

WE'VE CHANGED OUR NAME
Official Payments IS NOW ACI Payments, Inc.
New Name, Same Easy Payments
ACI PAYMENTS, INC.™

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When accessing the "My Account Dashboard" on the left and going to the "My Profile", you can update/change your personal information or security questions/answers.

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- E-Wallet
- My Bills

My Account Dashboard

Welcome to the My Account Dashboard. Use the tabs to view the services you have setup and to access our premium features.

- My Profile**
- Scheduled Payments
- My Reminders
- Payment History
- E-Wallet
- My Bills

My Profile

Email Address: _____
Password: *****
Challenge Question: What was the make and model of your first car?
Country: United States
First Name: _____
Middle Name: _____
Last Name: _____
Suffix (Jr, Sr, etc): _____
Street Address: _____
Town/City: _____
State: OH
Zip Code: _____
Daytime Phone: _____
Mobile Phone: null

Please send me relevant communications about My Account and ACI Payments, Inc.
 Small business owner.

[Update Profile](#)



SCHEDULING A FUTURE PAYMENT (AUTO PAY)

Click on the "Scheduled Payments" option either from your dashboard tab or menu located on the left.

From here you can add a payment amount with payment type that you would like to schedule to auto pay.

Choose ADD> Local Payments> Ohio>Fairfield County>Fairfield County Utilities>Water/Sewer>Continue

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AutoPay

Welcome to AutoPay, ACI Payments, Inc. payment scheduling service:

- The fast, easy steps will prompt you for information on the type, amount and frequency of your payment(s).
- Once set up, no further action is required; your payment(s) will be made automatically.
- Once set up is completed, an AutoPay confirmation e-mail will be sent from autopay@acipayonline.com to the e-mail address you provide below.
- If you use spam-filtering software, it should allow receipt of e-mails from this e-mail address.
- You will receive e-mail notifications of upcoming payments and confirmation e-mails when each payment has been processed.
- To edit or delete your IRS scheduled payments, please visit ACI Payments, Inc. federal payment site at fed.acipayonline.com and re-login to My Account. You are currently on the ACI Payments, Inc. main website. Visit our IRS dedicated website at fed.acipayonline.com to schedule and pay Federal IRS tax payments.

E-mail Address

Save

(This e-mail address may be different from the one used on your My Account profile.)

Scheduled Payments

Payment Type	Card Type	Action
You have no scheduled AutoPayments at this time.		

Done

Add



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Enter the dollar amount in first section, then cent amount in second section, then ADD. Choose payment option type, then continue.



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AutoPay

Home > Login > Select Type > **Schedule Payments** > Accept Terms > Provide Details > Confirm and Save > Complete

Fairfield County Utilities Water/Sewer

• **Schedule Future Payments:** Use this feature to schedule one or more future payments to be made on specific dates.

Schedule Future Payments

- Schedule a future payment (up to 10) by entering a payment date and amount in the 'Add Scheduled Payment' box and then clicking the 'Add' button. Your scheduled payments(s) will appear in the 'Scheduled Payments' box.
- Select your Payment Option and click 'Continue'.
- The service fee for the payment(s) will be presented on the next screen.

Add Scheduled Payments

Payment Date :

Payment Amount \$:



Scheduled Payments

You don't have any scheduled payments.

Payment Options:

- Credit Card
- Debit Card
- Debit Card
- E-Check

(Please uncheck this box if you do not wish to receive e-mail reminder.)

Choose Accept to proceed

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AutoPay

Home > Login > Select Type > Schedule Payments > **Accept Terms** > Provide Details > Confirm and Save > Complete

Fairfield County Utilities Water/Sewer

Please confirm your scheduled payment dates, payment amounts, convenience fees, and totals. Review the Terms and Conditions below and click "Accept" to proceed with scheduling your payment.

Scheduled Payments

Payment Date	Payment Amount	Convenience Fee	Total Payment
02/11/2021	\$10.00	\$5.95	\$15.95

Terms and Conditions:

Convenience Fee

ACI Payments, Inc. charges a convenience fee to use this service to make the payment(s) outlined above. This fee is separate from the governmental obligation you are paying. The convenience fee is included in the "Total Payment", above.

Printer Friendly

Card Authorization:

By clicking Accept, you are authorizing us store your credit card information and to use this information to initiate recurring credit or debit card debits in your name and from your credit card account. The amount and frequency of these transactions will be presented to your card statement on the schedule you have designated. If you have any questions regarding this payment you may contact customer service. This authorization will remain in effect until we are notified by you, either contacting Customer Service or by logging into your my account account and cancelling / modifying the recurring schedule, and we and your financial institution

Printer Friendly

[Back](#) [Decline](#) [Accept](#)

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Enter in your Utility Account # (5 DIGIT # LOCATED ON YOUR BILL) then your bank account information for auto payments to process, then continue. You will need to confirm all information is accurate and submit for processing.

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AutoPay

[Home](#) > [Login](#) > [Select Type](#) > [Schedule Payments](#) > [Accept Terms](#) > [Provide Details](#) > [Confirm and Save](#) > [Complete](#)

Fairfield County Utilities Water/Sewer

Please enter the required information below (note that the [*] fields are required).

*Account Number:

*Card Type:   

*Card Number:

*Expiration Date: / (mm/yy)

This page supports 128-bit SSL encryption as verified by DigiCert.



SCHEDULING BILL REMINDERS

You can choose to receive an e-mail reminder for your future payment(s). This does not obligate you to make any payment(s) through ACI Payments, Inc. The reminder e-mails are offered as a courtesy to you. The obligation to schedule and make any future payments in a timely manner is your exclusive obligation. It is your responsibility to make modifications to your reminders as necessary, including an update to your e-mail address if it changes. In order to make future payments through ACI Payments, Inc., you can re-visit this web site or follow the instructions on the reminder e-mail.

ACI PAYMENTS, INC.

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Payment Reminders

Login > Select Service > Select Date(s) > Accept Terms > Complete

Fairfield County Utilities Water/Sewer

Set Payment Reminder:

One-Time Reminder: Remind me on

Repeating Reminder: Remind me on day of the following month(s) each year:

January February March April May June
 July August September October November December

(Repeating Payment Reminders set for a day not present within a month will be sent on the last day of that month. For example, Payment Reminders set for the 31st day of April will be sent out on April 30.)

Too Busy? Forgetful?
We'll make your payments for you, automatically.

AUTOPAY

DISCOVER VISA

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VIEWING YOUR BILLS

Your current and past bills can be viewed in the “My Bills” section. If you do not see a current bill, you may use the “Search for Bills” to show older items.

The screenshot displays the ACI Payments, Inc. website interface. At the top, the logo for ACI Payments, Inc. is on the left, and logos for VISA, DISCOVER, and MoneyGram are on the right. A navigation bar contains links for Home, Payment Center, Help, Official Extras, and En Español. The main content area is titled "My Account Dashboard" and includes a "My Account" sidebar with a "Logout" link and a list of services: Pay Now, View History, Schedule Payments, Verify Payments, Schedule Reminders, My Account Dashboard, E-Wallet, and My Bills. The "My Bills" section is active, showing a "Search for Bills" button and a message: "You are not enrolled in any Bills. Click the link above to Search for Bills." The footer contains a list of links: PRIVACY POLICY, Complaints, Legal Notices, Pay By Phone, Tax Professionals, Working With ACI Payments, Inc., ACI Pay Terms & Conditions, and Sitemap. Copyright information for 2021 ACI Payments, Inc. is also present.



VERIFY PAYMENTS

You can enter in detail to verify that a payment has been processed and received. You can search by entering the confirmation # you received when submitting payment, the last 4 digits of your credit card # or last 5 digits of your checking account that that was used to process payment. To verify older payments, you may email: customerservice@acipayonline.com.

ACI PAYMENTS, INC.



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Payment Verification

Enter your e-mail address on Step 1, and one of any of the three items listed on Step 2. Click on the "Submit" button to receive confirmation of payment.

- Your confirmation number, payment date/time, the amount of your payment, convenience fee and total payment amount will be displayed.
- Payment verification is available for payments completed within the last 12 months.
- To verify older payments, or payments not found, please contact Customer Service at customerservice@acipayonline.com.

Step 1

E-mail Address:

Step 2

Confirmation Number: OR Last 4 Digits of Card Number: OR Last 5 Digits of Checking Account Number: For payments made by electronic check.

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[Submit](#)

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FAQ'S- Official Payments (ACI Payments)

1. What is the My Account Dashboard?

The My Account Dashboard is a centralized resource for viewing and managing all of the payments, features, and services provided by ACI Payments, Inc. By accessing the Dashboard, you can edit your My Account settings and profile, view your payment history, view your Scheduled Payments, and view your Payment Reminders. Options are also provided to manage each of these features so you can view, edit, delete, or add to them as necessary.

2. What information is available through the My Account Dashboard?

The My Account Dashboard provides a snapshot of your My Account My Settings, Profile, Payment History, Payment Reminders and Scheduled Payments. Options are also provided to manage each of these features and services.

3. What is the information stored in "My Profile" used for?

The information in My Profile is used to make future payments easier if you are making them through ACI Payments, Inc. By entering you address and personal information, we will pre-fill these fields in automatically for all subsequent payments made through our website.

4. How do I reset or change my My Account e-mail, password, or challenge question?

To reset or change your My Account e-mail, password, or challenge question, simply select the My Account Dashboard from the features and services menu, select the My Account Profile tab and then click on the "Edit" button. You will be able to reset each of these fields.

5. How do I access the features and services summarized in the My Account Dashboard?

Each tab in the My Account Dashboard includes a link to manage the features and services summarized in the Dashboard. Please click on this link to view, edit, delete or add to the services provided by ACI Payments, Inc.

6. Do I need to sign up for My Account to access the My Account Dashboard?

Yes, My Account registration is required for access to this feature. Registration can be completed in one easy step from anywhere on our website by clicking on the "Sign Up" link in the features and services menu.

7. Is the information shown in the My Account Dashboard secure?

Yes, the My Account Dashboard can only be accessed with your My Account password and no credit or debit card number, bank account information, Social Security Number or Employer Identification Number is displayed.

ACI Payments, Inc. does not share confidential information with anyone other than that which is minimally required by the government entity for which your payment is directed in order that it may be properly applied. In no event is your credit or debit card information ever shared with anyone including the government entity receiving your payment. Please see our Privacy Policy for more information.

To help ACI Payments, Inc. Customer Service Representatives assist you with your questions, please have the following information handy when you e-mail or call us:

- Name of the government entity you want to pay (e.g., Internal Revenue Service, New York State, or Bexar County, TX).
- Amount you want to pay.
- Contact e-mail address or telephone number where you can be reached.
- Confirmation number and the last four digits of your credit or debit card number, if you have already made a payment.

Pay By Phone - Toll-Free 1-800-2PAY-TAXsm (1-800-272-9829)
(Automated Telephone Service - 24/7)

Federal Payment Inquiries - Toll-free 1-877-754-4413
(Automated Informational Interactive Voice Response Service - 24/7)

The Internal Revenue Service (IRS) can be reached at the following toll-free numbers:

- **U.S. Internal Revenue Service Customer Service Inquires**
- Personal Taxes: Toll-Free 1-800-829-1040
- Business Taxes: Toll-Free 1-800-829-4933

Online Payment Inquiries - e-mail our Customer Service Department at customerservice@acipayonline.com or call 1-800-487-4567 for Customer Service assistance (Monday - Friday, 8:00am - 6:00pm CT).

International Payments Inquiries - 1-703-653-2499
(Monday - Friday, 8:00am - 6:00pm CT)