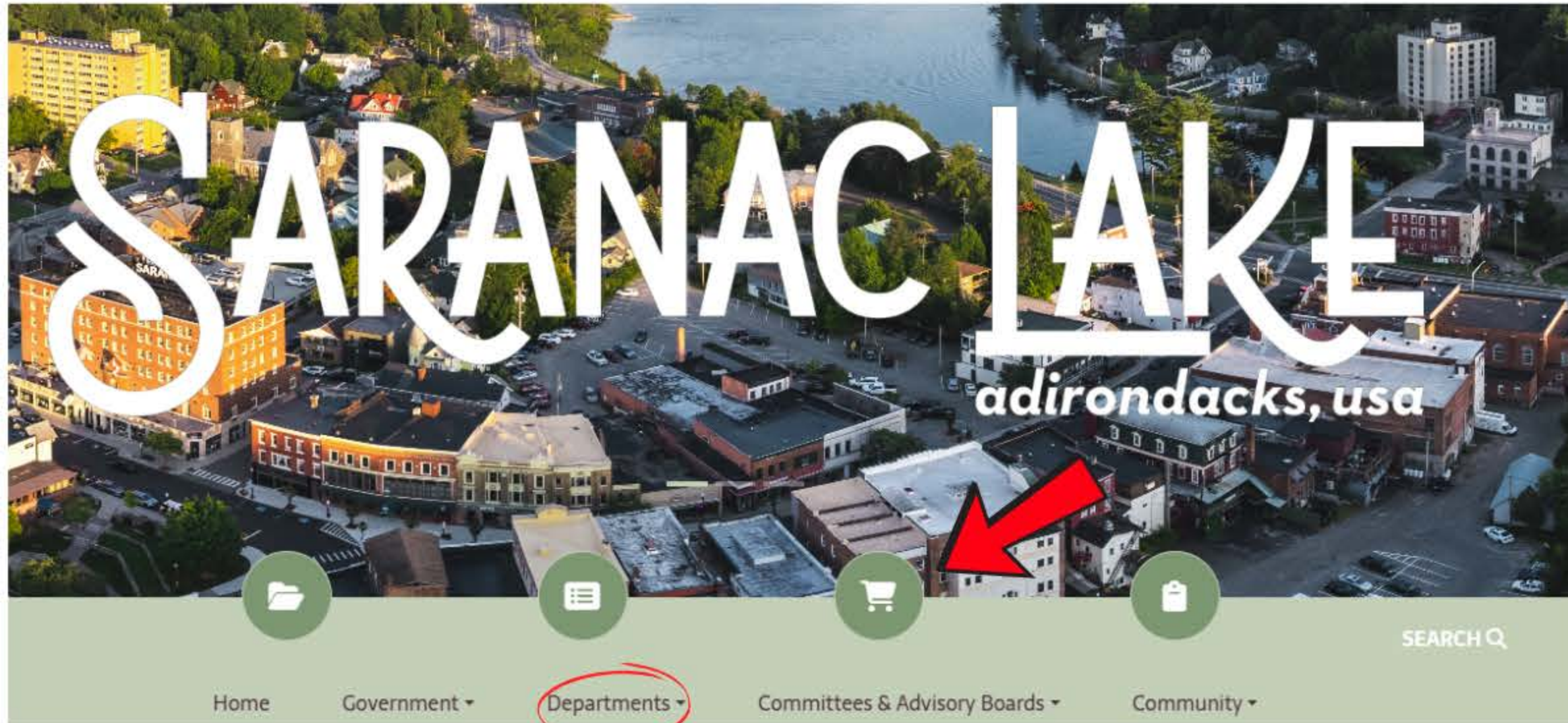


# Online Account Registration/Payment

Follow the steps below to sign up for the online payment portal:

1- Go to the Village's website, [www.saranaclakeny.gov/](http://www.saranaclakeny.gov/)

2- On the Home Screen click the **Shopping Cart Icon** or visit the **Water/Sewer** page under the **Departments** drop down



3- If you already have an account, you can enter your Login info.

If creating a new account click the Sign Up option

4- When registering for the first time you will need your account number (include all **zeros** and - marks). You can find this number on your bill.

VILLAGE OF SARANAC LAKE	
ACCOUNT:	123456-000
SERVICE ADDRESS:	4444 S 1ST
SERVICE PERIOD:	3/1/2024 to 5/31/2024

5- Click "COMPLETE REGISTRATION"

6- Confirm verification email (Email will be sent to email address used to create account)

7- In order to sign up for autopay your water/sewer account must have a zero balance



# Adding Multiple Accounts

1- On home page of account use **LEFT** tool bar and click **My Profile**

CivicPay Online

Home > 001234-00

You are now logged in

**Total Account Balance**

\$532.83\* [PAY NOW](#)

\*Balance is current as of today and may include billing, adjustment, and pending payment transactions

**Service Address**

123 Street Name  
Saranac Lake, NY 12983

[VIEW MY BILL](#)

[VIEW ACCOUNT ACTIVITY](#)

[SIGN UP FOR AUTO PAY](#)

2- Under Accounts section click **+ ADD ACCOUNT**

CivicPay Online

**Login Information**

E-MAIL ADDRESS [Update](#)

PASSWORD [Update](#)

**Payment Methods** [+ ADD PAYMENT METHOD](#)

Description	Type	Actions
<b>Accounts</b>		<a href="#">+ ADD ACCOUNT</a>
<b>Account</b>	<b>Paper Bill</b>	<b>E-Bill</b>
001234-00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
123 Street Name	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<a href="#">EDIT</a>	<a href="#">REMOVE</a>

\*Default account. The default account cannot be removed. Please first set a different account as the default account to remove this record.

**Paper Bill:** Enable this to receive a paper copy of your bill via the mail.

**E-Bill:** Enable this to receive an electronic copy of your bill via email.

**Auto Pay:** Enable this to automatically debit your account when your bill is due.

3- Input account info

CivicPay Online

My Profile > Add Account

**Add Account**

You will need a recent bill from your utility to fill in some of the information below.

House/Building Number \*

Utility Account Number \*

Please make sure you enter the account number with all leading and trailing zeroes and dashes.  
For example: 123456-123

**\*\*NOTE:** Each account's payment method needs to be set up individually\*\*