

CUSTOMER PORTAL INSTRUCTIONS

These instructions will help you

- 1) Create your customer portal account – page 1
- 2) sign up for e-billing - page 3
- 3) Set up payment method – page 4
- 4) sign up for auto-pay – page 6

Through this portal you will be able to view and pay your bill and even set your account up on **e-billing**. Please note, **AUTO PAY** is automatically set for the 15th of the month.

Start at the website: <https://asheboronc.authoritypay.com/>

Click “create a new account”. If you have previously set up an online portal for another account, you will just need to log in and add your new account under the “account list” option.



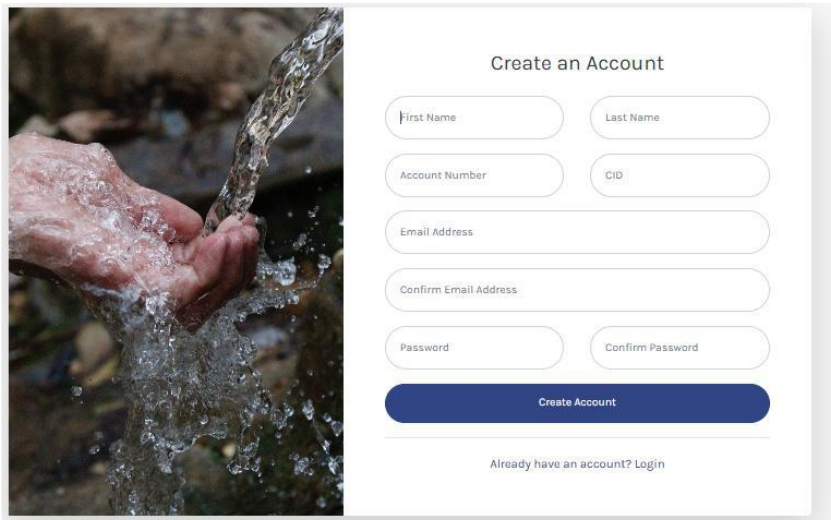
Pay your bill

Log In

Not registered?

Get started today. All you need is your account number and CID from your bill. [Create a new account?](#)

Fill in all account details. Please note if your account is under a business name you can choose to create the portal under your business name or personal name. Please use the email address you have access to. Once you click on “create account” an email will be sent for verification purposes.

The image shows a 'Create an Account' form overlaid on a background image of hands being washed under running water. The form has the following fields: First Name, Last Name, Account Number, CID, Email Address, Confirm Email Address, Password, and Confirm Password. A blue 'Create Account' button is at the bottom. Below the button is a link that says 'Already have an account? Login'.

After you create the account, the message below appears:

You have successfully registered your account. A verification email has been sent to your email address. Please check your inbox. The verification email will expire in 4 hours. You must verify your account before you can sign in.

The verification email will be coming from “no-reply@authoritypay.com”. This will have a link that you will need to click on to verify your email address.

[External Sender] Account registration for CityOfAsheboro

NR

no-reply@authoritypay.com

To

😊

↩ Reply

↩ Reply All

➡ Forward

👤

⋮

Thu 11/6/2025 11:26 AM

ⓘ

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello ,

Follow the link below to verify your email and finish your account registration:

<https://asheboronc.authoritypay.com/user/verify-registration?token=sC5BOIKmxrmn3hne6yGKJYLn7-ffY 1762446361>

Once this is verified you will be redirected to the “log in” page.



Account Verification

👤

Click To Verify

Use the log in credentials you have created to log in.



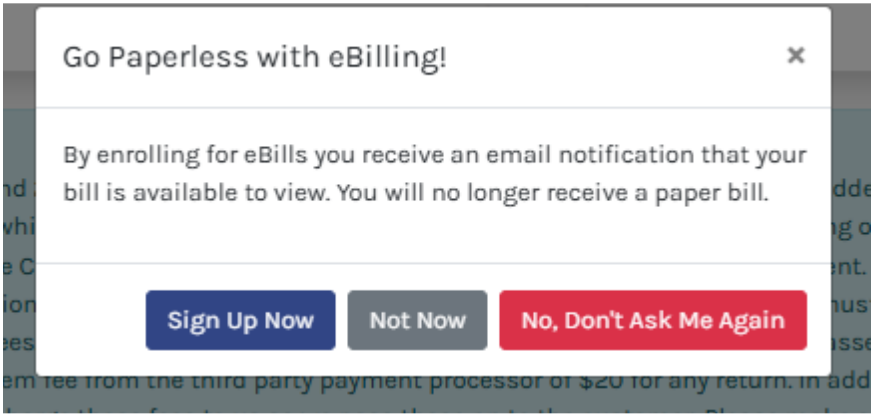
Pay your bill

Existing Customers

Email Address

Password

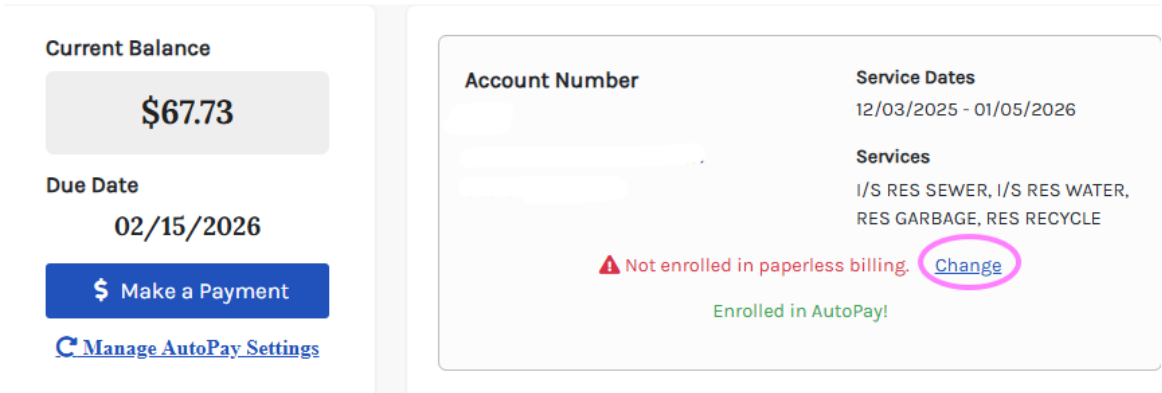
Once you are logged in you will automatically be prompted with the “go paperless with eBilling” prompt. At this time, you can opt in for e-billing. Please note once enrolled on eBilling the paper invoice will stop being mailed and it will be emailed instead.



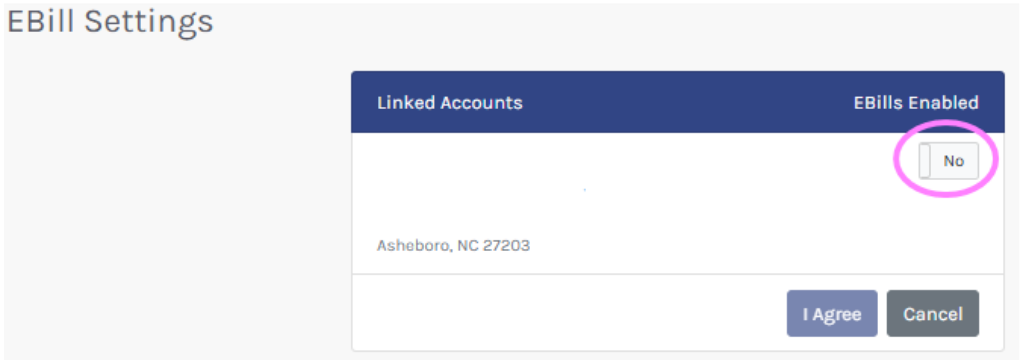
If you happened to have dismissed the prompt above, you can always sign up on eBilling by following the below instructions.

E-BILLING INSTRUCTIONS

To sign up on e-billing click “Sign Up Now”. Then click on the “change” option listed to the right of the “not enrolled in paperless billing” red alert.



Toggle the “no” option to “yes”



Read all terms and conditions and click “I agree”.

EBills Settings [Back to Account Detail](#)

Linked Accounts EBills Enabled

-0
[Redacted]
Asheboro, NC 27203

The terms and conditions of eBill online billing require that you agree to the following:

Enrollment: If you request that we stop mailing a paper bill it will be your responsibility to check the municipalities payment website (asheboronc.authoritypay.com) to obtain your bill. We'll try to send a reminder email, but understand that we don't control all aspects of email delivery and can't assure timely delivery of the email reminder.

Acknowledging Receipt: By agreeing to suspension of mailed paper bills, you agree that posting of the bill on the website will constitute your receipt of the bill for all purposes and that the bill is due and payable upon posting. We can only attempt to send the email reminder of your bill if it has a current correct email address for you and you immediately notify us of any change in your email address. If you don't check the website in a timely manner for your bill or fail to pay your bill by the due date for any reason, penalties and/or collections actions may be initiated against your account.

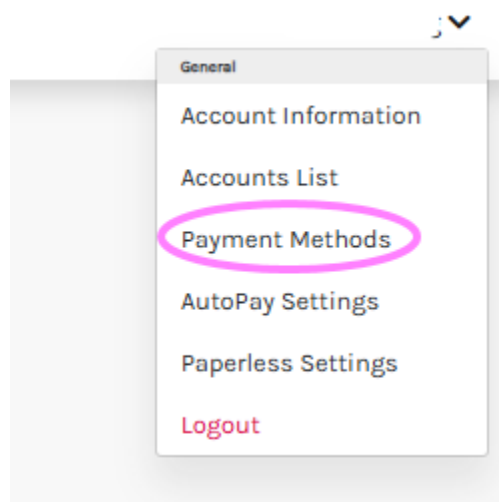
Email Address Updates: You may provide email address updates at any time and at no charge. We'll send a confirmation email to the new address provided. No additional messages will be sent to the old email address. To change your email address for eBill, sign into the website and manage your Profile from the menu under your online name at top right of the screen.

Payments: The printed online bill remittance stub can be used in association with mailing a check for payments. Other methods such as Bank Draft and Credit Card are also acceptable.

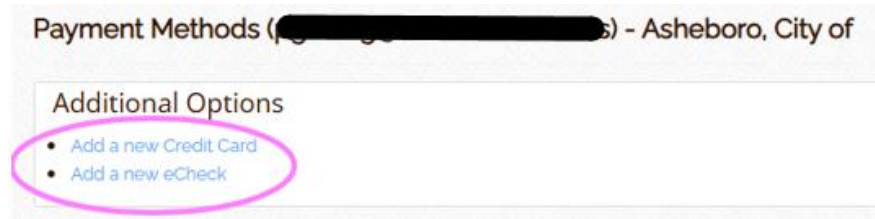
[I Agree](#) [Cancel](#)

SET UP PAYMENT METHOD INSTRUCTIONS

To sign up on AutoPay you will first need to save your payment method. This is located on the **top right corner** under a drop-down menu.



Choose the payment method - either credit card or e-check. The fee for credit cards is \$2.50. Starting 2-1-2026, there is no fee for e-check.



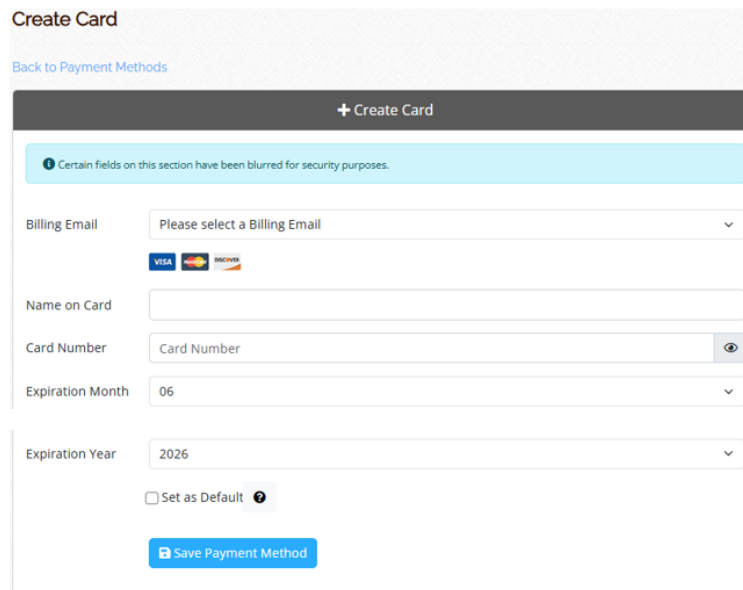
Payment Methods (XXXXXXXXXX) - Asheboro, City of

Additional Options

- Add a new Credit Card
- Add a new eCheck

Fill out payment method accordingly. Choose if you want to “set as Default” (*optional*), and click “save payment method”

Create Card Page (additional cost of \$2.50)



Create Card

[Back to Payment Methods](#)

+ Create Card

! Certain fields on this section have been blurred for security purposes.

Billing Email

Name on Card

Card Number

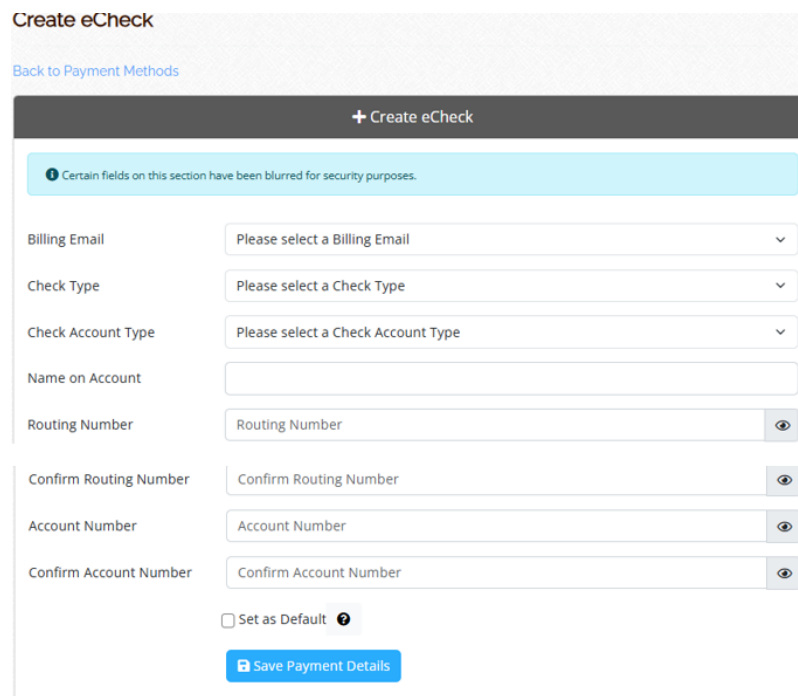
Expiration Month

Expiration Year

☐ Set as Default ?

Save Payment Method

Create eCheck Page



Create eCheck

[Back to Payment Methods](#)

+ Create eCheck

! Certain fields on this section have been blurred for security purposes.

Billing Email

Check Type

Check Account Type

Name on Account

Routing Number

Confirm Routing Number

Account Number

Confirm Account Number

☐ Set as Default ?

Save Payment Details

Please note, you will be able to have multiple payment methods saved under your profile. If a payment was chosen to be a default payment this will show beside that payment method.

Payment Methods ([redacted]) - Asheboro, City of

Additional Options

- Add a new Credit Card
- Add a new eCheck

Checking ***** 4024 ✓

Default ▾

MasterCard 521247 **** 2345 06/28

▾

Once the payment method has been added click on the “home” option on the top bar option. This will take you to the main page.

 CityOfAsheboro

Home

ATTACHMENTS

AUTO PAY INSTRUCTIONS

Click on the “enroll in AutoPay” option listed **under** the “\$ make a payment” tile.

Current Balance

\$94.32

Due Date

02/15/2026

\$ Make a Payment

[Enroll in AutoPay](#)

Account Number [Switch Account](#) ▾

Service Dates

12/04/2025 - 01/02/2026

Services

I/S RES SEWER, I/S RES WATER,
RES GARBAGE, RES RECYCLE

⚠ Not enrolled in paperless billing. [Change](#)

⚠ Not enrolled in AutoPay.

Use the drop-down menu to select your payment profile. Please note “backup Payment Profile” is used in the event your main payment option fails. This is optional. Read the terms, agree to the terms and click “Enroll in AutoPay”. **Please note, AutoPay is automatically set to the 15th of the month.**

Enroll in AutoPay - Asheboro, City of

[Back to Payment Plans & AutoPay](#)

Payment Type

Payment Type

Utility ML

▼

Account Number

55-0

CID Number

1

2

Payment Profile

Payment Profile

Please select a Payment Profile

▼

Optional

➔

Backup Payment Profile

Payment Profile

Please select a Backup Payment Profile

▼

Enroll in AutoPay

ⓘ

To enroll in PBP AutoPay, you will need to provide your account information, select an existing Payment Profile, and agree to the Payment Terms of Service. You may stop AutoPay payments at any time; however, payment may still be due.

☐

I agree to the [Payment Terms of Service](#) and authorize this payment.

➔

Enroll in AutoPay