

New User Registration Instructions

Step 1: Go to <https://www.municipalonlinepayments.com/cherryvillenc>

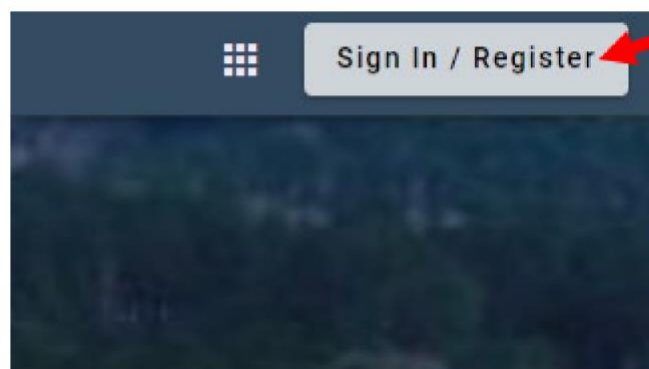


Scan for Website

Step 2: Click Payments at the top of the screen

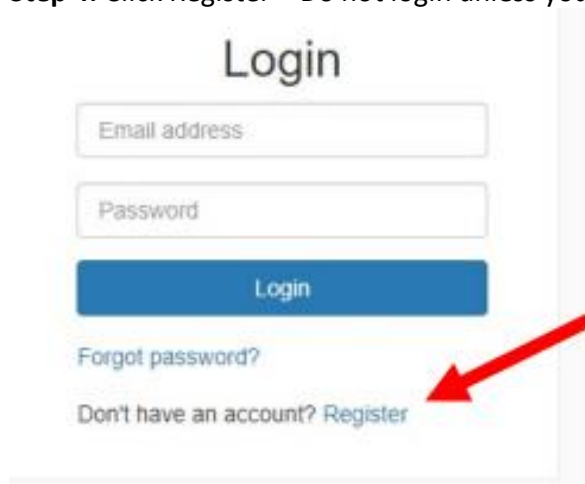
Step 3: Click Sign In / Register

Top right corner, click Sign in/Register

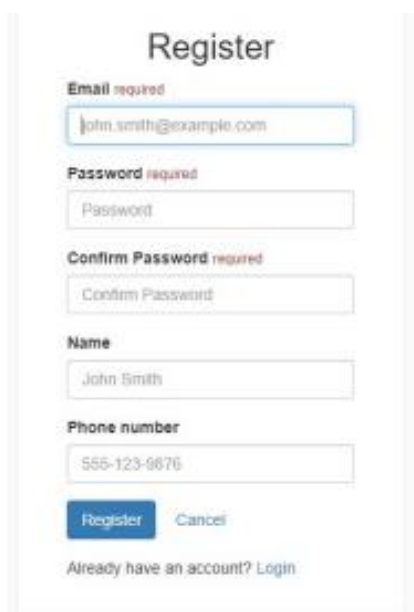


Top right corner, click Sign in/Register

Step 4: Click Register – Do not login unless you have already registered

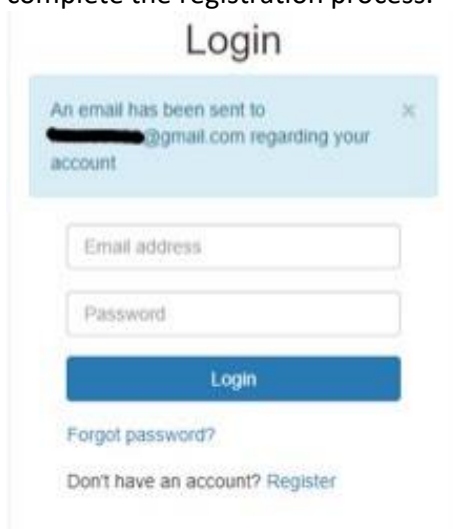
A screenshot of the "Login" page. It has a white background with the title "Login" at the top. Below the title are two input fields: "Email address" and "Password". Underneath these fields is a blue "Login" button. At the bottom of the form, there are two links: "Forgot password?" and "Don't have an account? Register". A red arrow points from the text "Click Register" to the "Register" link.

Step 5: You must have an email address to Register. Complete the Registration.



The image shows a registration form titled "Register". It contains several input fields: "Email required" with the value "john.smith@example.com", "Password required" with the value "Password", "Confirm Password required" with the value "Confirm Password", "Name" with the value "John Smith", and "Phone number" with the value "555-123-9876". Below the fields are two buttons: "Register" (highlighted in blue) and "Cancel". At the bottom, there is a link: "Already have an account? Login".

Step 6: If registration is completed correctly, you should see this screen. Go to your email account to complete the registration process.



The image shows a login form titled "Login". At the top, there is a light blue notification box that says "An email has been sent to [redacted]@gmail.com regarding your account" with a close button (X). Below the notification are two input fields: "Email address" and "Password". A blue "Login" button is positioned below the fields. At the bottom, there are two links: "Forgot password?" and "Don't have an account? Register".

Step 7: The below email should have come through to your personal email address that you used to register. Click Activate Account.

Note: this email will expire within 24 hours. If you do not click Activate Account within 24 hours of registering, you will have to begin the registration process over again.

New Account Registration

Welcome to Municipal Online Services! You're receiving this email because you registered an account online. If you did not request this account, please disregard this email.

To activate your account please click the button below:

Activate Account

1/23/2023 2:40:42 PM

Note: Activation link expires in 24 hours, please log in again to receive a new activation email.

Step 8: You should see the below screen if you activated your account correctly. Login with your email and password that you used during the registration process.

Login

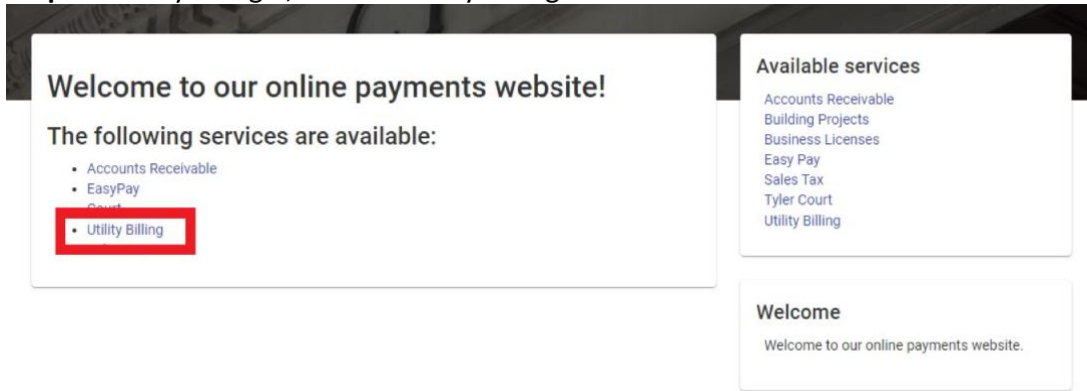
Your account has been activated. You may now login. ×

Email address

Password

Login

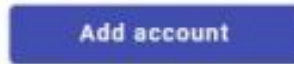
Step 9: Once you login, click on Utility Billing



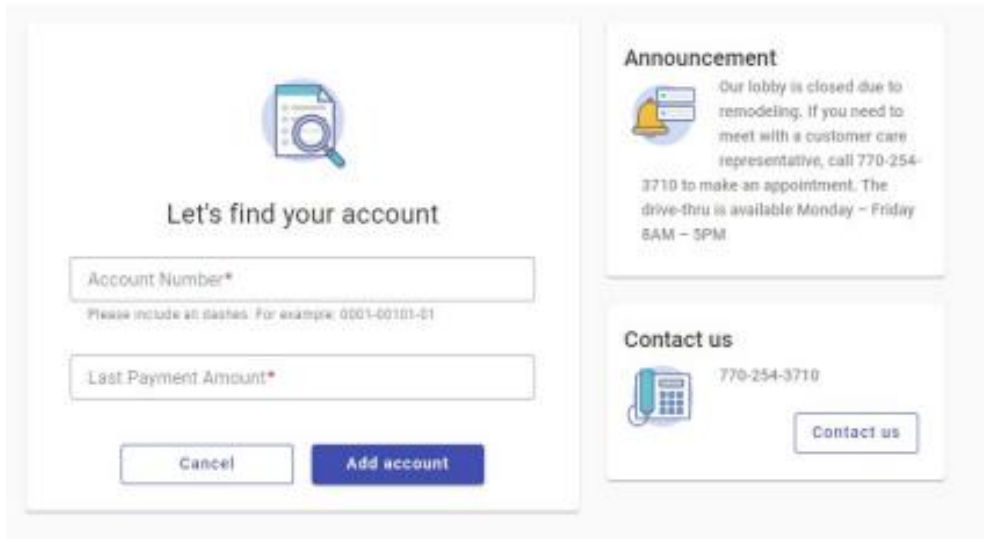
Step 10: Click Add Account

Accounts

You do not have any Pay My Bill accounts associated with your login.
Add an account to access account details, pay your bills, and manage accounts.



Step 11: Enter the account number and last payment amount, then click Add Account. You will find your account number and last payment amount on your previous billing statement. If your account is new, then your last payment amount is zero.



Step 12: Your account has been created! From here you can pay your bill, enroll in auto pay, or schedule a payment.