



City of Margate

Bill2Pay Payment Portal

User Manual

² TABLE OF CONTENTS

- ▶ ONE-TIME PAYMENT (pg. 3)
- ▶ CREATING A PROFILE (pg.11)
 - ▶ ADD ACCOUNT NUMBER (pg. 20)
 - ▶ MENU OPTIONS (pg. 23)
 - ▶ MAKE A PAYMENT (pg. 29)
 - ▶ RECONNECTION (pg. 37)

MAKE A ONE-TIME PAYMENT

4

To proceed, you must locate your account number, found on the top, right-hand corner of your bill. For this instructional, we will be using the account number found below:

28553-225788



CITY OF MARGATE
SPRINKLER
5790 MARGATE BLVD
MARGATE FL 33063-3614

For questions regarding your bill or payments:
Contact Customer Service
Mon - Fri 8:00 a.m. - 5:45 p.m.
(954) 884-3666
E-Mail waterbills@margatefl.com
Fax: (954) 969-3424
After hours, emergencies &
repairs (954) 972-0828

SERVICE ADDRESS		5650 NW 29TH ST		
METER NUMBER	DAYS	CURRENT	PREVIOUS	USAGE
60699082	29	235000	234000	1000

ACCOUNT NUMBER	28553-225788
CYCLE / ROUTE	03-28
SERVICE PERIOD	12/14/2022 - 01/12/2023
BILLING DATE	01/20/2023
PREVIOUS BILL	\$390.50
PAYMENTS	-\$390.50
ADJUSTMENTS	\$0.00
PAST DUE BALANCE	\$0.00
CURRENT CHARGES	\$390.50
TOTAL DUE	\$390.50
DATE DUE FOR CURRENT CHARGES ONLY	02/09/2023

5 Visit the payment portal at the link below and click on ‘make a one-time payment’ and enter your account information as displayed below.

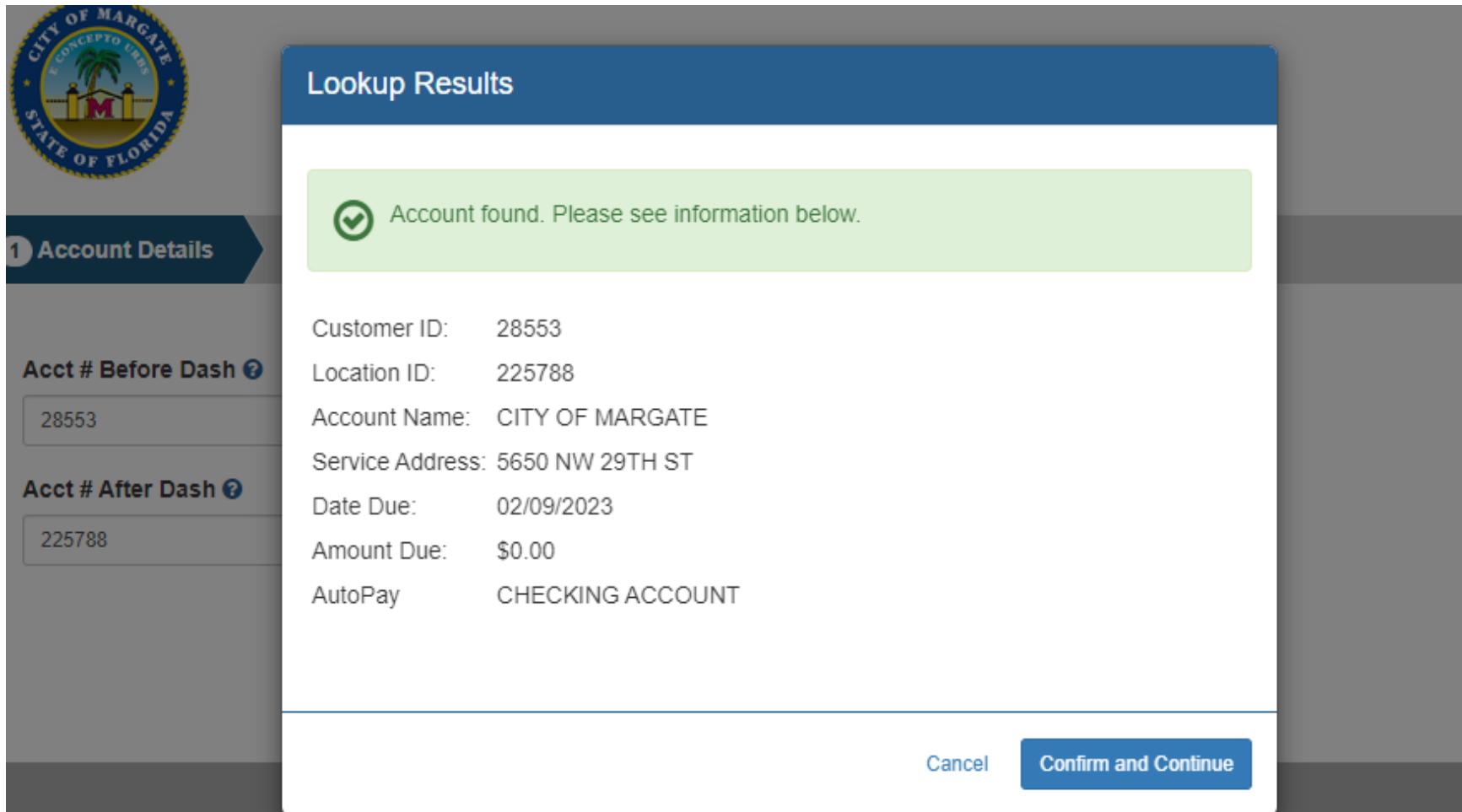


Acct # Before Dash ?

Acct # After Dash ?

Lookup

6 Verify the account information is correct, and click on confirm and continue. If there is a delinquent amount, it will appear on this screen with the disconnection date.



The image shows a mobile application interface for utility account management. On the left, a sidebar displays the 'CITY OF MARGATE' logo and 'STATE OF FLORIDA' seal. The main screen is titled '1 Account Details'. It shows two sections: 'Acct # Before Dash' (Customer ID: 28553) and 'Acct # After Dash' (Location ID: 225788). A central modal window titled 'Lookup Results' contains a green success message: 'Account found. Please see information below.' Below this message, account details are listed: Customer ID: 28553, Location ID: 225788, Account Name: CITY OF MARGATE, Service Address: 5650 NW 29TH ST, Date Due: 02/09/2023, Amount Due: \$0.00, and AutoPay: CHECKING ACCOUNT. At the bottom of the modal are 'Cancel' and 'Confirm and Continue' buttons.

Customer ID: 28553

Location ID: 225788

Account Name: CITY OF MARGATE

Service Address: 5650 NW 29TH ST

Date Due: 02/09/2023

Amount Due: \$0.00

AutoPay: CHECKING ACCOUNT

Cancel Confirm and Continue

7 The payment amount will default to the total account balance. To pay another amount click on other amount and enter dollar amount with the



Select Payment Amount

Payment Amount

Select Payment Method

Credit Card

Bank Account

Name on Card:

Name on Card

Credit Card Number:



Credit Card Number

Expiration Date:

MM / YY

CVV: ?

CVV



My Account Details

ACCT # BEFORE DASH 28553

ACCT # AFTER DASH 225788

ADDRESS 5650 NW 29TH ST

Cancel

Continue

8 Customer must enter email address and agree to terms and conditions, then select make a payment.



Review your payment details

Edit Details

ACCT # BEFORE DASH 28553

ACCT # AFTER DASH 225788

ADDRESS 5650 NW 29TH ST

PAYMENT METHOD Visa **6245

PAYMENT AMOUNT \$1.00

Confirmation Email

waterbills@margatefl.com

I agree to the Terms and Conditions

Cancel

Make a Payment



1 Account Details 2 Payment Details 3 Confirm Payment 4 Payment Complete

City of Margate

Thank you for your payment!

The account update to City of Margate was successful.

CONFIRMATION NUMBER	0000228283
ACCT # BEFORE DASH	17791
ACCT # AFTER DASH	214932
PAYMENT DATE	November 17, 2022 04:49 PM EST
PAYMENT METHOD	Visa **1111
CONFIRMATION EMAIL	jearl@margatefl.com
PAYMENT AMOUNT	\$290.06

[Create Profile](#)

Want to make this process easier? Create a profile with the information used for this transaction.

[Print for your Records](#)

If your utility service has been disconnected and payment is made before 5:30 PM EST, call customer service at (954) 884-3666 to have service reconnected the same business day. Service can be restored after normal business hours by calling (954) 972 0828 after 6 PM and an additional fee will apply.
For further information please send an email to waterbills@margatefl.com

This is the confirmation number that will be on the screen and an email receipt will be sent to the address provided on the previous screen.

10 There are reasons a payment may fail.

1 Account Details

2 Payment Details

3 Confirm Payment

4 Payment Failed

Payment Failed



Your payment was not successful.

If you were paying with a credit/debit card and did not receive a payment confirmation number, then your card may have been declined for any of the following conditions:

- **Credit Card Information:** Verify the card number and expiration dates are correct.
- **CVV:** Verify that the CVV code is correct. For help identifying your CVV code, click [here](#).
- **General Card Decline:** Your credit card company may have declined the payment attempt. Contact customer service or your credit card company for more information.
- **Credit Card Type:** This website does not accept the card type you entered. Please try a different card or you can pay using your bank account.

If you were paying with your bank account, there may have been an Internet connection or system issue. Please retry using the link below, or contact customer service to confirm the status of your payment submission.

Try Again

CREATING A PROFILE

To proceed, you must locate your account number, found on the top, right-hand corner of your bill. For this instructional, we will be using the account number found below:

28553-225788



CITY OF MARGATE
SPRINKLER
5790 MARGATE BLVD
MARGATE FL 33063-3614

For questions regarding your bill or payments:
Contact Customer Service
Mon - Fri 8:00 a.m. - 5:45 p.m.
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E-Mail waterbills@margatefl.com
Fax: (954) 969-3424
After hours, emergencies &
repairs (954) 972-0828

SERVICE ADDRESS		5650 NW 29TH ST		
METER NUMBER	DAYS	CURRENT	PREVIOUS	USAGE
60699082	29	235000	234000	1000

ACCOUNT NUMBER	28553-225788
CYCLE / ROUTE	03-28
SERVICE PERIOD	12/14/2022 - 01/12/2023
BILLING DATE	01/20/2023
PREVIOUS BILL	\$390.50
PAYMENTS	-\$390.50
ADJUSTMENTS	\$0.00
PAST DUE BALANCE	\$0.00
CURRENT CHARGES	\$390.50
TOTAL DUE	\$390.50
DATE DUE FOR CURRENT CHARGES ONLY	02/09/2023

13

Visit the payment portal on the link below - under Create a Profile, select whether you are a tenant or an owner/landlord. *(carefully choose option, as profile will not work if the incorrect link is used)*



Welcome to the New City of Margate Utility Billing Portal from Bill2Pay. You can now schedule future payments, set up automatic payments from either a checking account or credit/debit card and set up email or text message alerts.

One Time Payment

[Make a one-time payment](#)

Create a Profile

[I am a tenant](#)

[I am an owner/landlord](#)

14

After making your selection, you will appear at the screen below and click on CREATE A PROFILE on the left-hand menu.



My Account

Don't have a profile?

[Create a profile](#)

Don't want to create a profile?

[Make a one-time payment](#)

Forgot your user name or password?

[Forgot user name or reset password](#)

What is a convenience fee?

[Learn about this charge](#)

User Name

User Name

Password

Password



Remember my user name on this computer

Sign In

15 Fill out the required information, and click on the create profile button when finished.



Create Profile

User Name: [Click here for user name requirements](#)

First Name:

Last Name:

Password: [Click here for password requirements](#)



Re-type Password:



Email Address:

Create Profile

[Cancel](#)

16 An automated email to activate your account will be sent to the address provided - please access the email within 24 hours for profile completion.



Create Profile



Profile created successfully. Please check your email for instructions on how to activate your account.

Click on Activate Your Profile to finish setting up the profile.

 Reply  Reply All  Forward



Tue 2/7/2023 4:59 PM

Payments@bill2pay.com

City of Margate Profile Activation

To Daniella Hill

This message has originated from an **External Source outside of Margate**. Please use proper judgment and caution when opening attachments, clicking links, or responding to this email.

You have successfully set up your login on the City of Margate payment profile system. In order to login, your account must be activated within 48 hours. Please click on the following link to activate your new profile: [Activate Your Profile](#)

If you cannot use the link, please visit <https://mypayments.bill2pay.com/activation/margatell> and enter your code: 894D162 .

This is a system-generated message. Do not reply. If you need assistance, please contact customer support at (954)884-3666 or waterbills@margatefl.com.

18

After clicking on the activation link, a new screen will open, confirming activation of the account. Click on the link on the screen to login.



Activate Your Account



Your profile has been activated.
[Click here to login](#)

19

You will be taken to the login screen where you must input the information you chose when creating the account. You may save the login information by checking the box, as displayed below.



My Account

Don't have a profile?

[Create a profile](#)

Don't want to create a profile?

[Make a one-time payment](#)

Forgot your user name or password?

[Forgot user name or reset password](#)

What is a convenience fee?

[Learn about this charge](#)

User Name

waterbilling

Password

Margate123!



Remember my user name on this computer

Sign In

ADD ACCOUNT NUMBER

21 Once logged on, you will have to add your account number. For this instructional, we will be using the account number found below:

28553-225788

Once account number is entered, click lookup.



- [Home](#)
- [Account Summary](#)
- [Add Account](#)
- [Payment Options](#)
 - [Manage Payment Options](#)
 - [Make a Payment](#)
- [History](#)
 - [View Payments](#)
- [My Profile](#)
 - [Profile Information](#)
 - [Update Password](#)
 - [Notification Settings](#)

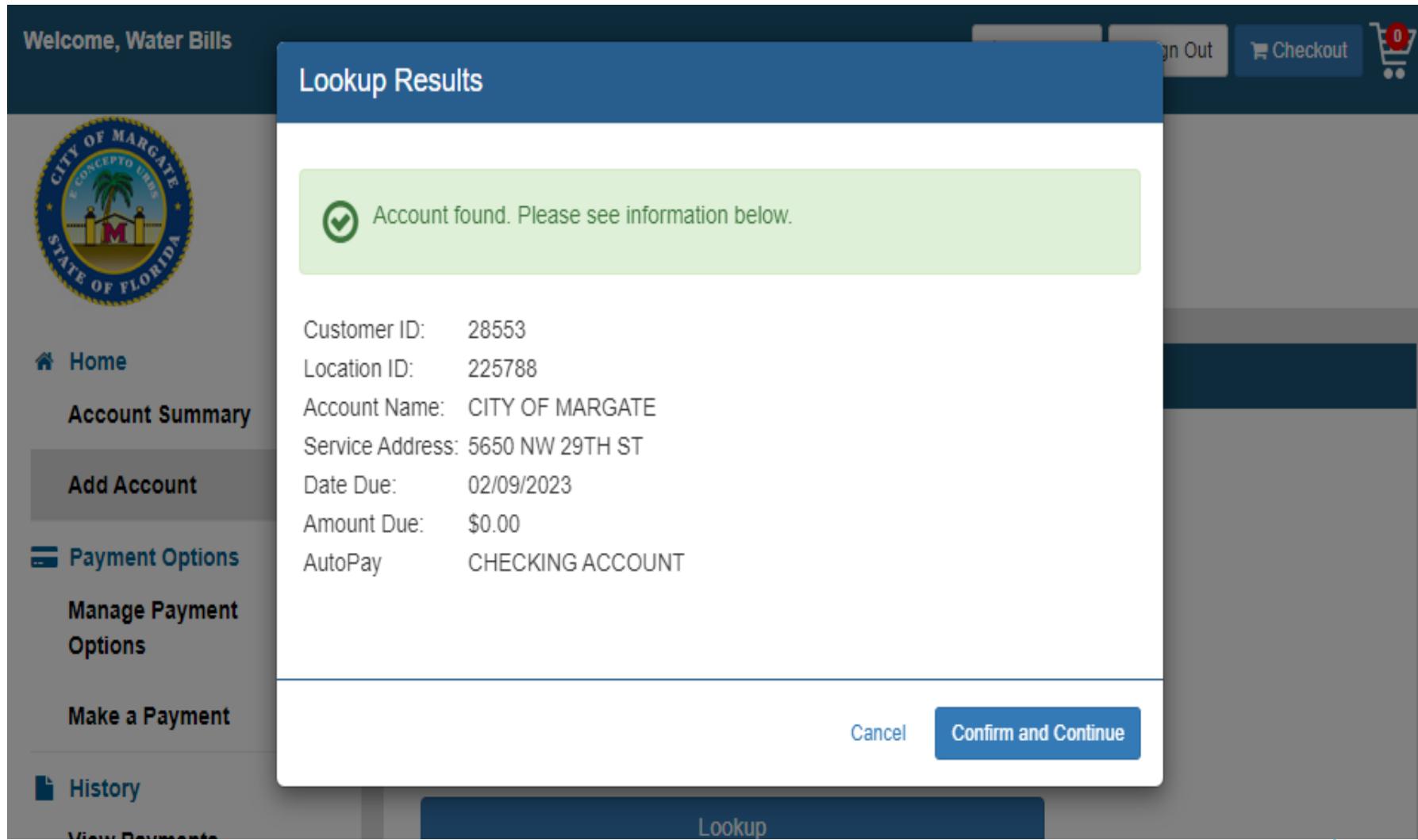
Add Account

Acct # Before Dash ?

Acct # After Dash ?

Lookup

The system will display lookup results - if the information is correct, click confirm and continue.



The screenshot shows a web-based application for managing water bills. The left sidebar contains navigation links: Home, Account Summary, Add Account, Payment Options, Manage Payment Options, Make a Payment, History, and View Payments. The main content area is titled 'Lookup Results' and displays a message: 'Account found. Please see information below.' Below this message, account details are listed:

Customer ID:	28553
Location ID:	225788
Account Name:	CITY OF MARGATE
Service Address:	5650 NW 29TH ST
Date Due:	02/09/2023
Amount Due:	\$0.00
AutoPay	CHECKING ACCOUNT

At the bottom of the 'Lookup Results' box are two buttons: 'Cancel' and 'Confirm and Continue'. The 'Lookup' button is located at the bottom of the main content area.

MENU OPTIONS

24 Once the account is successfully added, there will be full access to the menu options on the screen.

Welcome, Water Bills



My Profile Sign Out Checkout 0

Home Account Summary Add Account

Payment Options Manage Payment Options Make a Payment

History View Payments View Bills View Scheduled

My Profile Profile Information Update Password Notification Settings

Account Summary

Account: 28771 226008

Payment Due On: 02/09/2023

\$0.00

Add to Cart Set Up Auto Pay

Remove Account View Current Bill Notification Settings

Add a New Account

My Account Details

Customer ID:	28771
Location ID:	226008
Account Name:	CITY OF MARGATE
Service Address:	6199 ROYAL PALM BLVD
Date Due:	02/09/2023
Amount Due:	\$0.00
AutoPay	CHECKING ACCOUNT

25 Under the **HOME** section, you will find your account summary that demonstrates any balances, and additional accounts may be added in this section.

Welcome, Water Bills

My Profile Sign Out Checkout 0



Home Account Summary Add Account Payment Options Manage Payment Options Make a Payment History View Payments View Bills

Account Summary

Account: 28771 226008

Payment Due On: 02/09/2023

\$0.00

Add to Cart Set Up Auto Pay

Remove Account View Current Bill

My Account Details

Customer ID:	28771
Location ID:	226008
Account Name:	CITY OF MARGATE
Service Address:	6199 ROYAL PALM BLVD
Date Due:	02/09/2023
Amount Due:	\$0.00
AutoPay	CHECKING ACCOUNT

26 Under the **PAYMENT OPTIONS** section, one can manage their payment options by adding a card or adding a bank account. A payment can also be made.



- [Home](#)
- [Account Summary](#)
- [Add Account](#)
- [Payment Options](#)
- [Manage Payment Options](#)
- [Make a Payment](#)

Payment Options

There are no payment methods stored with your account.

Add a Card Add a Bank Account

27 Under the **HISTORY** section, one can view their payment history, download their bills, and view scheduled payments. Under the **VIEW BILLS** sub-category, you may select notifications for when a new bill generates.



- [**Home**](#)
- [**Account Summary**](#)
- [**Add Account**](#)
- [**Payment Options**](#)
 - [**Manage Payment Options**](#)
 - [**Make a Payment**](#)
- [**History**](#)
 - [**View Payments**](#)
 - [**View Bills**](#)
 - [**View Scheduled**](#)

View Bills

Select Account:

Account - 28771 226008

When a new bill arrives, notify me via:

Mail Only

Both Mail and Electronic/Email

Payment Due	Amount Due	
10-Feb-2022	\$393.08	View Bill

28 Under the **MY PROFILE** section, one can update their profile information, password, and notification settings (text message reminders, email reminders).



- [**Home**](#)
- [**Account Summary**](#)
- [**Add Account**](#)
- [**Payment Options**](#)
 - [**Manage Payment Options**](#)
 - [**Make a Payment**](#)
- [**History**](#)
 - [**View Payments**](#)
 - [**View Bills**](#)
 - [**View Scheduled**](#)
- [**My Profile**](#)
 - [**Profile Information**](#)
 - [**Update Password**](#)
 - [**Notification Settings**](#)

Profile Information **Update Password** **Notification Settings**

Communication Channels

Cell Phone: [Change](#)

Email Address: dhill@margatefl.com  Verified [Change](#)

Billing Communications

When a new bill arrives, notify me via:

Mail Only

Both Mail and Electronic/Email

Alert Settings

	Email	Text*
Unscheduled payment reminders are optional messages to notify you if an account on your profile has a balance due in the near future, but no payment pending in our system. ?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Notify me of changes to my profile via	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Notify me of system messages via ?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

*You must first add and verify your cell phone number before selecting to receive text messages. Cell phone carrier text message rates may apply. You can stop receiving text messages by replying STOP at any time.

MAKE A PAYMENT

30 Click on ACCOUNT SUMMARY to make a payment, and click on ADD TO CART.



- [Home](#)
- [Account Summary](#)
- [Add Account](#)
- [Payment Options](#)
- [Manage Payment Options](#)
- [Make a Payment](#)
- [History](#)
- [View Payments](#)
- [View Bills](#)
- [View Scheduled](#)

Account Summary

Account: 28771 226008
Payment Due On: 02/09/2023

\$0.00

[Add to Cart](#)

[Set Up Auto Pay](#)

[Remove Account](#)

[View Current Bill](#)

[Notification Settings](#)

My Account Details

Customer ID:	28771
Location ID:	226008
Account Name:	CITY OF MARGATE
Service Address:	6199 ROYAL PALM BLVD
Date Due:	02/09/2023
Amount Due:	\$0.00
AutoPay	CHECKING ACCOUNT

31 Once payment is added to cart, it will display a number in the cart on the upper, right-hand corner. Click on the cart once ready to submit payment.

Welcome, Water Bills

My Profile Sign Out Checkout

CITY OF MARGATE
CONCEPTO URBE
STATE OF FLORIDA

Home Account Summary Add Account Payment Options Manage Payment Options Make a Payment History View Payments View Bills View Scheduled

Account Summary

Account: 28771 226008

Payment Due On: 02/09/2023

\$0.00

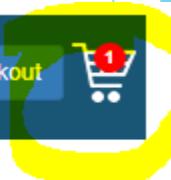
Remove from Cart

Set Up Auto Pay

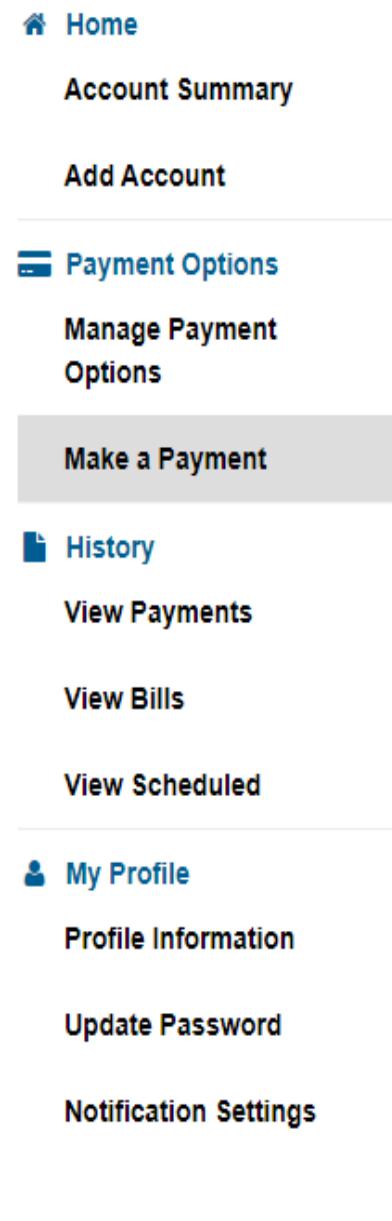
[Remove Account](#) [View Current Bill](#) [Notification Settings](#)

My Account Details

Customer ID:	28771
Location ID:	226008
Account Name:	CITY OF MARGATE
Service Address:	6199 ROYAL PALM BLVD
Date Due:	02/09/2023
Amount Due:	\$0.00
AutoPay	CHECKING ACCOUNT



The cart will generate, and you will have the option to alter the payment amount by clicking on the pencil as indicated below. You may schedule the payment immediately, or for a later date. Click on **ADD PAYMENT OPTION**.



The screen shows a payment process with three steps: 1. Payment Details, 2. Review Details, and 3. Complete. Step 1 is active. A message box states: "Maximum allowed for ACH payments is \$100,000.00 and for CC payments is \$100,000.00." A table lists one item: "Utility" with ID "28771 - 226008". The "Amount Due" is \$0.00 and the "Amount" is \$1.00. A yellow pencil icon is over the edit icon in the "Details" column. The subtotal is \$1.00.

	Item	Details	Amount Due	Amount
		Utility 28771 - 226008	\$0.00	\$1.00
				Subtotal (1 item): \$1.00

Select Payment Date:

PAY NOW: 2/9/2023

SCHEDULE ON OTHER DATE

(MM/DD/YYYY)

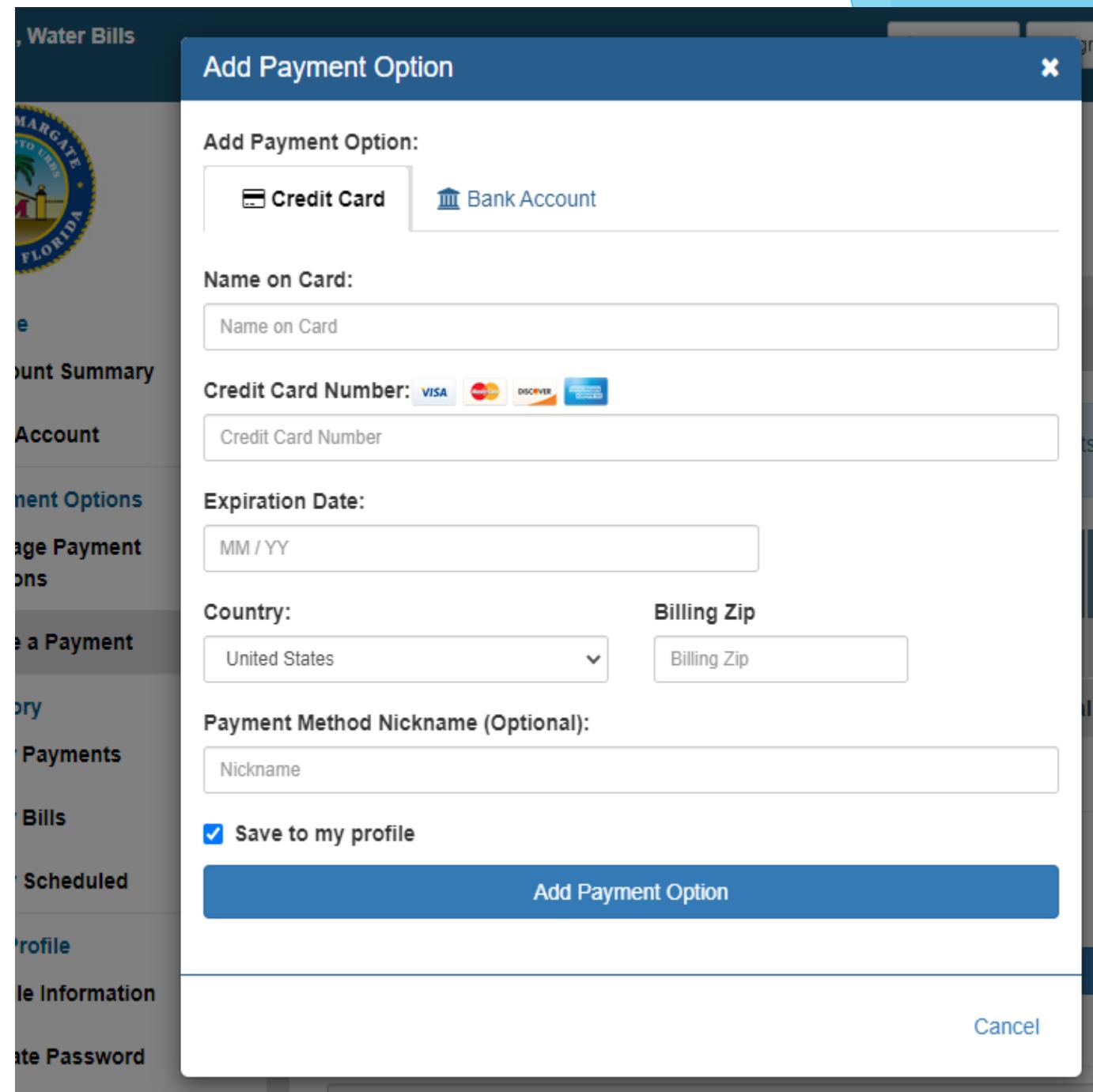
Select or Add A Payment Option:

No stored payment methods

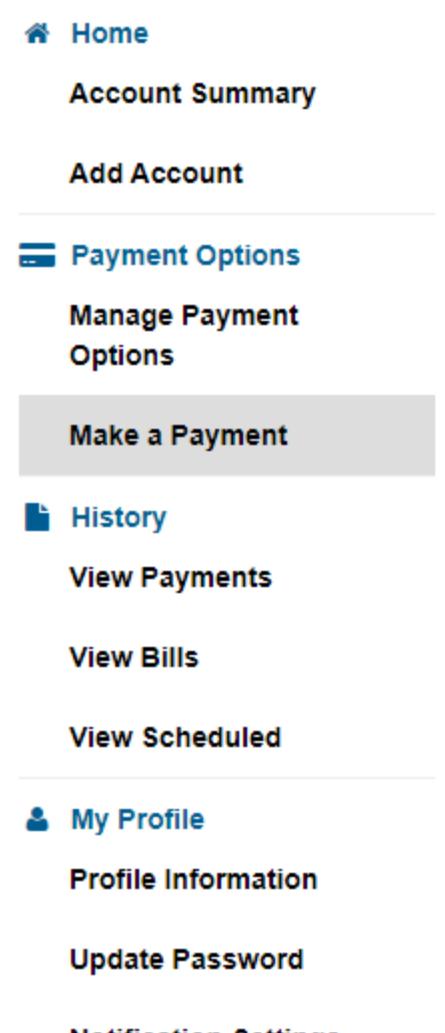
[+ Add Payment Option](#)

Continue

33 In the pop-up payment option screen, you will have the option to enter your credit/debit card information, or bank account. To save the method to your profile, check the box that says **SAVE TO MY PROFILE**. Click on **ADD PAYMENT OPTION** when done.



Verify the date you want the payment to process is correct, along with the payment method. Click **CONTINUE** to process payment.



The main screen shows a progress bar at the top with three steps: 1 Payment Details (highlighted in blue), 2 Review Details, and 3 Complete.

Payment Details: Maximum allowed for ACH payments is \$100,000.00 and for CC payments is \$100,000.00.

	Item	Details	Amount Due	Amount
		Utility	28771 - 226008	\$0.00
				Subtotal (1 item): \$1.00

Select Payment Date:

PAY NOW: 2/9/2023

SCHEDULE ON OTHER DATE

(MM/DD/YYYY)

Select or Add A Payment Option:

Visa ****6245

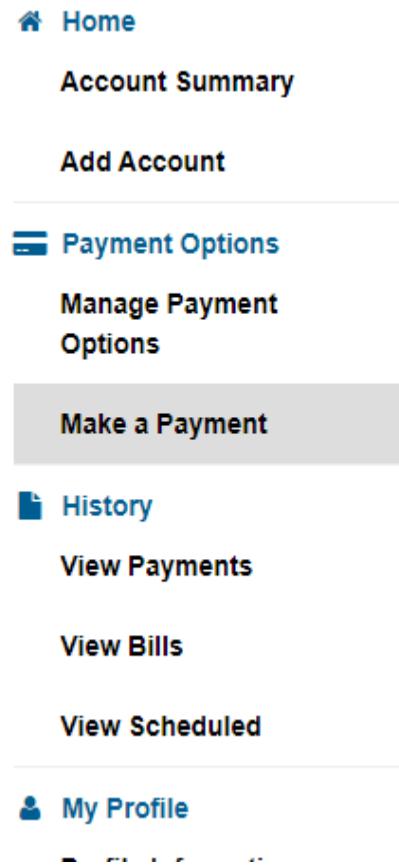
CVV: ?

CVV

Add Payment Option

Continue

Verify payment date, payment method, and check the box to agree to the terms and conditions. Click on **FINALIZE A PAYMENT**.



The screen shows a three-step process: 1. Payment Details, 2. Review Details, and 3. Complete. The current step is 'Review Details'.

Item	Details	Amount Due	Amount
Utility	28771 - 226008	\$0.00	\$1.00

PAYMENT DATE: 2/9/2023
PAYMENT METHOD: Visa *6245

I agree to the Terms and Conditions

Finalize a Payment

36

Once payment is successfully made, the page will refresh and provide a confirmation number - an email of the confirmation will also be sent to the email used to login.

- [!\[\]\(0ad13b93451c908b0c445be588a08abf_img.jpg\) Home](#)
- [!\[\]\(2356ad6b3719846664e8469245ce9066_img.jpg\) Account Summary](#)
- [!\[\]\(68277aed51e66560d6d9b854af8e6bd6_img.jpg\) Add Account](#)
- [!\[\]\(b5896f33e7933c6512d27a8b37b75c2e_img.jpg\) Payment Options](#)
- [!\[\]\(f50ca4188efe0bbf8229c668ce5e4715_img.jpg\) Manage Payment Options](#)
- [!\[\]\(5132b6a1adef4c6259ee2c82766be4cb_img.jpg\) Make a Payment](#)
- [!\[\]\(8586a3896d6a889c19bd1f7a336feb8c_img.jpg\) History](#)
- [!\[\]\(86871bed0213a18e38d972ca3f4a8242_img.jpg\) View Payments](#)
- [!\[\]\(b08bece08dc6721c468b9b629cb5640b_img.jpg\) View Bills](#)
- [!\[\]\(15fb5cd58b47feb812424621e587a977_img.jpg\) View Scheduled](#)
- [!\[\]\(3667cb2523b3b143929f92d214683226_img.jpg\) My Profile](#)
- [!\[\]\(2e7ef891de15b5ec29ea56528e3e0e1a_img.jpg\) Profile Information](#)
- [!\[\]\(06b64701c309769cf005fec4cb9a3919_img.jpg\) Update Password](#)
- [!\[\]\(8c2d18f9545aa5ce6b81e5c381044fd4_img.jpg\) Notification Settings](#)

1 Payment Details **2 Review Details** **3 Complete**

City of Margate

Thank you for your payment!

 The account update to City of Margate was successful.

	Item	Details	Amount Due	Amount
	Utility	28771 - 226008	\$0.00	\$1.00
				Total (1 item): \$1.00

CONFIRMATION NUMBER 62871769

PAYMENT DATE February 09, 2023 10:17 AM EST

PAYMENT METHOD Visa *6245

CONFIRMATION EMAIL dhill@margatefl.com

[View Payment Receipt](#)

RECONNECTION

Reconnection During Business Hours

Payments to reconnect service must be received and reported to Utility Billing by 5:30 p.m. Monday through Friday with the exception of holidays to be reconnected the same day. Payments received after 5:30 p.m. will be reconnected by the end of the next business day. Call (954)884-3666.

Reconnection During Non-Business Hours

Request for reconnection made after 6 p.m. or over the weekend will require payment of a \$40 non-payment charge, past due balance, and \$50 after-hour fee. To request an after-hour reconnection, please call 954-972-0828. An authorization number must be provided if payment is made on the City website.