

The City of Mountain Brook would like to announce the availability of our new online payment system. Mountain Brook business owners and taxpayers will have the opportunity to pay monthly taxes and annual licenses through this online payment system. **Payments can be made by a quick check, MasterCard or Visa.**

The online system can be accessed through the City of Mountain Brook's website, **www.mtnbrook.org**. Once on the City site please select the menu option 'On-Line Services' from the menu on the left side of the page. This will take you to a screen containing a link to the secure payment web site. Click the link titled 'Click here to be redirected to the City's e-Government page'.

Click the link on the left menu titled 'Login To EGovernment'. Enter your Customer Number and PIN Number to login.

The first time you login, you will be asked for your E-mail address. A new PIN Number will be sent to the E-mail address you entered. Wait a short period and then check your incoming email for your new PIN. This is a one time procedure to ensure your privacy. After this, your PIN should only change if you change it.

Login again, using your new PIN. After you are logged in with the new PIN number, you may change your PIN at anytime from the 'Change PIN Number' menu option. If you forget your PIN number, go to the 'Forgot PIN' link to have it E-mailed to you.

### **To Pay Bills and View Personal Account Information (Login Required)**

Select menu option '**View all Accounts**' on left side of page. You will see all the returns for your account that can be selected and paid. Notice the status for your current tax or license returns due state entry required.

To pay your taxes or license, please click the 'Details' button on the appropriate row which will allow you to enter the information required for calculation; then click 'Submit'. You will then be taken to a return entry screen where the payment details will be displayed for your review. If correct please click 'Confirm'; if changes need to be made click 'Edit'. Once taxes and/or fees are confirmed you will be taken back to the My Accounts page where you should click the 'Pay' option next to the items you want to pay. At the top of the screen you will see a message stating 'Records have been marked for payment. You may view marked records in the Pay Bills Page'. Click the link in this message to go to the Pay Bills page

On the Pay Bills page, you will see a list of all outstanding bills for your account.

To pay outstanding bills:

1. Mark the bills to pay by placing a check mark in the 'Pay?' column
2. Multiple bills may be selected for payment if you desire.
3. Click 'Checkout' to calculate total payment and proceed to checkout.
4. Click 'Abort Payments' to abort transactions and return to the e-Government greeting page where you can start over or logout.