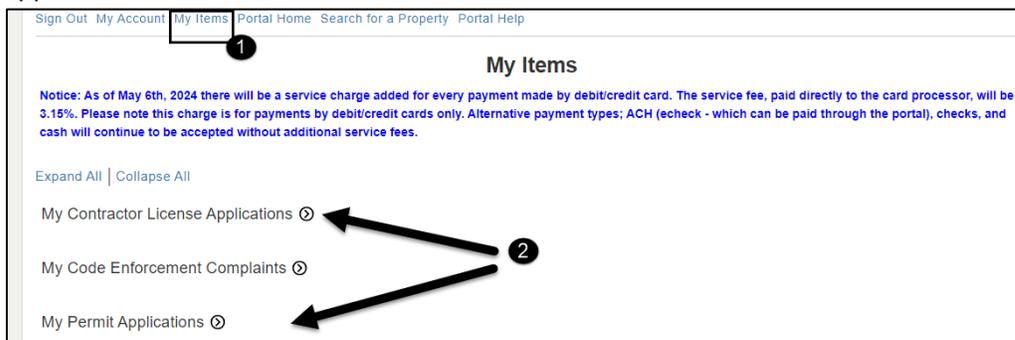


PAYING FEES BY CREDIT/DEBIT CARD (My Items Page)

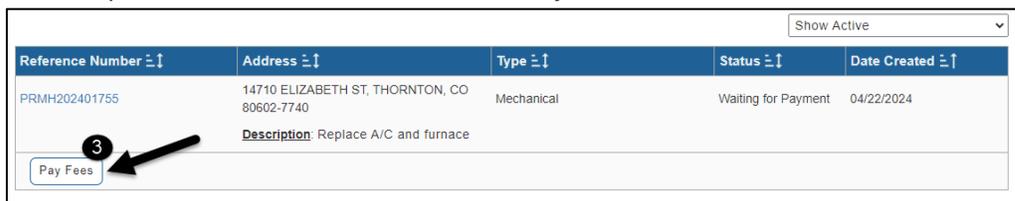
How to pay fees by credit/debit card on a building permit or contractor license

Payments by debit or credit card will incur a service charge. Other payment options such as ACH/e-Check are available at no charge. 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. *NOTE: American Express is not accepted

- **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.

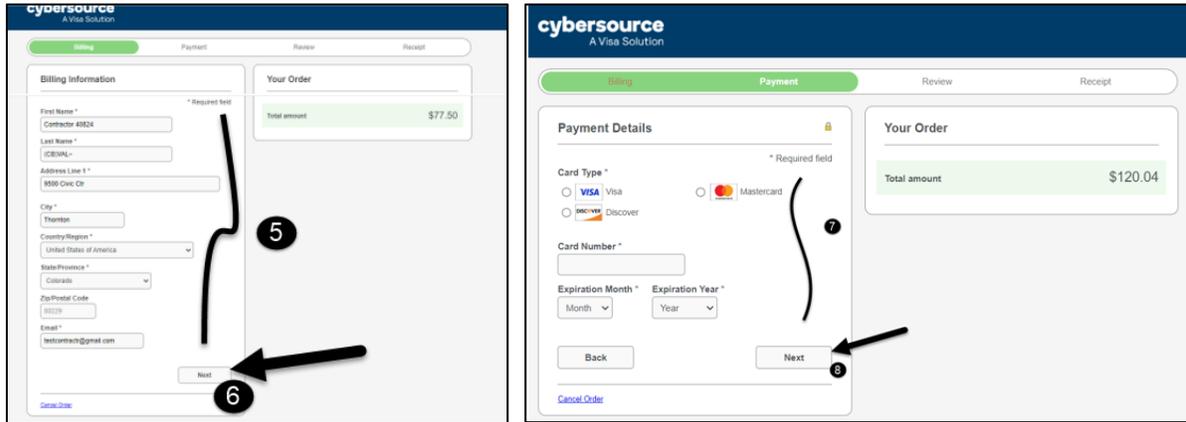


4. Click on the **Make Payment (Credit Card)** button
 - NOTE: If you see any errors contact the office to fix the fee(s) before making payment.
 - The ACH/e-Check option is available at no charge, see instructions for ACH payments.

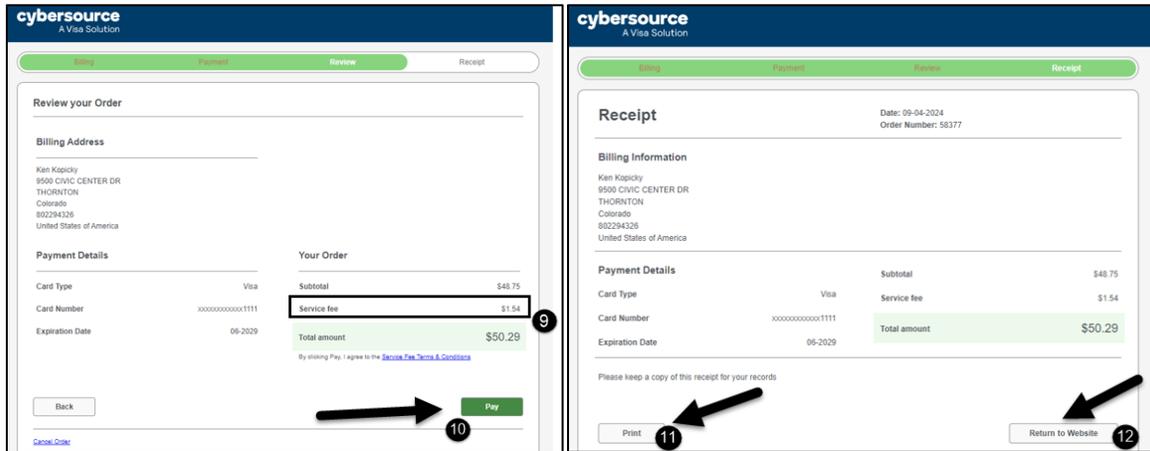


INSTRUCTIONS CONTINUE ON THE NEXT PAGE

5. The **Billing Information** will default based on the portal account that you're signed into. Verify that the name and address match your card information, make any applicable changes before proceeding to the next step.
6. Click on the **Next** button to proceed.
7. Enter your credit card information. *NOTE: American Express is not accepted.
8. Click the **Next** button.



9. Review the payment information and fees.
 - *The service fee will appear. You can click on Cancel Order to select another form of payment.
10. Click on the **Pay** button to submit payment.
11. 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 as they may have transaction or daily limits set up for your card.
12. 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.