Jurisdiction Online Payment Portal

Frequent Asked Questions

Find answers to these common questions:

What is the portal?

The purpose of this portal is to provide a secure and convenient way for users to manage their accounts, review and pay invoices, and submit permit applications online. Our goal is to streamline your experience and make it easy to access the services you need.

How do I register for the portal?

1. From the Portal home page, click the **Register** link.

Please Log On **Register** or visit our **FAQ** for more information.

2. Enter the email address and password, then re-type your password to confirm. All fields are required. Click **Submit** to continue.
   **Note:** *Your password must be at least six characters long, and the Password and Confirm Password fields must match*.

3. After submitting, you will receive an **email at the address you provided.**

   o **Note:** *If you do not receive an activation email, check your spam or junk folders. If you still have not received an email, please contact support.*

4. **Click the link in the email to activate your account.**

5. After clicking the link, you will be redirected to a page confirming your account is active.

6. Click **Log On**.

7. Enter your email address and password, then click **Submit** to log in.

8. Once logged in, you will be taken to the portal home page.

How do I reset my password?

1. Select **Account** from the menu.

2. Select **Reset Password** from the menu below.
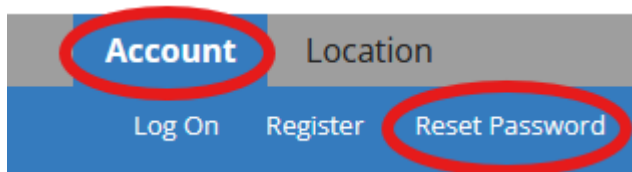
3. Enter your email address **you used to register**, then click **Submit**.

   o **Note:** *You must have registered already in order to reset your password.*

4. After submitting, you will receive an **email at the address you provided.**

a.   **Note:** *If you do not receive a password reset email, check your spam or junk folders. If you still have not received an email, please contact support.*

5. **Click the link in the email to in order to reset your password.**

6. After clicking the link, you will be redirected to a page to set your new password.

How do I search for locations?

You can easily look up locations or jurisdiction numbers using the Location menu. After you have found your location, you may view the equipment information, print invoices, certificates and inspection reports.

Note: If the 'Locations' menu option is not visible, this feature is not available for your agency. For further assistance, please contact your agency administrator.

1. Select **Location** from the menu.

2. Select **Search Locations** from the menu below.

3. On the Search Locations page, enter the search criteria for the location or equipment you are trying to find.

   o *Tip: Use the asterisk (*) as a wild card when you do not know the exact information about a location. For example, enter **123 Main*** in the Address field, instead of 123 Main Street. This will return results whether the addresses were spelled with "St." or "Street."*

   o *Tip: If you know the Jurisdiction Location #, it will find the best match, but it is not required.*

4. Click **Submit** to run the search. The search results will be displayed below the search criteria.

How do I view or print equipment information?

1. Once you have location search results displayed, find the location of your equipment. Click the **Equipment** link next to that location.

2. The Equipment List window will pop open on top of the current window.

   - *Note: Only the equipment with an Active Status will show up unless you uncheck the **Active Equipment only** box.*

3. To print an Invoice, Certificate, or Inspection, click the appropriate link in the Print column.

   - *Note: It will only display the most recent invoice, Certificate or Inspection for the equipment.*

4. To print the list of the equipment at this location, click the **Print** button at the bottom of the window.

   - *Note: The default displays Active equipment only. To see all equipment at the location, deselect the check to remove the filter.*
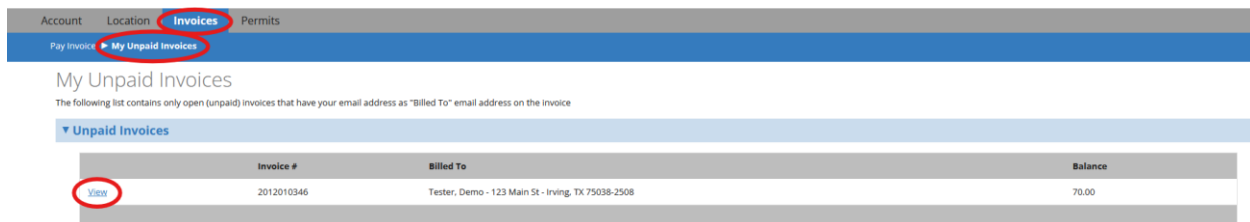
How do I pay invoices?

If your email address has been set up as the billing contact, you can view your invoices on the **My Unpaid Invoices** page. If you do not see invoices that you expect, please contact your agency to ensure your email address is listed correctly on the billing contact. Otherwise, you will need to enter your invoice number on the **Pay Invoice** page.

Note: *You can only pay invoices when logged in on the portal.*
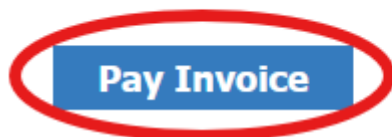
My Unpaid Invoices

1. Select **Invoices** from the menu.

2. Select **My Unpaid Invoices** from the menu below.

3. Click **View** next to the invoice you are paying.

4. Click the **Pay Invoice** button.
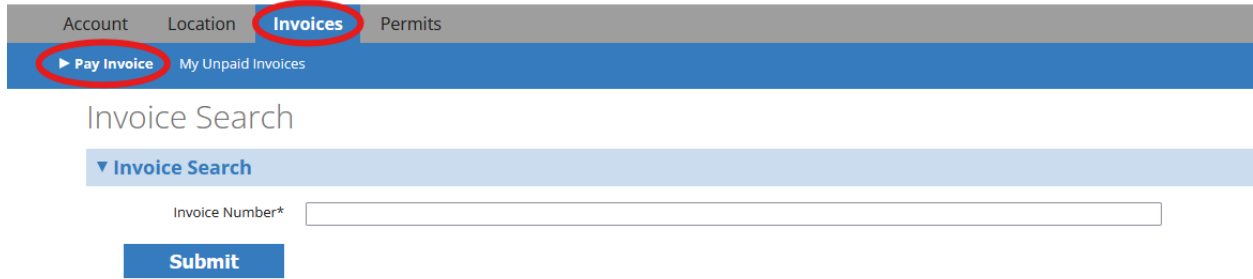
Please verify that the information is correct and then click the "Pay Invoice" button.

5. You will be redirected to a secure payment site where you can pay by e-Check, Debit Card, or Credit Card, depending on your agency's configuration.

6. Follow the Payment Site Instructions below.

Pay Invoice

1. Select **Invoices** from the menu.

2. Select **Pay Invoice** from the menu below.

3. Enter your invoice number in the **Invoice Number** field and click **Submit**.

4. The invoice will open, displaying the address and line-item details.

5. Click the **Pay Invoice** button to be redirected to the secure payment site.

Please verify that the information is correct and then click the "Pay Invoice" button.

6. Follow the steps in the Payment Site Instructions section below.

Payment Site Instructions

1. If you need to exit without completing your payment, select the **Cancel** or **Return** link on the payment site.

2. Enter or update any required billing details that are not already present.

3. Depending on the payment provider, you may need to click **Next** to continue to the payment information screen.

4. If a confirmation screen is displayed, review your information carefully. If everything is correct, click **Submit** or **Approve** to finalize your payment.

5. After submitting your payment, you will be returned to the portal, where a receipt will be displayed on-screen.

6. **Payment Confirmation:** You will receive email receipts **(which could take up to 24 hours)**: one from the payment processor and one from the portal. This ensures that even if you are not returned to the Portal, you have proof your payment was processed.