


Online Bill Pay Quick Reference

View Your Bill Online (registered users)

1. Go to www.cranstonri.com and click on Pay Your City Taxes Online (left side) to go to our Online Bill Pay page.
2. Click on the blue View or Pay Your Bill Online button. Click Sign In and enter your email address, password, and secure code.
3. Once logged in, you'll see your customer dashboard with recent activity. Click on Recent Open Invoices and then click on View Invoice. A PDF version of the bill will download. Depending on the browser you are using, and your settings, you may see the PDF file at the bottom of your browser window or you may receive a prompt on screen to open or save.
4. When finished in the payment portal, click on the Sign Out () icon in the upper right.

Make a One-Time Payment or View Your Bill (without registering)

1. Go to www.cranstonri.com and click on Pay Your City Taxes Online (left side) to go to our Online Bill Pay page.
2. Click on the blue View or Pay Your Bill Online button. On next page, click on the button for the invoice type that you wish to pay and enter the requested information on the next screen. Then, click on Search Invoices to locate your bill.
3. Select the invoices you would like to pay and then click on Add selected invoices to your cart. If you wish to view your invoice, click on the View Invoice option. Note: If you wish to register your account, you may do so at this step by clicking on Register Selected Invoices.
4. Review the invoices in your cart and click on Proceed to Checkout.
5. Select Credit Card or EFT (Check) from the dropdown and then click on Continue to Payment Information.
6. Enter payment information and billing address. Click on Continue to Review Payment.
7. Review your information and click on Process Payment. You'll then receive an email confirmation. Note: If you wish to sign up for Pay by Text messages or Paperless, you may check the appropriate boxes.

Register

1. Access the payment portal and click on the button for the invoice type that you wish to register. Enter the requested information on the next screen and click on Search Invoices to locate your bill.
2. Select the invoices you would like to register and click on Register Selected Invoices.
3. Fill in the requested information and click on Complete Registration. You'll have the option to sign up for paperless here. An email confirmation will then be sent.
4. Then, the next time you would like to access your account, click on Sign In (top of page) and enter your information.

Set Up Automatic Payments

1. Access the payment portal and click Sign In (top of page) and enter your email address, password and the secure code that displays. Click Sign In.
2. Once logged in, you'll see your customer dashboard with recent activity. Click on AutoPay.
3. Click on New AutoPay Setup.
4. Select the account you would like to set up for AutoPay and the payment method and make sure the "Yes, put me on AutoPay" option is marked. Click Save this AutoPay Setup.

5. Your Motor Vehicle account number changes each year. Be sure to update your Motor Vehicle account number in AutoPay each year when you receive the newest tax bill.
6. You will then receive an email confirmation and you need to confirm your registration. If you want to edit your AutoPay settings at a later date, you can click on the AutoPay option on your dashboard, after signing in.
7. When finished in the payment portal, click on the Sign Out () icon in the upper right.

Set Up Paperless Billing (unregistered and registered users)

1. If you're a registered user, access the payment portal and click Sign In (top of page) and enter your email address, password and the secure code that displays. Click Sign In.
2. Once logged in, you'll see your customer dashboard with recent activity. Click on Paperless.
3. Choose the "Yes" option under the green leaf.
4. Click "Save my changes."
5. You will then receive an email confirmation and you need to confirm your registration. If you want to edit your Paperless settings at a later date, you can click on the Paperless option on your dashboard, after signing in.
6. When finished in the payment portal, click on the Sign Out () icon in the upper right.