AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

Customers can submit one of the following payment types for their Austin-Travis County EMS account(s):

- One-Time Payment
- Recurring Monthly Payment

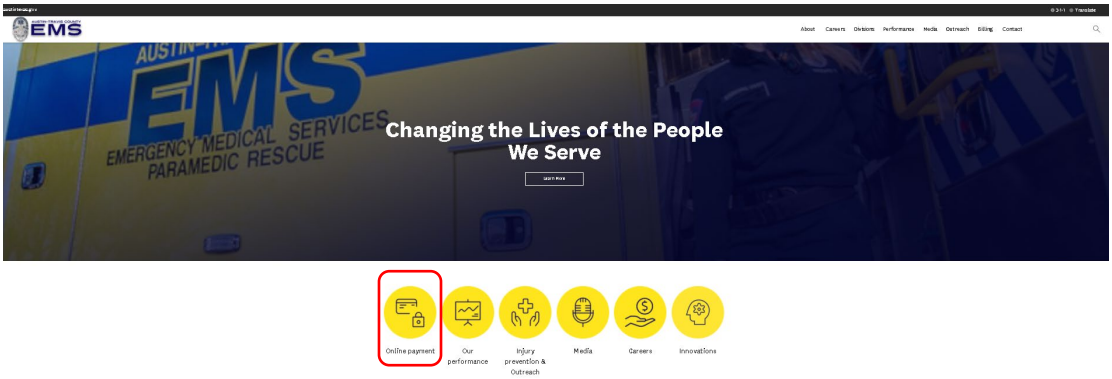
Online payments can be submitted via credit card (Visa, MasterCard, Discover or American Express).

To submit an online payment, you must have the run number and date of service listed on the invoice. If you do not have your run number or date of service, please contact the Austin-Travis County EMS Billing Department at 512-972-7210 or at EMSBillingInfo@austintexas.gov

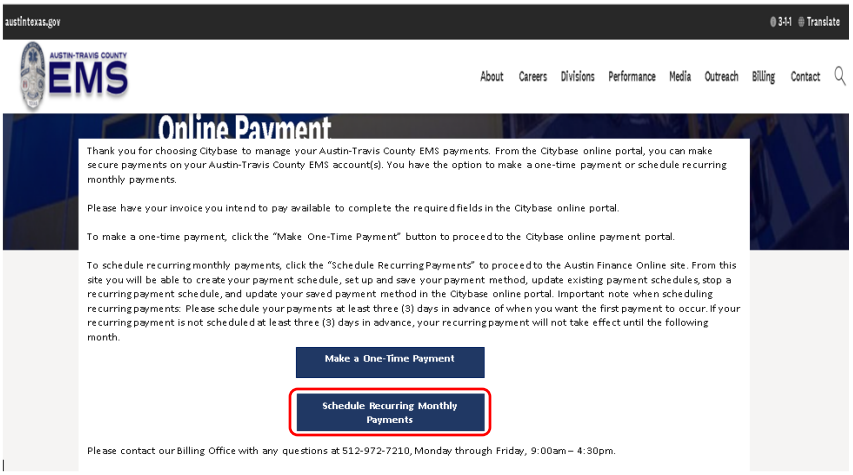
To schedule a recurring payment on your Austin-Travis County EMS account, follow these steps:
Please note, there are two steps involved in scheduling a recurring payment

1. Submit the EMS Recurring Payment Request Form
2. Creating an profile in Citybase to link your account and save your payment method

Visit www.ATCEMS.org
Select “Online Payment”



Select “Schedule Recurring Monthly Payment”



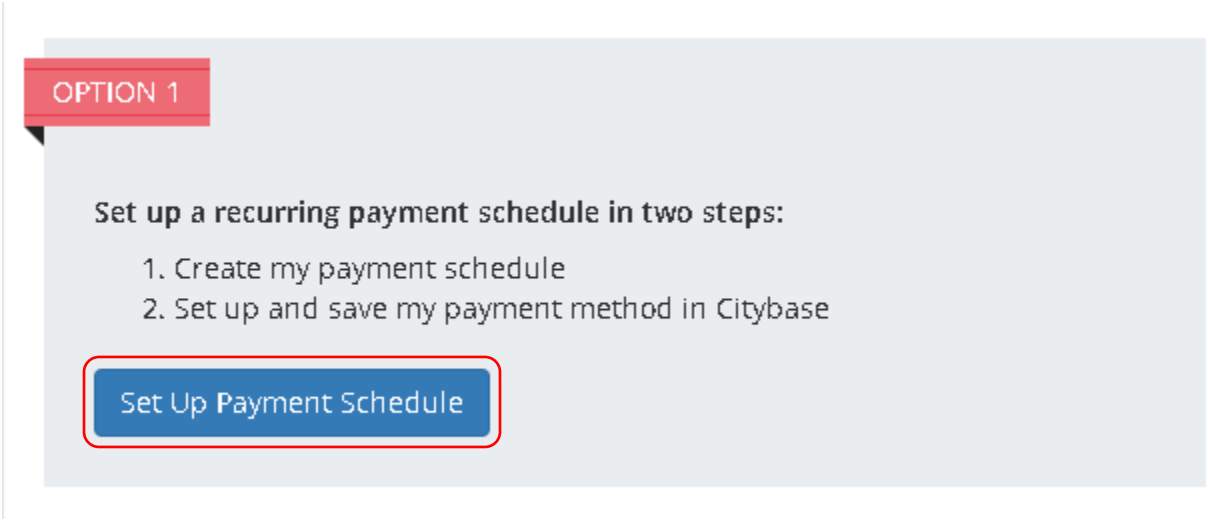
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

You will then be directed to the Austin Finance Online site where you can:

- Option 1: Set up a Payment Schedule
- Option 2: Update a Payment Schedule
- Option 3: Update a Payment Method

Select Option 1 to Set up a New Payment Schedule – **please note, you must set up the payment schedule at least three (3) days before you want your first payment to take place**



Enter your Run Number and Date of Service, then select Verify Run Number and Date of Service

If your run number or date of service is incorrect, you will receive the following message:

The Run Number or Date of Service entered is not found in the EMS records. Please contact EMS at (512) 972-7210 or emsbillinginfo@austintexas.gov

If you do not have the correct information or are unsure, please contact the Austin-Travis County Billing department using the contact information in the above message.

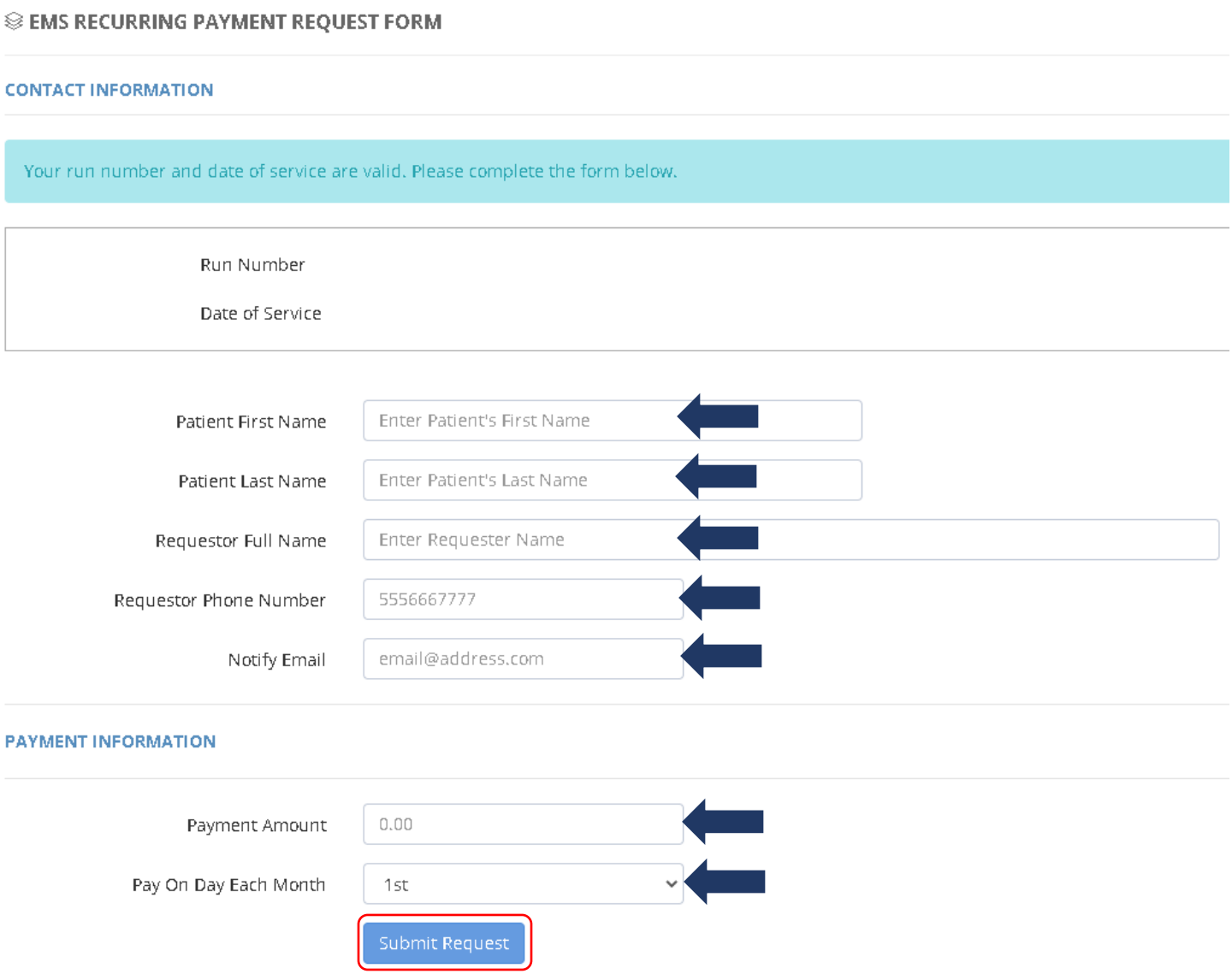
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

Enter the following information (all fields are required):

- Patient First Name
- Patient Last Name
- Requestor Full Name
- Requestor Phone Number
- Notify Email (this email is only used for your payment request and will not be submitted to Citybase. This is where your recurring payment request will be emailed if you choose)
- Payment Amount (this is the monthly payment amount, not the total amount due)
- Pay on Day Each Month – You can select days 1 through 28 but remember this must be scheduled at least three (3) days in advance in order for your first recurring payment to take place this month.

Select “Submit Request”

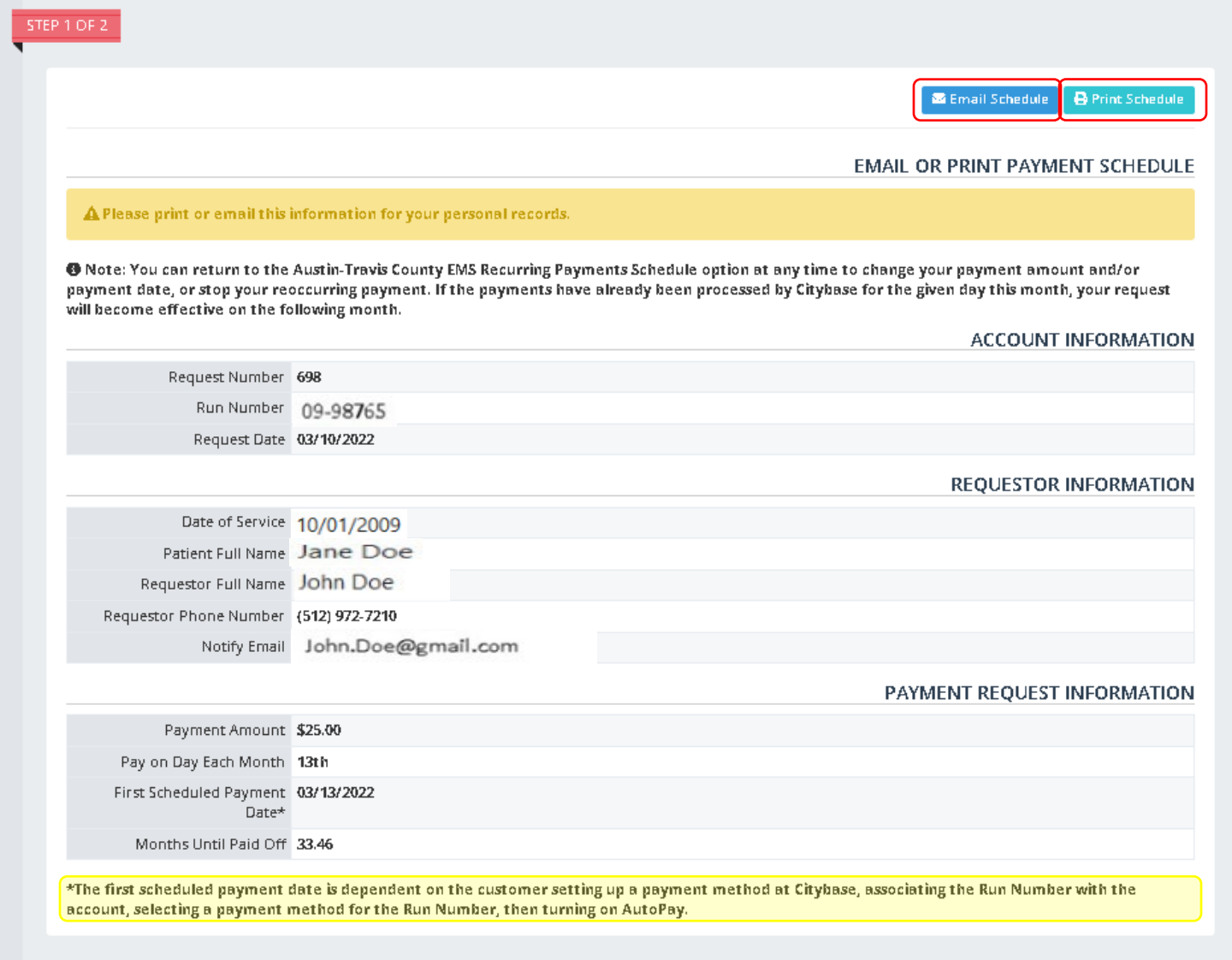


AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Email Schedule if you would like your payment schedule emailed to you
Select Print Schedule if you would like to print your payment schedule
Your payment schedule provides you with the following information:

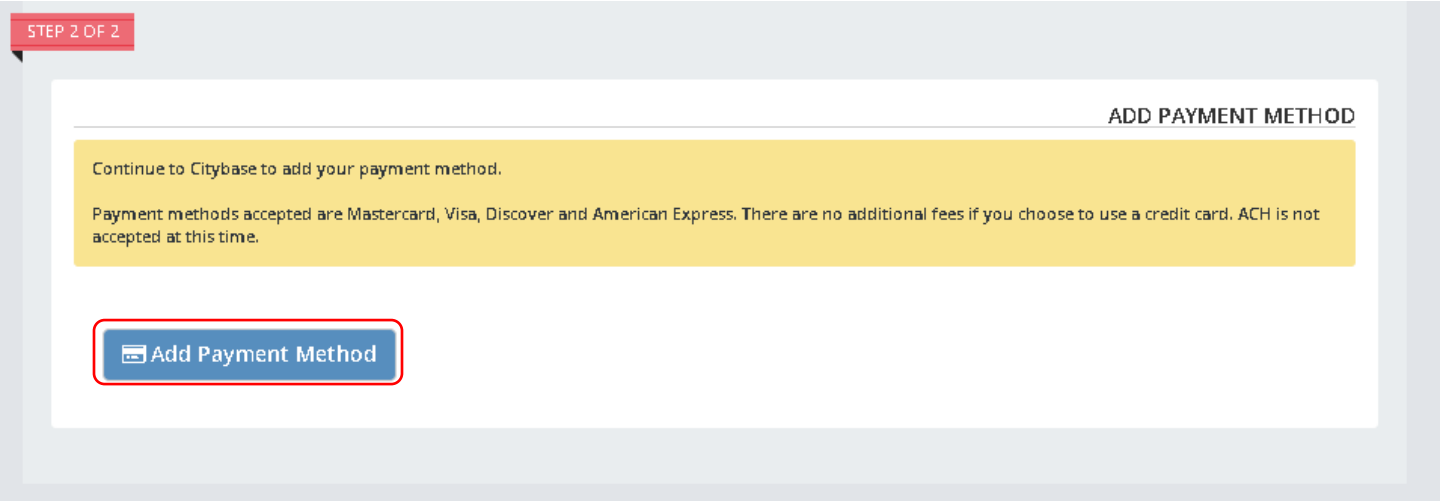
- Account Information
- Requestor Information
- Payment Request Information
    - The First Scheduled Payment Date is dependent on the customer setting up a payment method at Citybase, associating the Run Number with the account, selecting a payment method for the Run Number, then turning on Auto pay (Step 2 of 2)
        - If this is not completed, your recurring payments are not scheduled



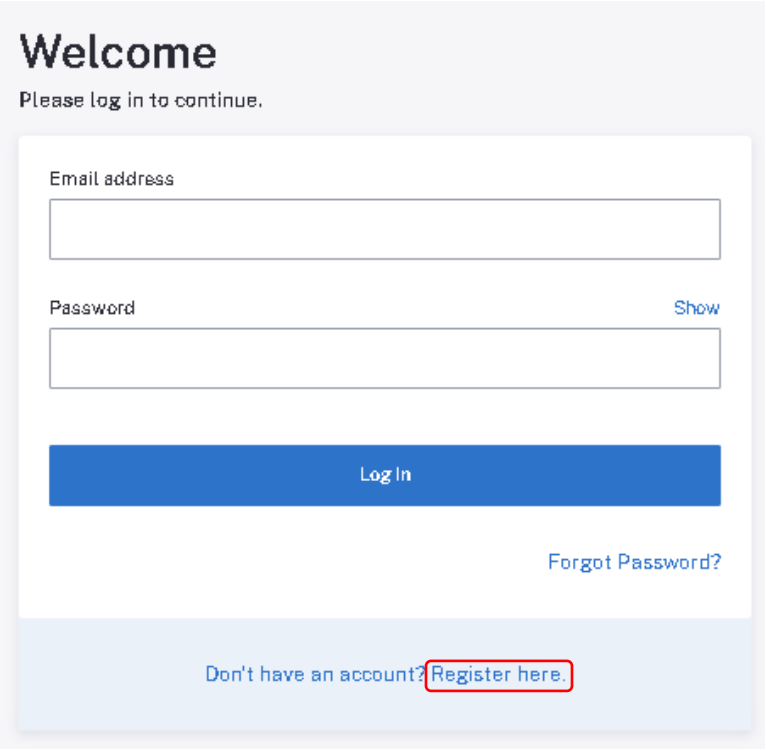
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add Payment Method to continue to Citybase



If you are a new online payment customer, select Register here. If you have an account with Citybase, log in and proceed to page 8

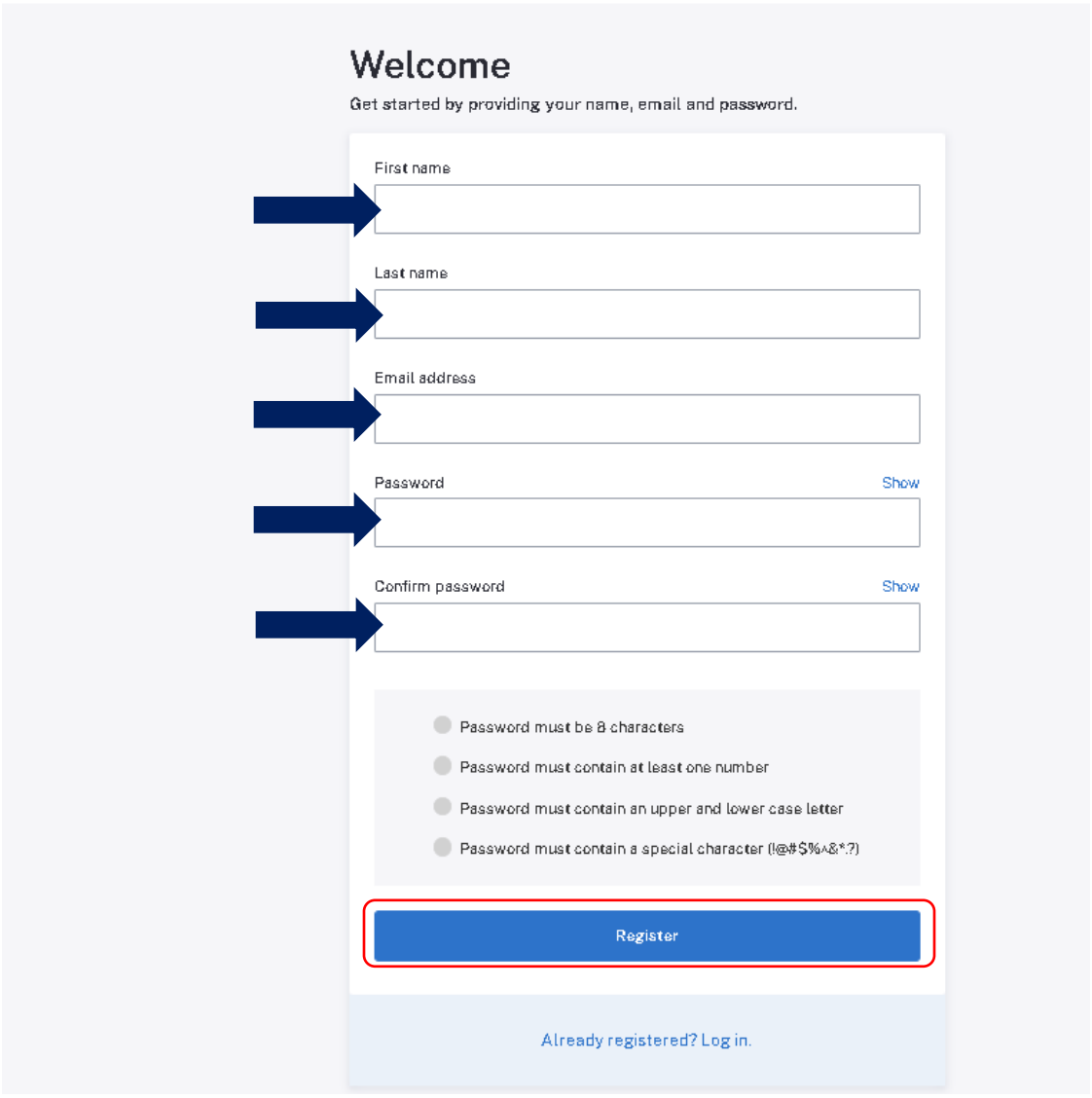


AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

Enter the following information:

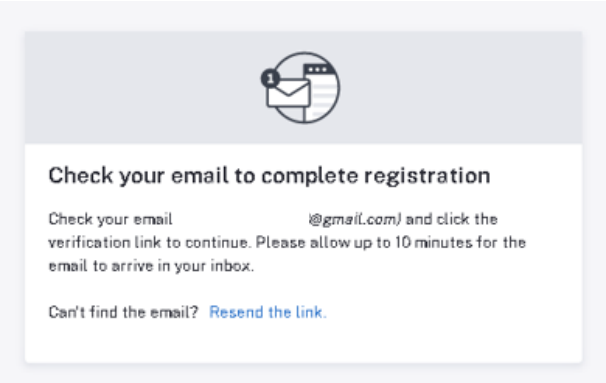
- First Name
- Last Name
- Email Address
- Password
- Confirm Password
- Select Register



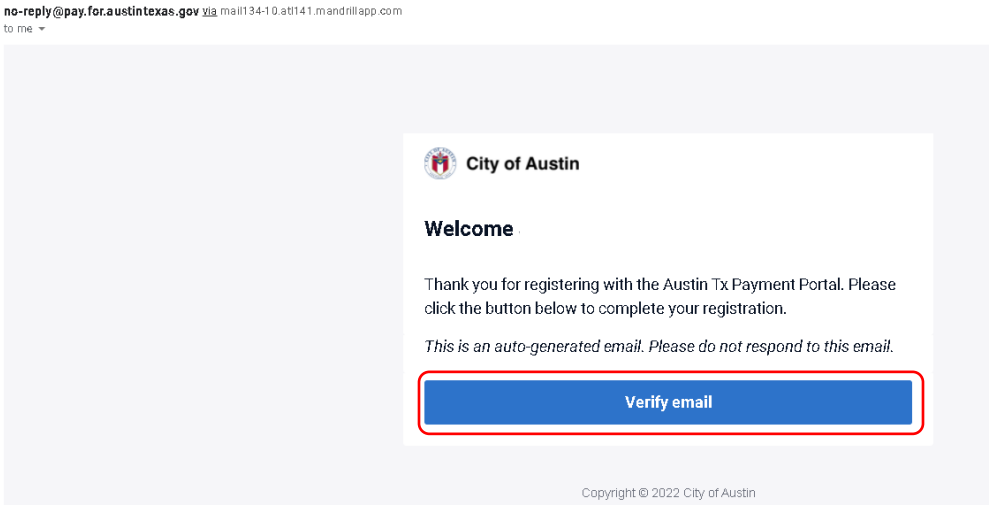
Upon registering, you will be prompted to check your email to complete registration

AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

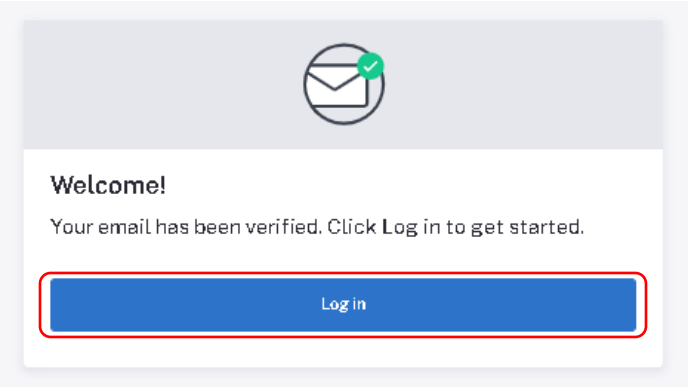
STEP-BY-STEP GUIDE FOR CUSTOMERS



Find the email from no-reply@pay.for.austintexas.gov and select "Verify email



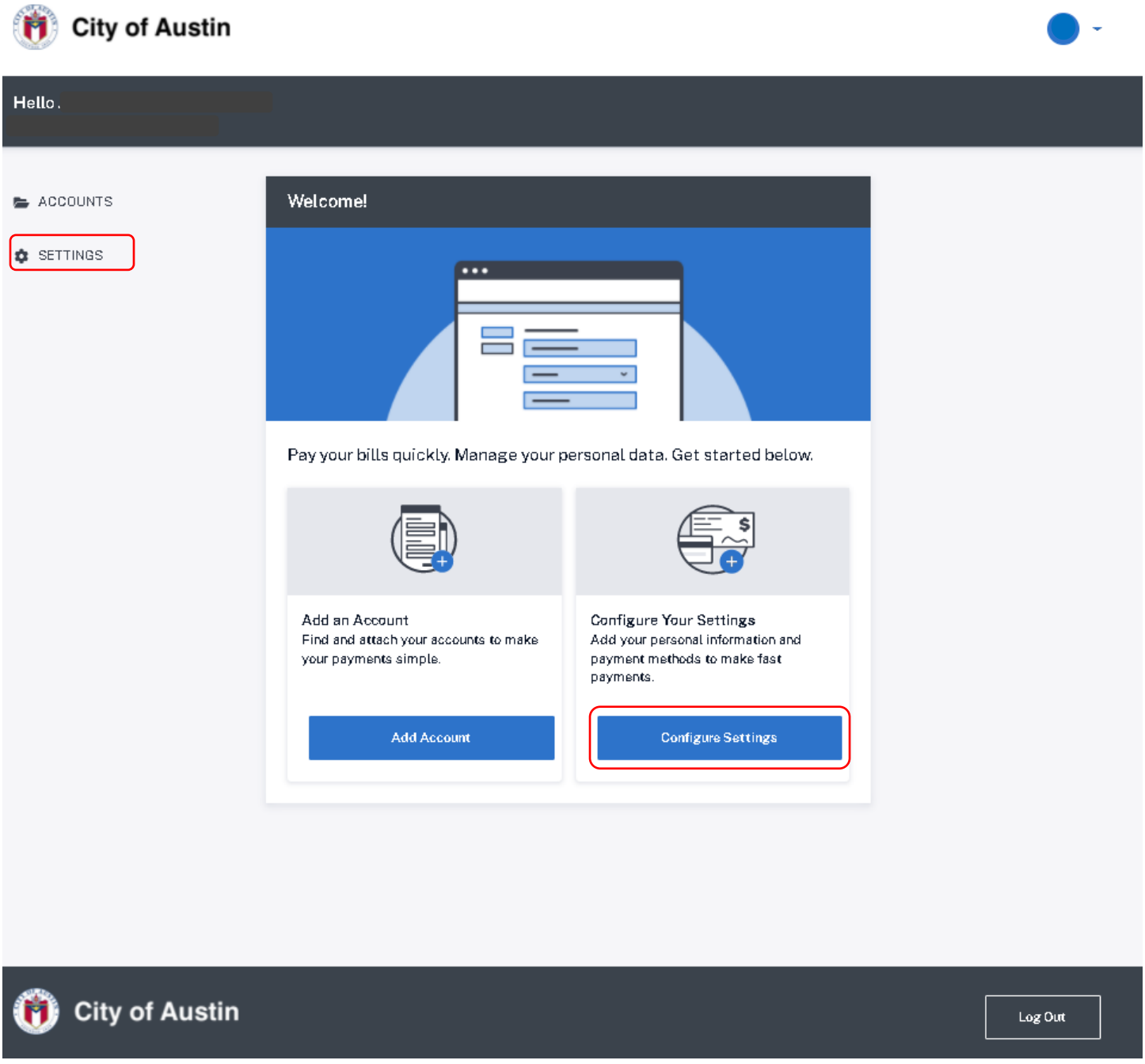
Once your email is verified, select "Log in"



To add your personal information and payment methods, select Configure Settings or Settings

AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

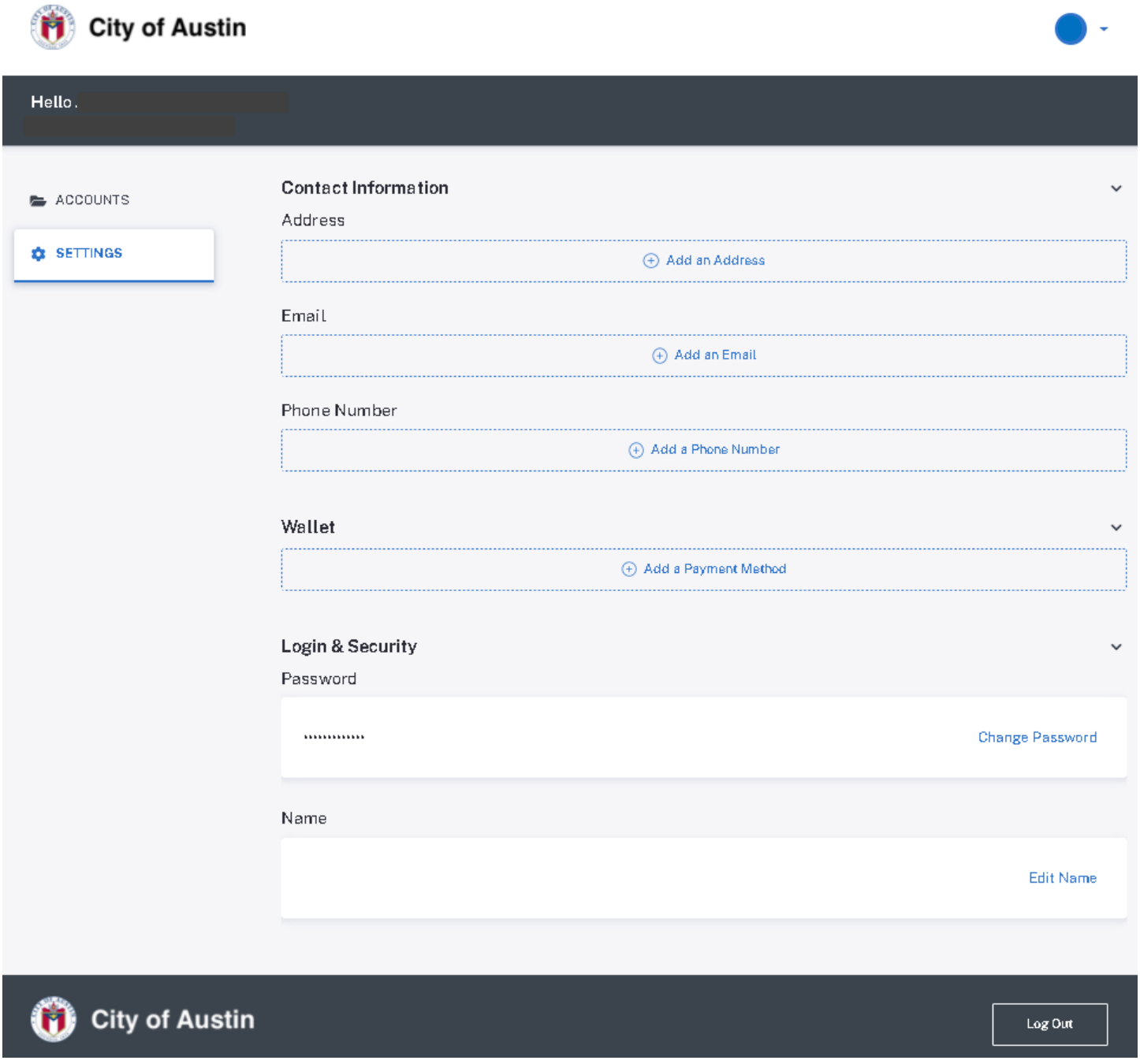
STEP-BY-STEP GUIDE FOR CUSTOMERS



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

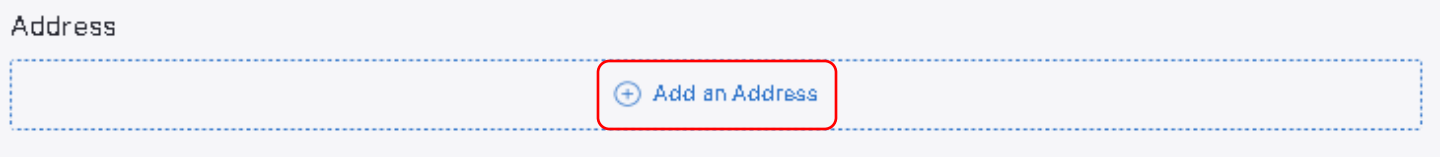
Contact Information



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

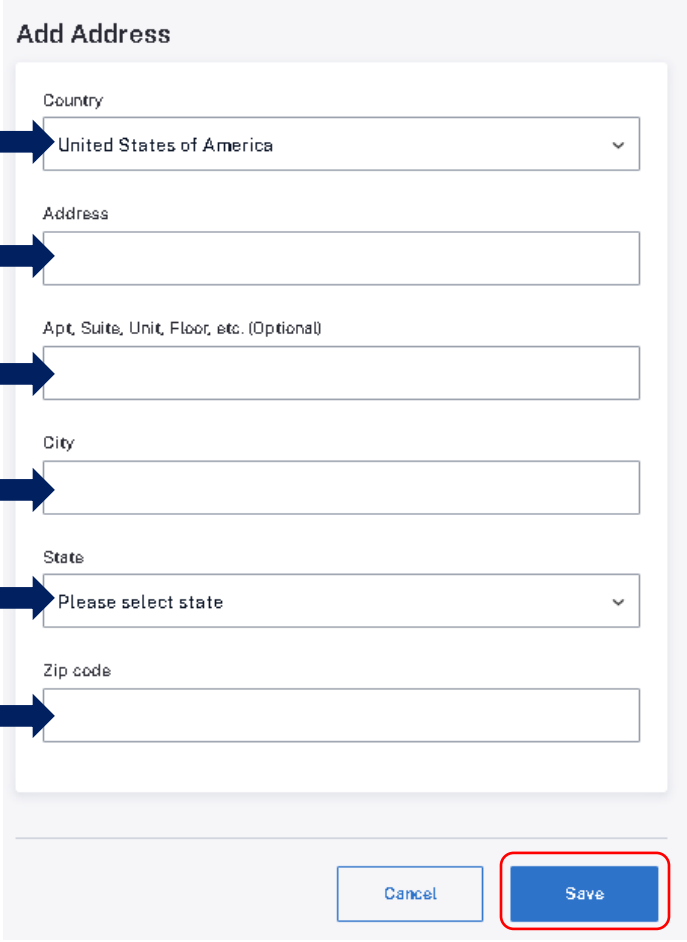
STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add an Address



Enter the following information and select save

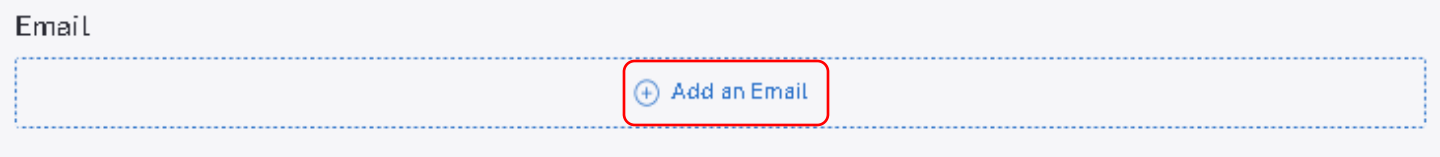
- Country
- Address
- Apt, Suite, Unit, Floor, etc.
- City
- State
- Zip Code



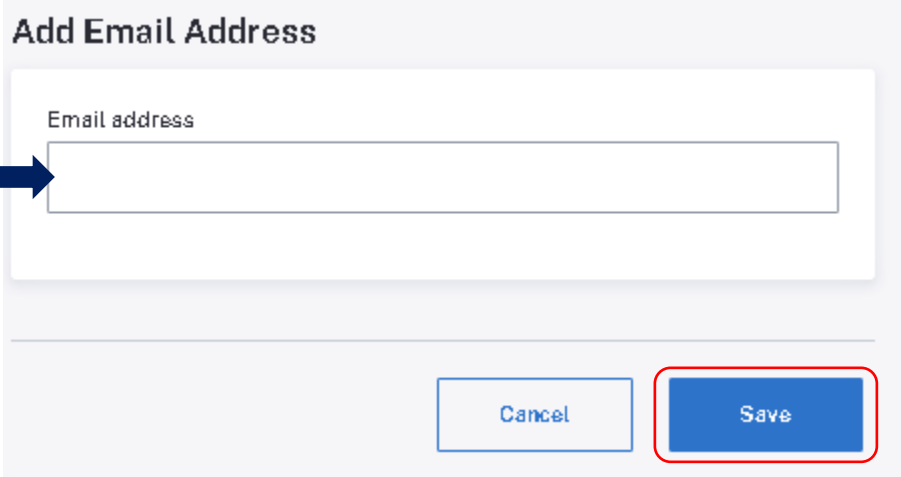
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

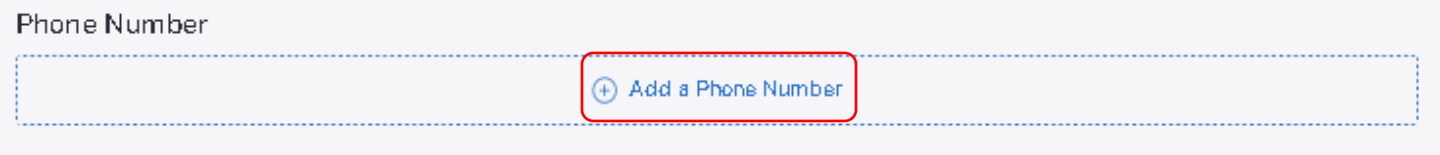
Select Add an Email



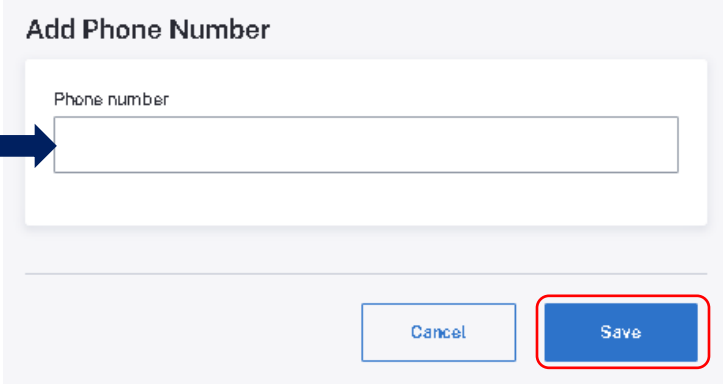
Add email address and select save



Select Add a Phone Number



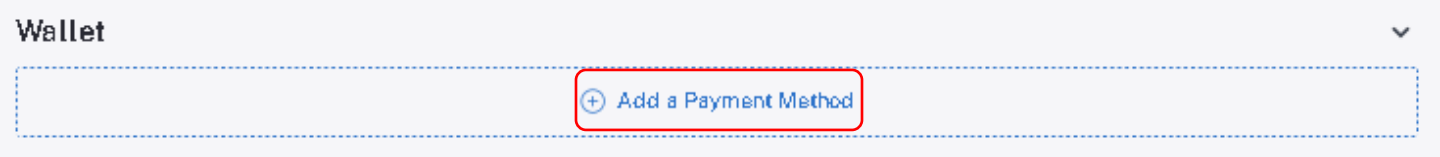
Add phone number and select save



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

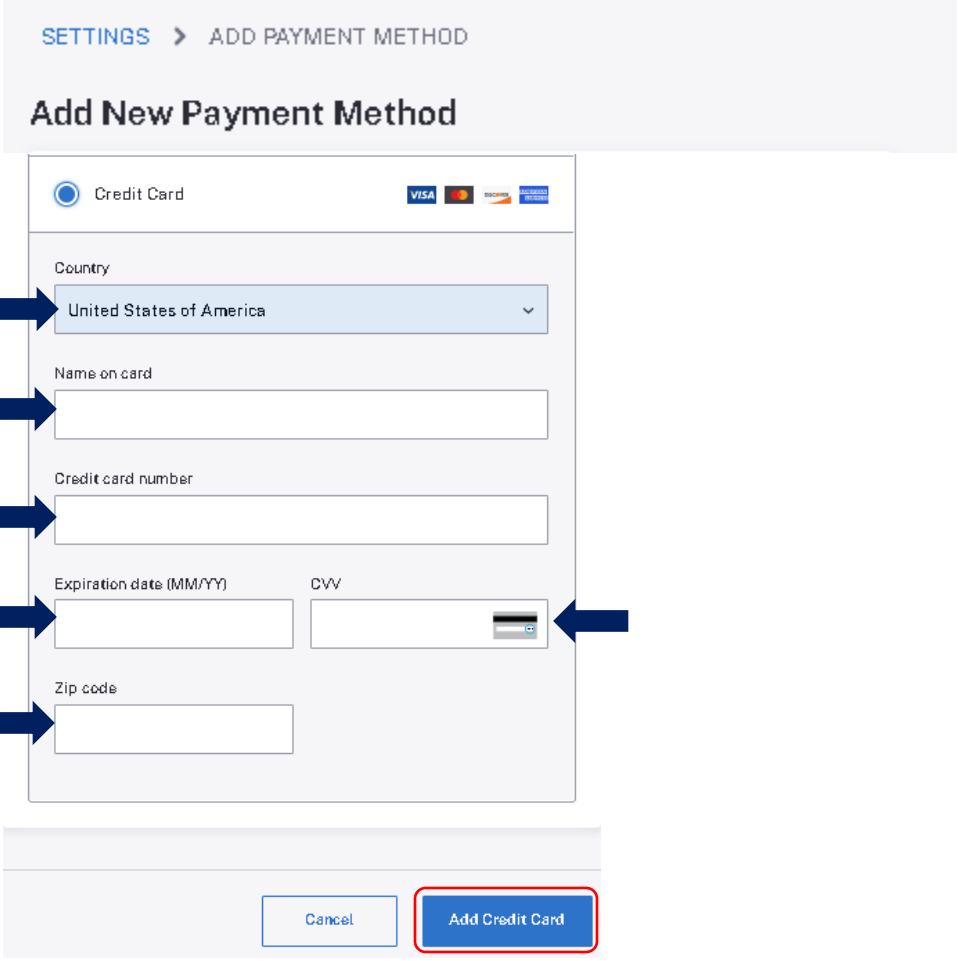
STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add a Payment Method



Select Credit Card and enter the following information and select Add Credit Card

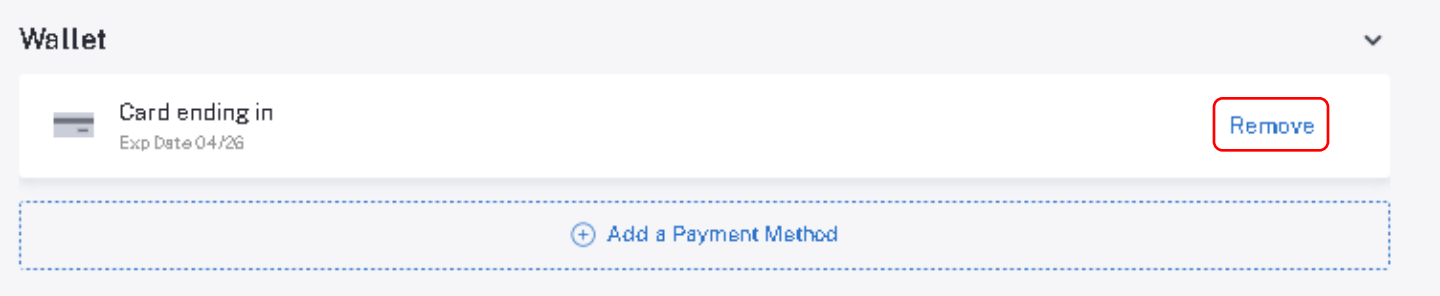
- Country
- Name on card
- Credit card number
- Expiration date (MM/YY)
- CVV
- Zip Code



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

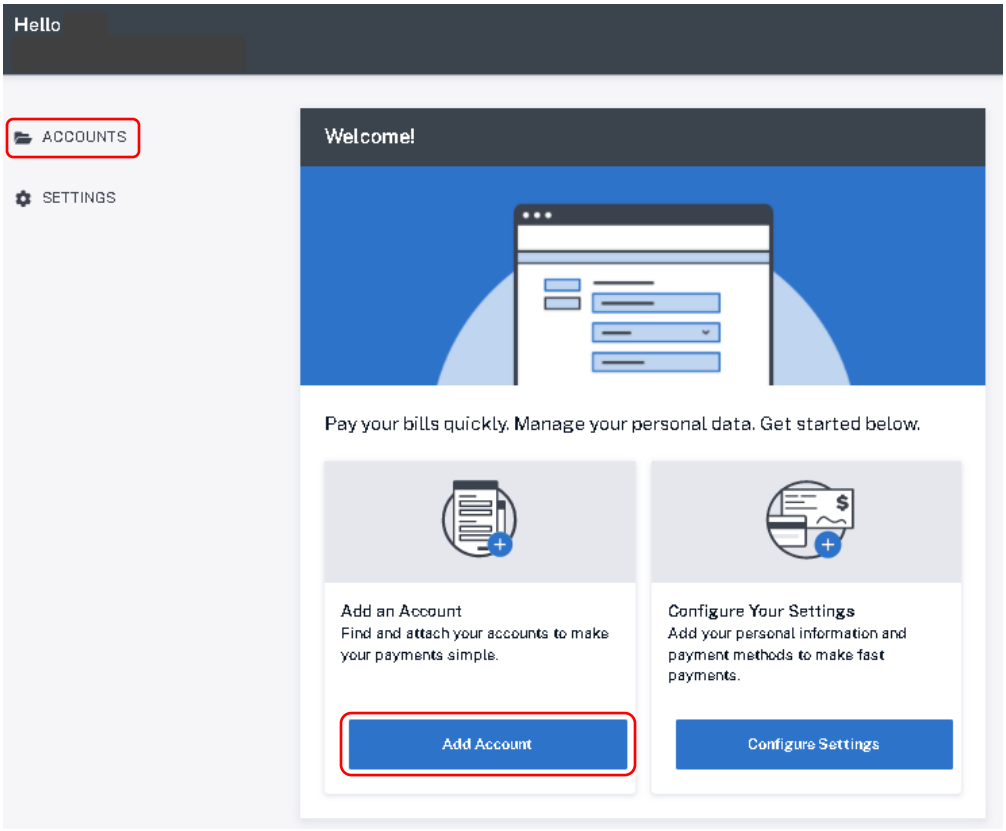
STEP-BY-STEP GUIDE FOR CUSTOMERS

Once payment information is added, this data cannot be edited or viewed. There is a limited information that will be displayed once it's saved. If you are having difficulty making a payment using the wallet, you will need to "remove" this card and add it back again.



Your personal information is now saved.

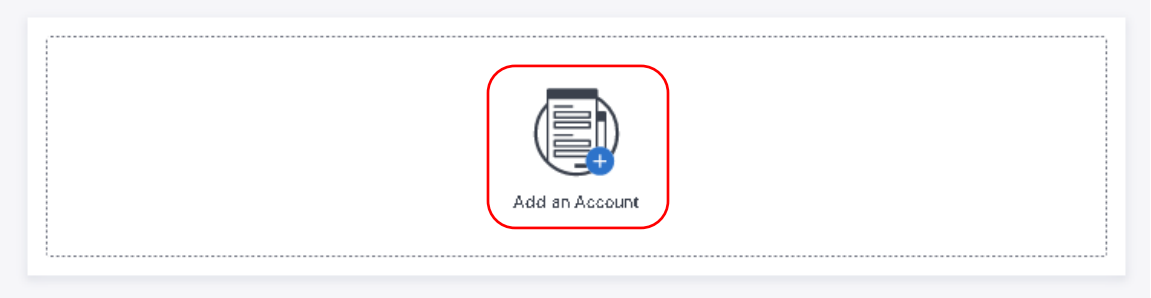
To link you EMS account to your profile, select Accounts or Add Account



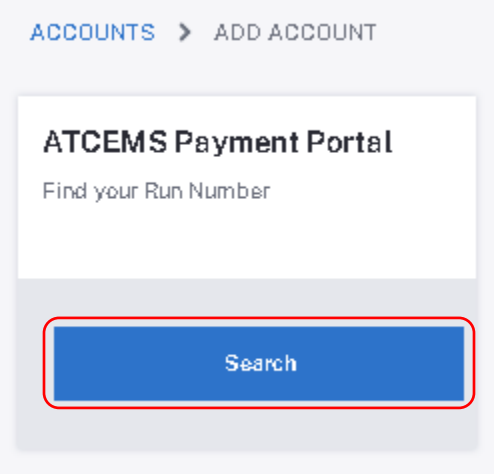
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

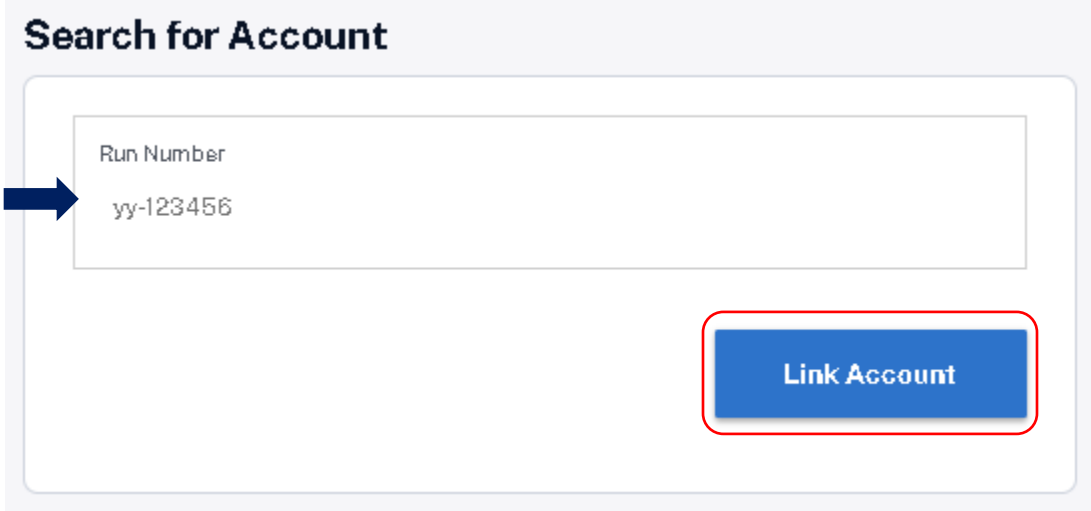
Select Add an Account



Select Search



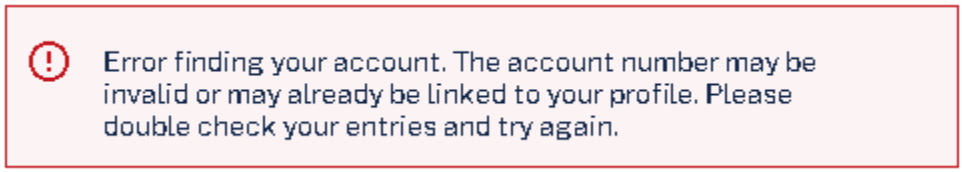
Enter your Run Number and select Link Account



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

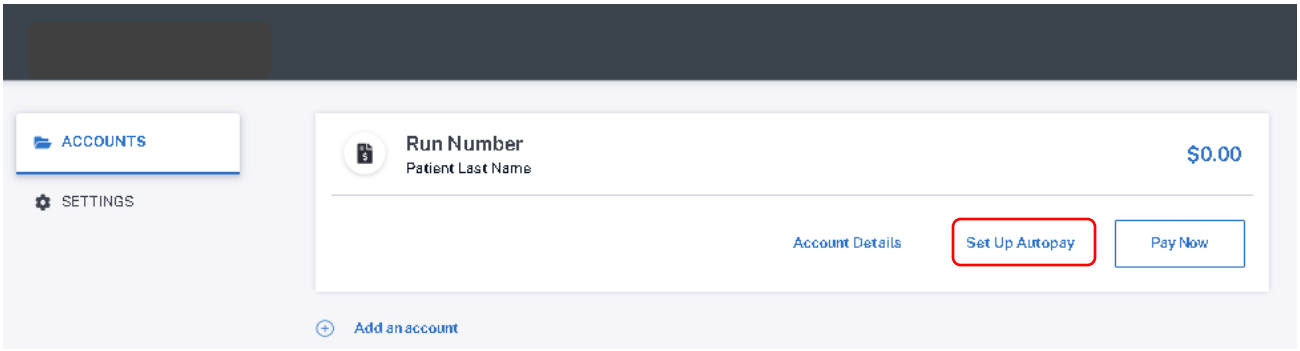
STEP-BY-STEP GUIDE FOR CUSTOMERS

If you enter an invalid Run Number you will receive the following message. Check your invoice for correct Run Number and Date of Service

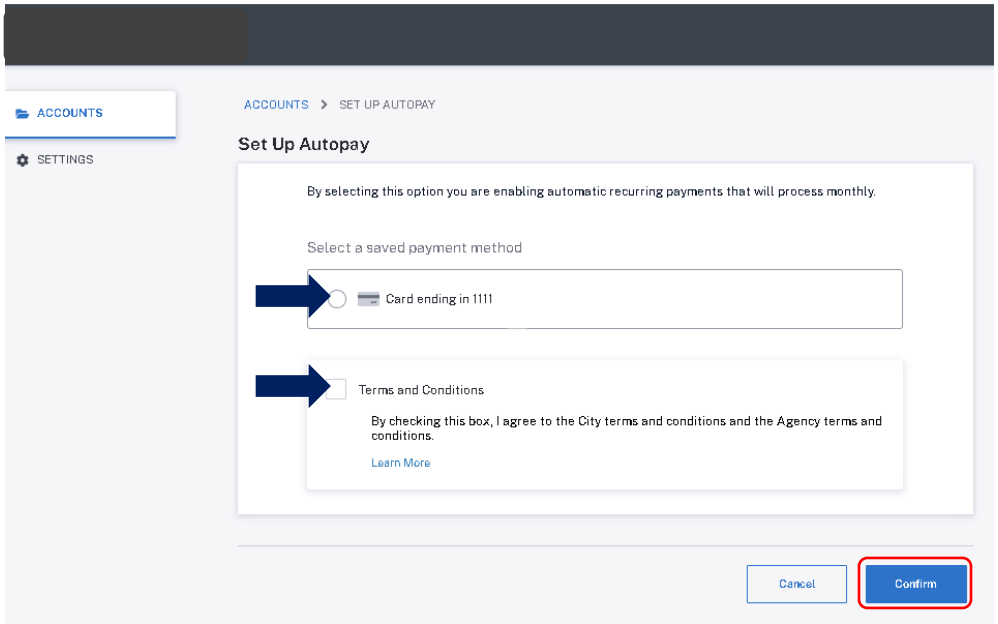


If you do not have the correct information or are unsure, please contact the Austin-Travis County Billing department at 512-972-7210 or EMSBillingInfo@austintexas.gov.

Once your account is linked to your profile, select Autopay



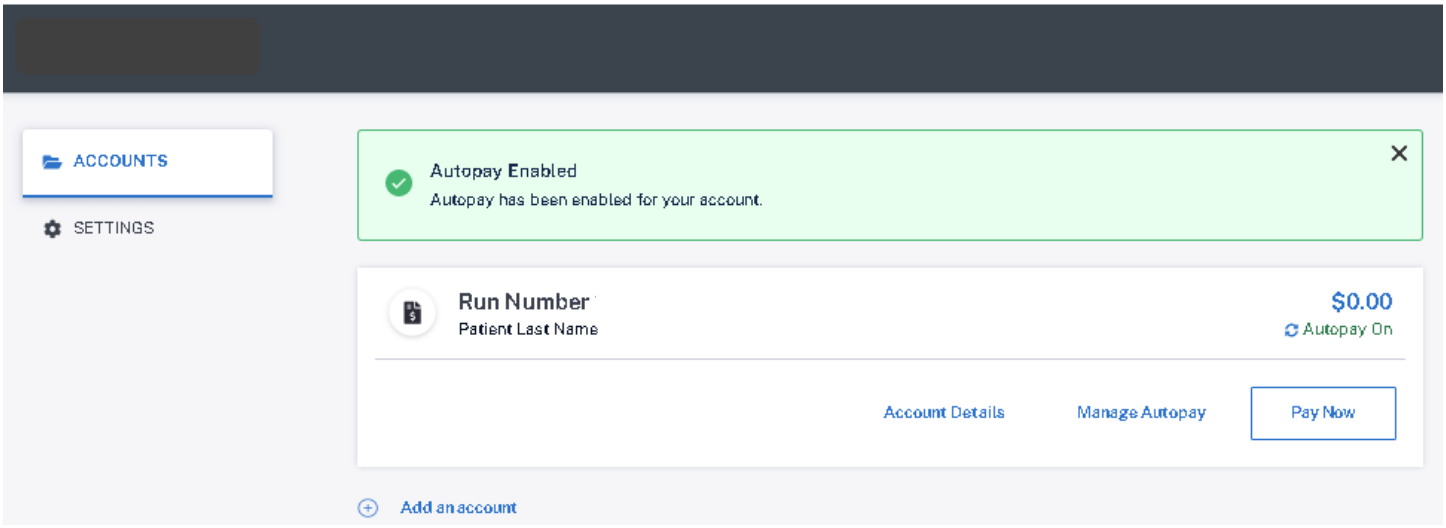
Select the payment method you wish to use for your recurring payment, review and agree to the Terms and Conditions, and select Confirm



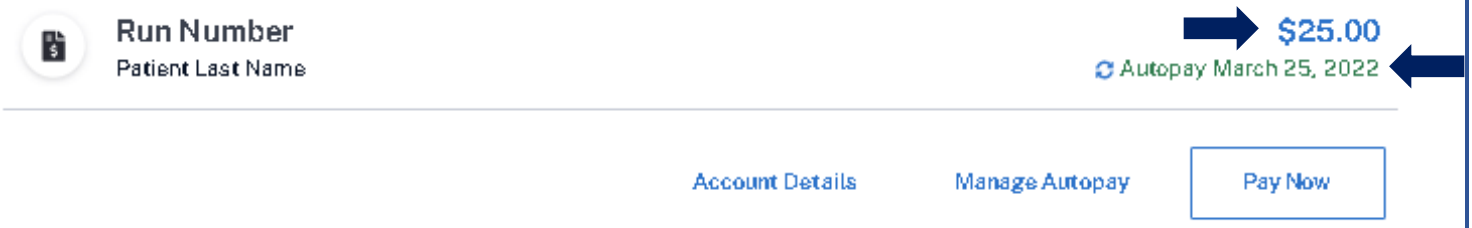
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

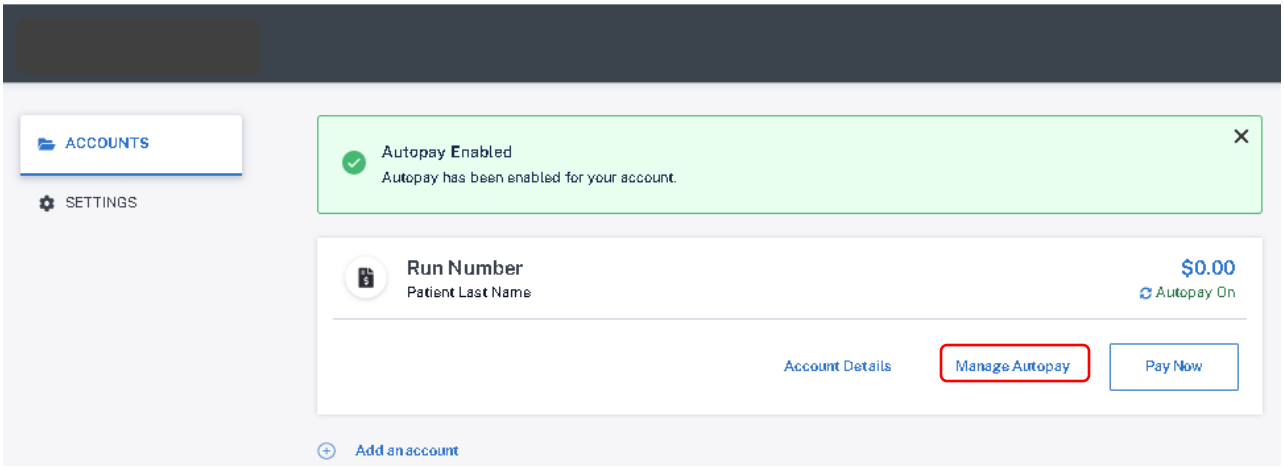
A message will display telling you autopay was enabled for your account. You will also receive an email confirming that AutoPay has been enabled.



The day after scheduling your recurring payment, your account will show your monthly payment amount and the date your recurring payment is scheduled



If you want to disable autopay, select Manage Autopay



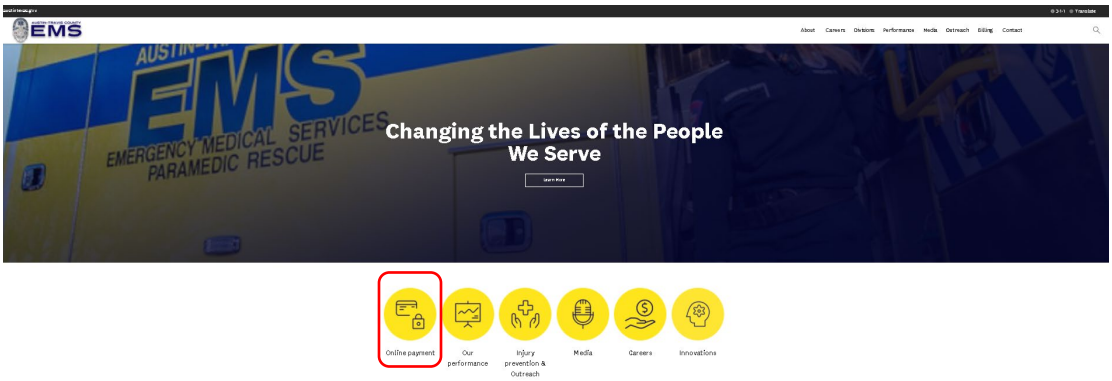
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Deactivate Autopay. You will receive an email confirming that AutoPay has been disabled.

If you have already scheduled a recurring payment and would like to update your payment schedule (change the payment amount or pay on date), you will submit a new recurring payment request. The new request will supersede the previous request. Please note this must be done at least 3 days otherwise your new request will not take effect until the following month.

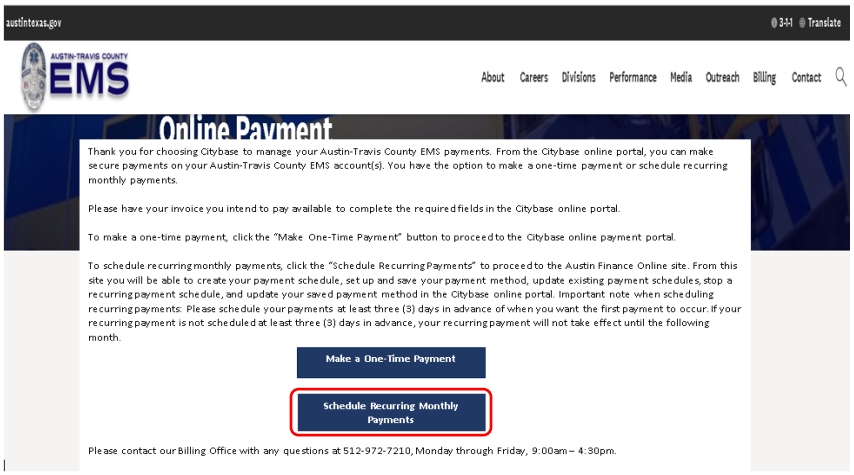
Visit www.ATCEMS.org
Select “Online Payment”



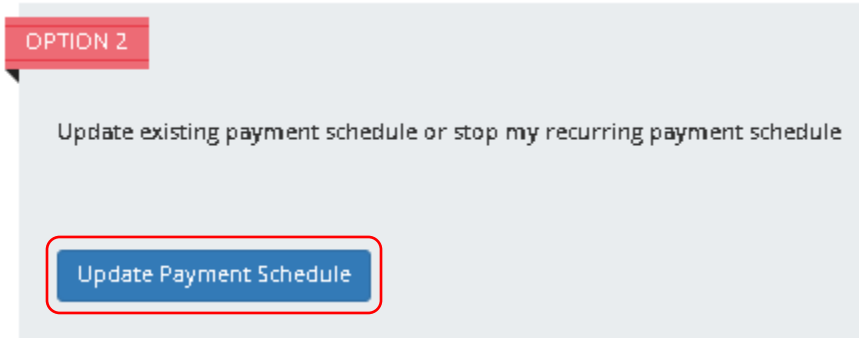
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

Select “Schedule Recurring Monthly Payment”



You will then be directed to the Austin Finance Online site where you will select Option 2 to Update a Payment Schedule – **please note, you must set up the payment schedule at least three (3) days before you want your first payment to take place**



Enter your Run Number and Date of Service, then select Verify Run Number and Date of Service

AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

If your run number or date of service is incorrect, you will receive the following message:

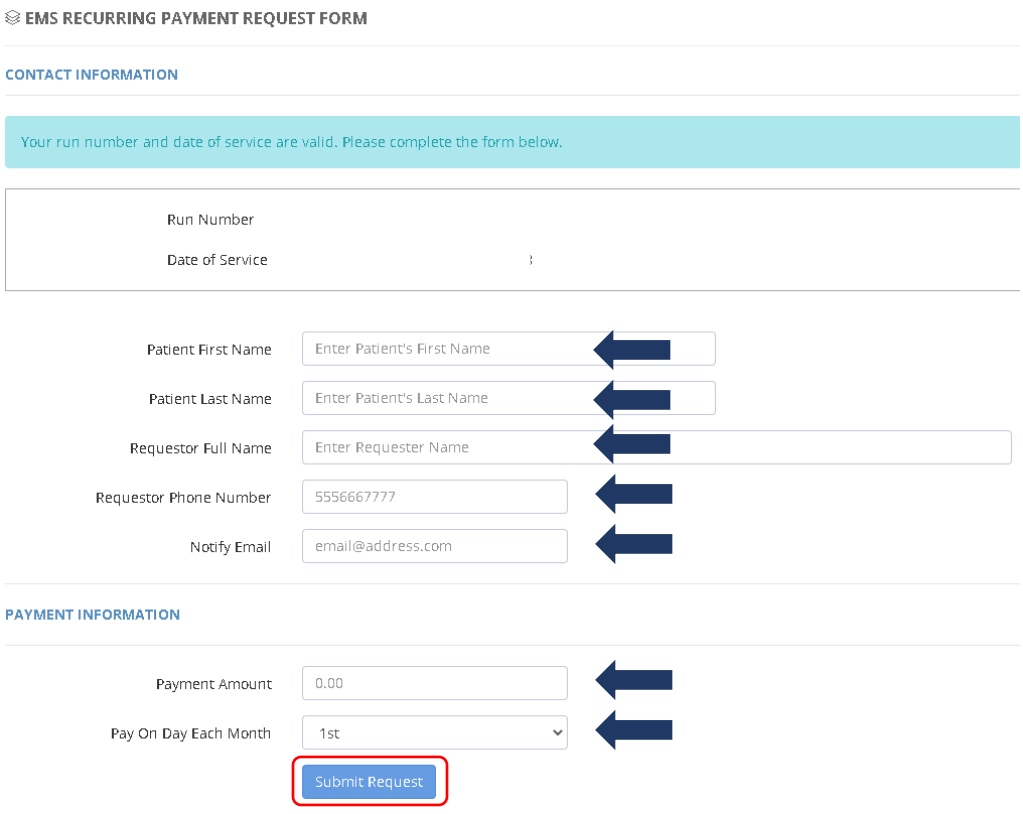
> The Run Number or Date of Service entered is not found in the EMS records. Please contact EMS at (512) 972-7210 or emsbillinginfo@austintexas.gov

If you do not have the correct information or are unsure, please contact the Austin-Travis County Billing department using the contact information in the above message.

Enter the following information (all fields are required):

- Patient First Name
- Patient Last Name
- Requestor Full Name
- Requestor Phone Number
- Notify Email
- Payment Amount (if you wish to stop your previously scheduled recurring payment, add $0 here)
- Pay on Day Each Month – You can select days 1 through 28 but remember this must be scheduled at least three (3) days in advance in order for your first recurring payment to take place this month.

Select “Submit Request”

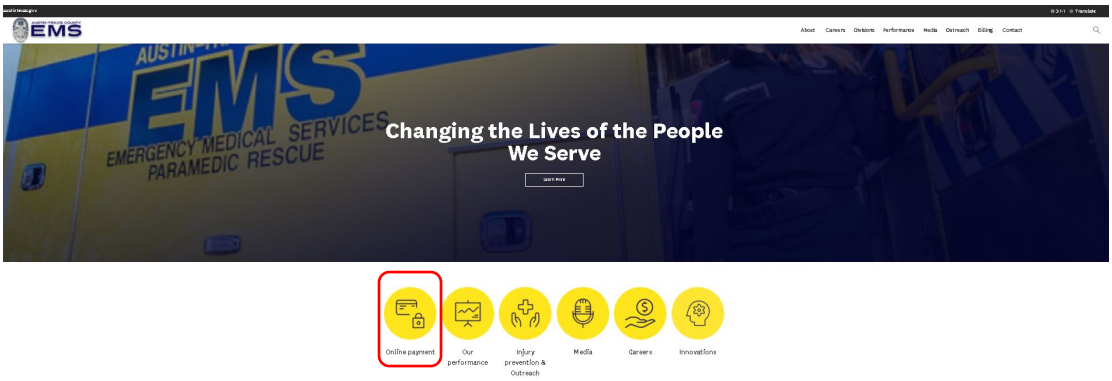


AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

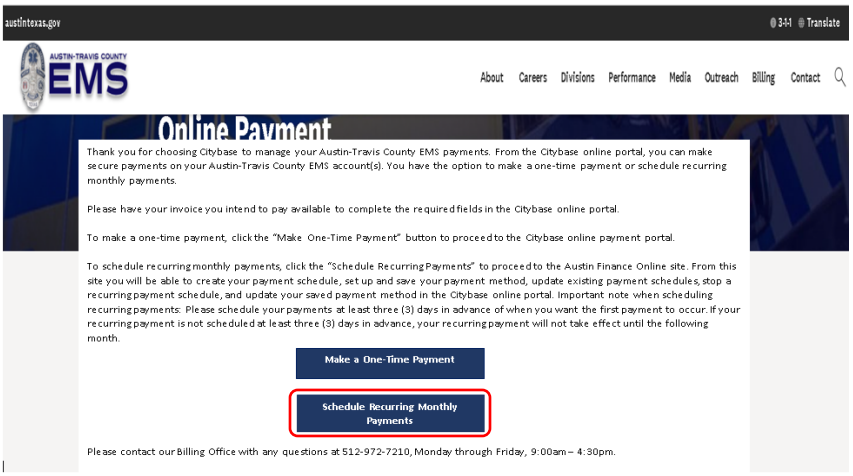
STEP-BY-STEP GUIDE FOR CUSTOMERS

If you have already scheduled a recurring payment and would like to update your payment method:

Visit www.ATCEMS.org
Select “Online Payment”



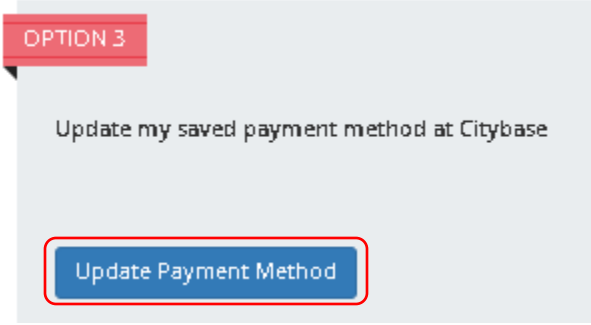
Select “Schedule Recurring Monthly Payment”



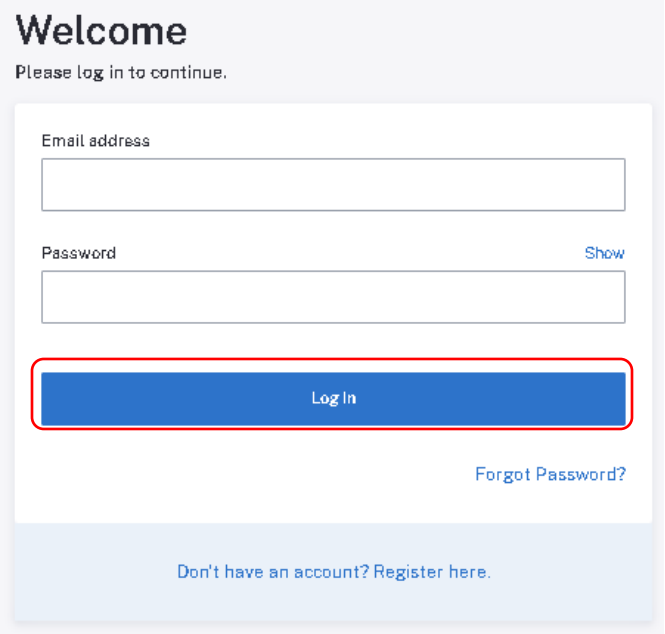
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

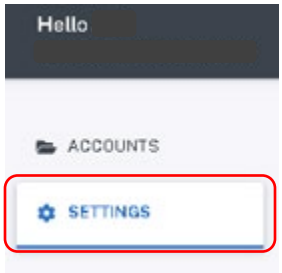
You will then be directed to the Austin Finance Online site where you will select Option 3 to Update a Payment Method



Log in to your Citybase profile



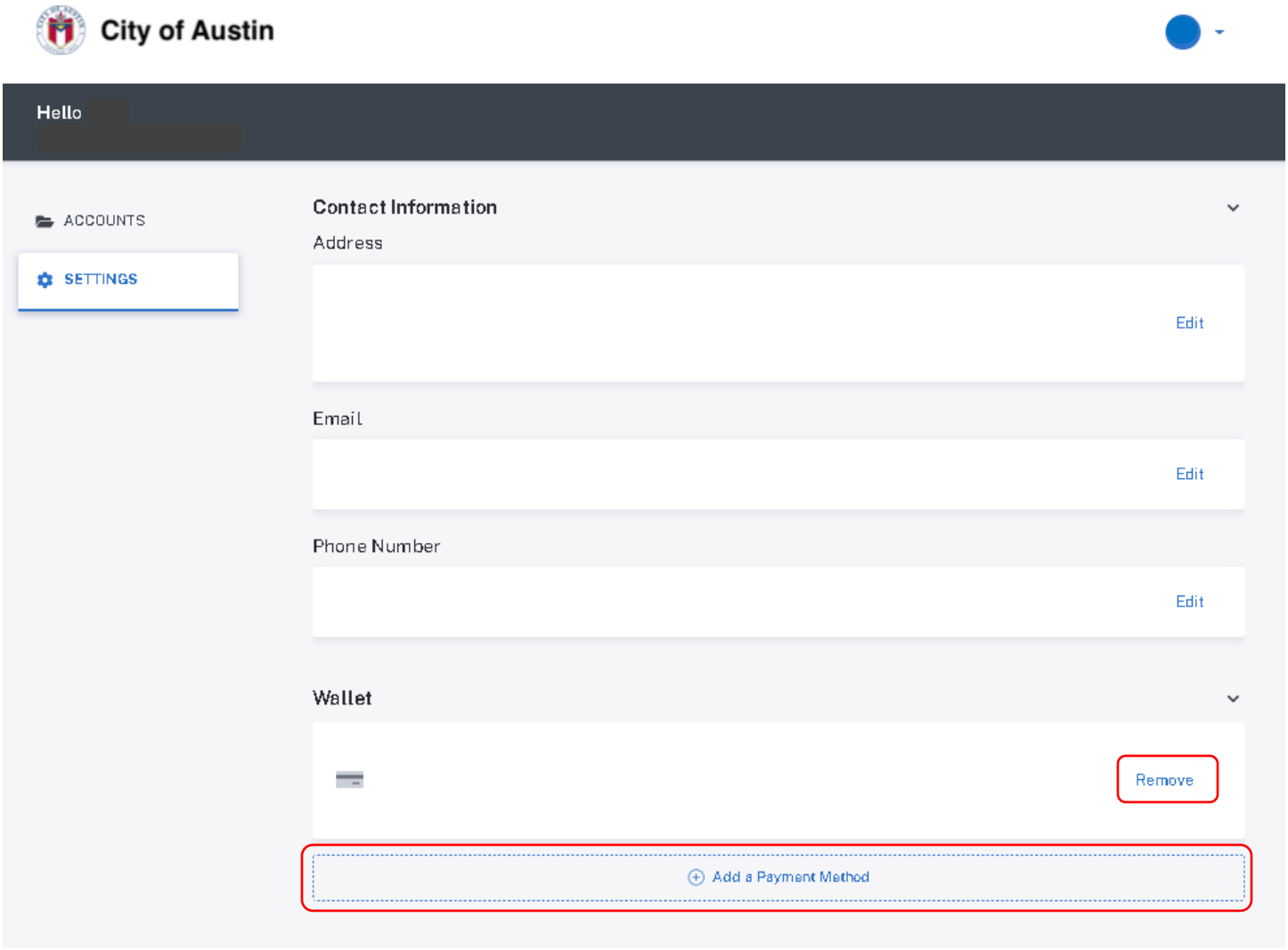
Select Settings



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add a Payment Method; you can also select Remove to remove a payment method you no longer want saved to your profile.

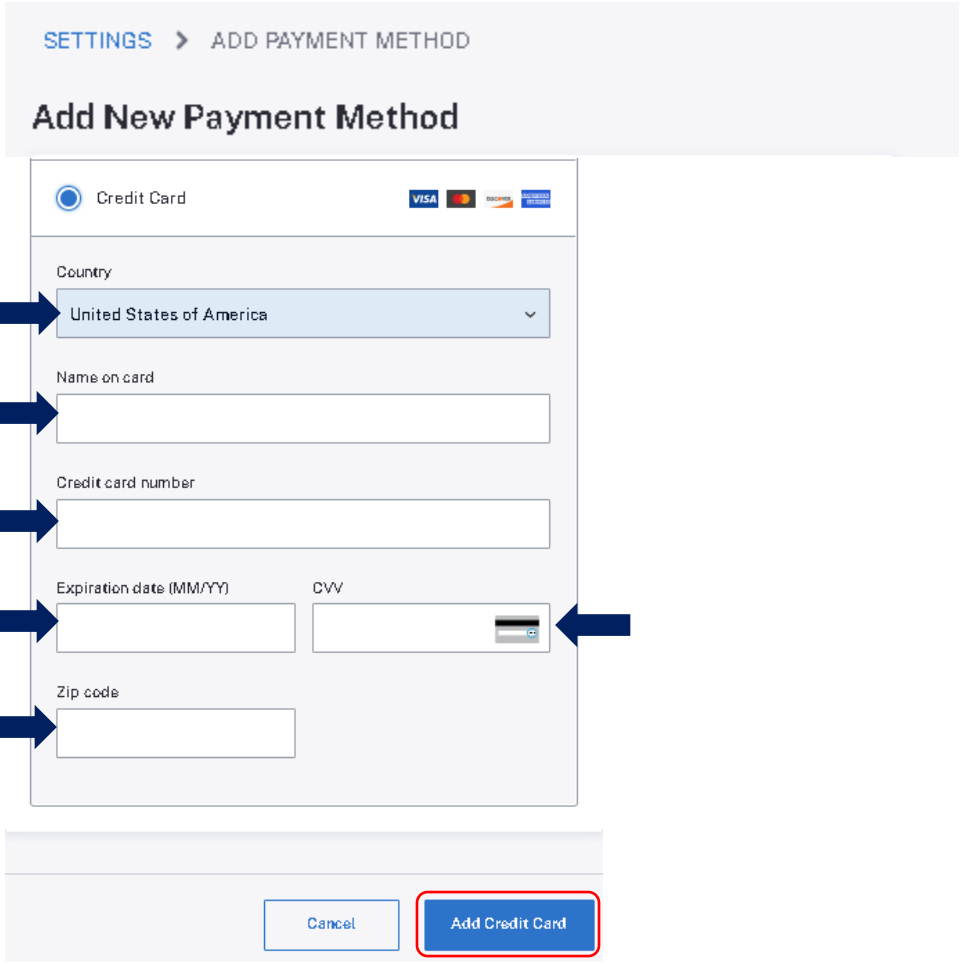


AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

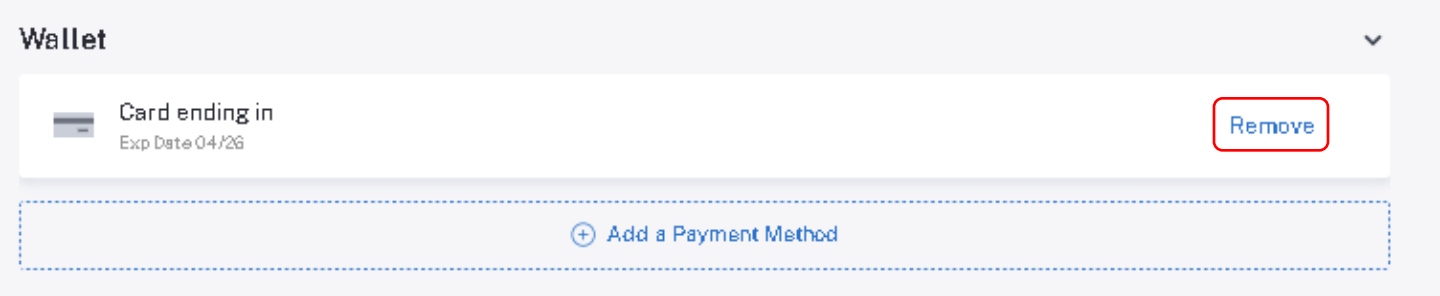
STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Credit Card and enter the following information and select Add Credit Card

- Country
- Name on card
- Credit card number
- Expiration date (MM/YY)
- CVV
- Zip Code



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

STEP-BY-STEP GUIDE FOR CUSTOMERS

Once payment information is added, this data cannot be edited or viewed. There is a limited information that will be displayed once it's saved. If you are having difficulty making a payment using the wallet, you will need to "remove" this card and add it back again.