# PAYING FEES BY ACH/eCheck (My Items Page)

How to pay fees by ACH/eCheck on a building permit or contractor license

Please note that a permit or contractor license is not automatically issued after payment. An email will be sent after the permit or license is issued and the documents are available on the portal. You can also track the status of your application on the portal.

- **Sign In** to your portal account at https://cityviewportal.thorntonco.gov/

1. Click on the **My Items** link on the top left of the portal home.
2. Click on the **My Permit Applications** or **My Contractor License Applications** heading to view active applications.
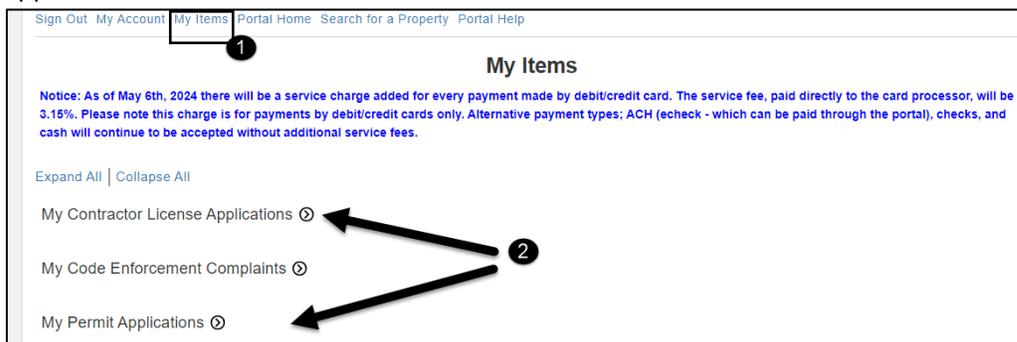
3. Find the permit or licensee and click on the **Pay Fees** button underneath the number.
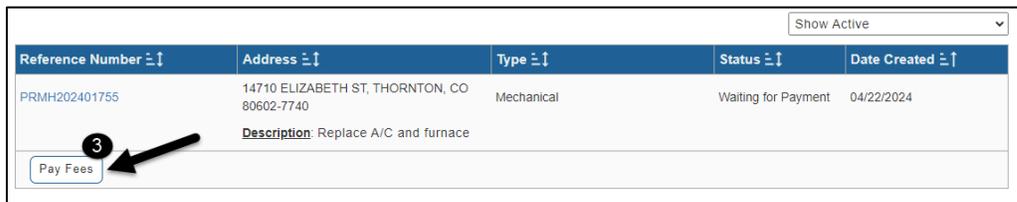
4. Click on the **Make Payment (E-Check)** button
   o NOTE: If you see any errors contact the office to fix the fee(s) before making payment.
   o The Credit/Debit Card option is also available, but a service fee applies. To pay by credit card refer to those instructions.

INSTRUCTIONS CONTINUE ON THE NEXT PAGE

5. The **Billing Information** will default based on the portal account that you're signed into. Verify that the name and address match the account holder for the account that you will be using for payment. Make any applicable changes before proceeding to the next step.
6. Verify the amount before making payment.
    o   NOTE: You have the ability to select the Cancel button at the bottom before submitting the payment if you decide not to proceed.
7. Enter your account information in the **Payment Details** section.
    o   The check number is optional, it is not a required field.
8. Click on the **Pay** button to submit payment.

9. A Receipt screen will appear, click the **Print** button to keep a copy for your records.
    o   If the payment is declined check with your bank.
10. Click on the **Return to Website** button to go back to the portal. The process is now complete.

NOTE: After payment is made documentation may need to be processed. An email will be sent out to the primary email on record after the permit or license is issued.