



Troubleshooting

Common Issues and Quick Fixes



Q: I didn't receive a Verification Email when registering - what should I do to complete registration?

A: The Verification Email comes from no-reply@authoritypay.com so you should always check your **SPAM email folder** to be sure you don't miss it. Also, you have a **4 hour period to verify your information**. If you wait longer, the system times out. If you can't find the email or the time period has lapsed, you can return to the [Customer Portal](#) and after entering your user credentials, you can prompt a new verification email.



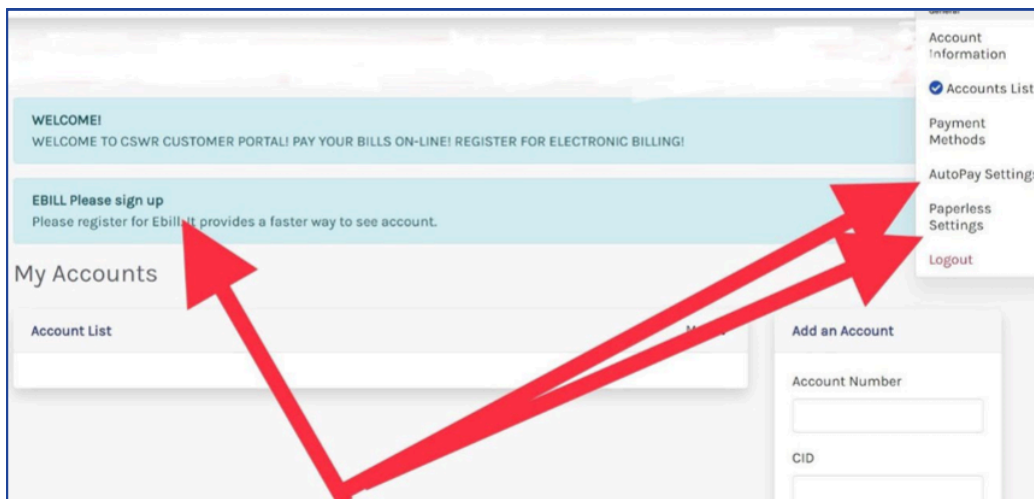
Q: I'm having difficulty re-setting my password. Why?

A: The password re-set email comes to you from no-reply@authoritypay.com. Please check your **SPAM email folder** to be sure you don't miss it. You have a **1 hour period to re-set your password**. If the time period has lapsed, you will need to return to this step and re-set your password.



Q: I want to enroll in Autopay / Go Paperless / E-Billing. Where do I do this?

A: Once you are registered and arrive at your Customer Dashboard, you will see these options in the right hand margin. Just click on your choice and follow the prompts.





Troubleshooting

Common Issues and Quick Fixes



Q: What if I need to make an online payment but I don't have access to my account?

A: You can go to the online [Customer Portal](#) and click on the "GUEST" option. Please be aware that this is for a one time payment option only.



Q: I have traditionally mailed in my payment. Can I continue to do this?

A: Yes, you can continue to mail us your payment. However, please be sure to check the remittance address found on your billing statement. We encourage you to enroll online however - you will have access to service alerts, payment history, billing statements, and other information. You can register through the [Customer Portal](#).