

How to Complete a Payment Using the Citizen Self-Service Portal

1. Click on Dashboard

The screenshot shows the top navigation bar with the City of San Mateo logo and the text 'Citizen Self-Service Portal'. Below the navigation bar, the 'Dashboard' menu item is highlighted with a red box. The main content area is divided into two sections: 'My Permits' and 'My Plans'. 'My Permits' includes five categories: Attention (0), Pending (0), Active (1), Draft (0), and Recent (12). 'My Plans' includes five categories: Attention (1), Pending (11), Active (0), Draft (0), and Recent (11).

Category	Count
Attention	0
Pending	0
Active	1
Draft	0
Recent	12

Category	Count
Attention	1
Pending	11
Active	0
Draft	0
Recent	11

2. Click on Attention

This screenshot is identical to the previous one, but the 'Attention' category in the 'My Plans' section is highlighted with a red box. The 'Dashboard' menu item in the navigation bar is no longer highlighted.

Category	Count
Attention	0
Pending	0
Active	1
Draft	0
Recent	12

Category	Count
Attention	1
Pending	11
Active	0
Draft	0
Recent	11

3. Click on Unpaid Fees

My Plans Search for plan number, project, or address
Exact Match

Display Select Case Type Sort

Plan Number	Project	Address	Plan Type	Status	Attention Reason
NIN-2020-010		330 20TH AVE Ave SAN MATEO	Informational Neighborhood Meeting Labels	Attention, Recent, Pending	Unpaid Fees

Results per page 1 - 1 of 1 << < 1 > >>

4. Click on Add to Cart

Plan Number: NIN-2020-010



[Plan Details](#) | [Tab Elements](#) | [Main Menu](#)

Type: Informational
Neighborhood Meeting
Labels

Status: Pending from Web

Project Name:

- Summary
 - Locations
 - Fees**
 - Reviews
 - Inspections
 - eReviews
 - Attachments
 - Contacts
 - Sub-Records
 - Holds
 - Meetings
- [More Info](#)

[Remaining Fees](#) | [Paid Fees](#) | [Next Tab](#) | [Plan Details](#) | [Main Menu](#)

Remaining Fees

Sort

Fee	Invoice	Computed	Amount Due
Informational Neighborhood Mtg Public Notice List	00068326	\$300.00	\$300.00

5. Click on Check Out

[Back](#)

Shopping Cart

Invoice: 00068326 Description: NONE
Due Date: 04/29/2020 Billing User, Test
Contact:

Case Number	Project	Case Address	Amount Due
NIN-2020-010		330 20TH AVE Ave SAN MATEO	\$300.00

Total \$300.00
Check Out

\$300.00
Remove
Top | Main Menu

OR

Total \$300.00
Check Out

6. Enter your payment information, and click on Process Payment

MyGovPay [Contact Us](#)

Friday, May 1, 2020

Order Summary

Agency Name: City of San Mateo
Order Number: 1079

Invoice #	Item Description	Quantity	Unit Price	Total Price
00068326	NONE	1	\$300.00	\$300.00

Item Total: \$300.00
Service Fee: \$0.00
Tax: \$0.00
Order Total: \$300.00


Payment Details

Cardholder Name: * Billing Street: * Billing Zipcode: *

Card Type: * Card Number: * Expiration Date: * CVV Code:

Email Address: *
csstest2018@gmail.com

Process Payment Cancel

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7. Once you click on Process Payment, you will see a confirmation page and an emailed receipt. Click on Return to Citizen Portal.



Friday, May 1, 2020

Congratulations! Your order has been processed successfully!

Please print this page for your records.

Agency Name: City of San Mateo
Order Number: 1079

Invoice #	Item Description	Quantity	Unit Price	Total Price
00068326	NONE	1	\$300.00	\$300.00

Item Total: \$300.00
Service Fee: \$0.00
Tax: \$0.00
Order Total: \$300.00

[Return to Citizen Portal](#)