AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

Customers can submit one of the following payment types for their Austin-Travis County EMS account(s):

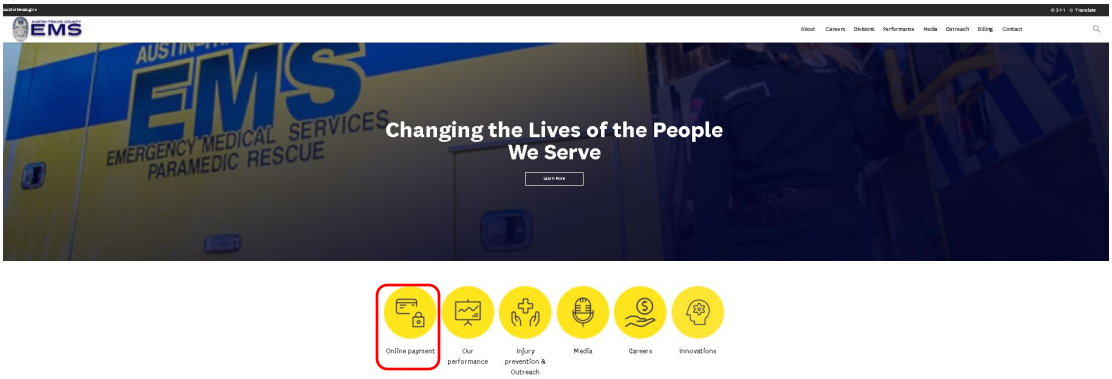
- One-Time Payment
- Recurring Monthly Payment

Online payments can be submitted via credit card (Visa, MasterCard, Discover or American Express) with no convenience fee.

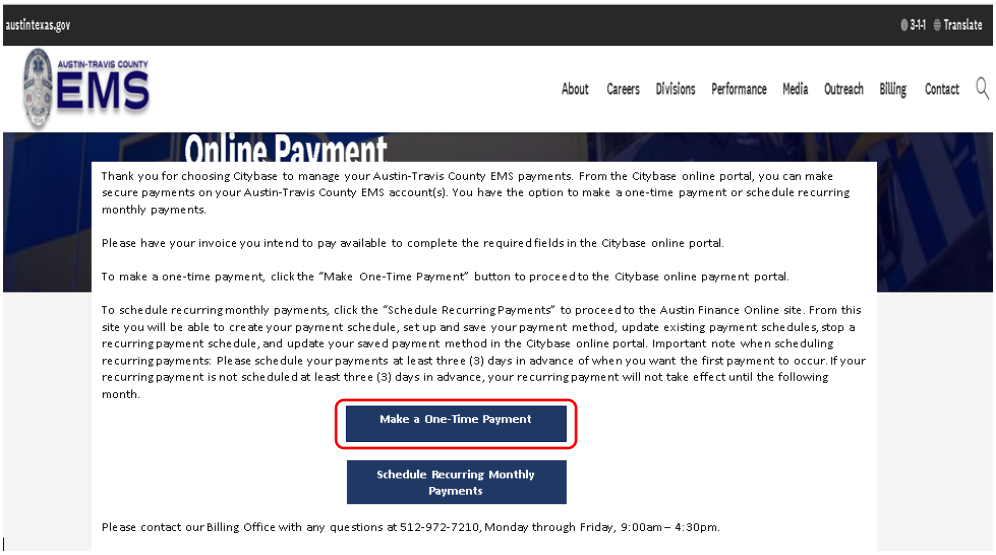
To submit an online payment, you must have the run number and date of service listed on the invoice. If you do not have your run number or date of service, please contact the Austin-Travis County EMS Billing Department at 512-972-7210 or at EMSBillingInfo@austintexas.gov

To make a one-time payment on your Austin-Travis County EMS account, follow these steps:

Visit www.ATCEMS.org
Select “Online Payment”



Select “Make a One-Time Payment”

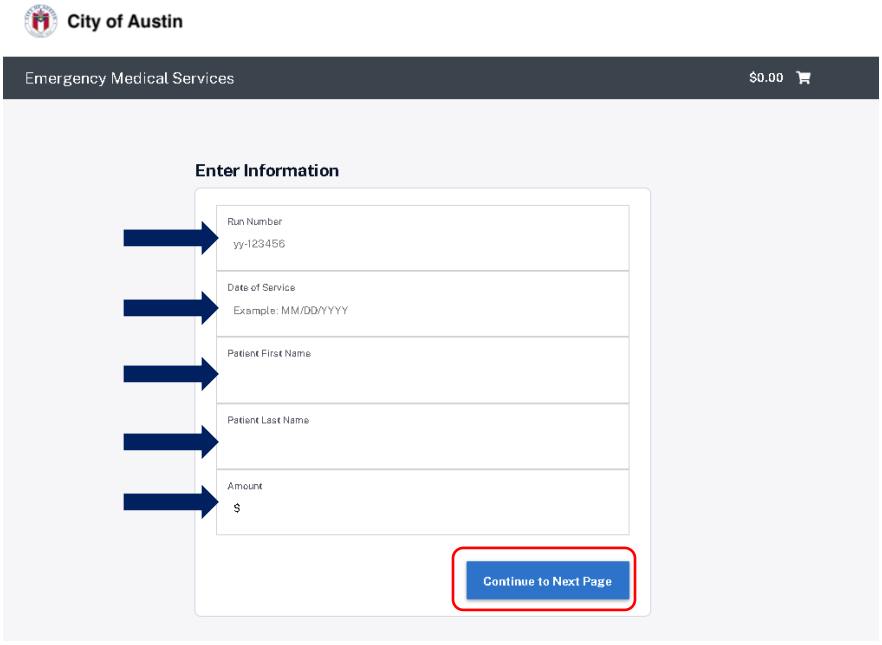


AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

Enter the following information (all fields are required):

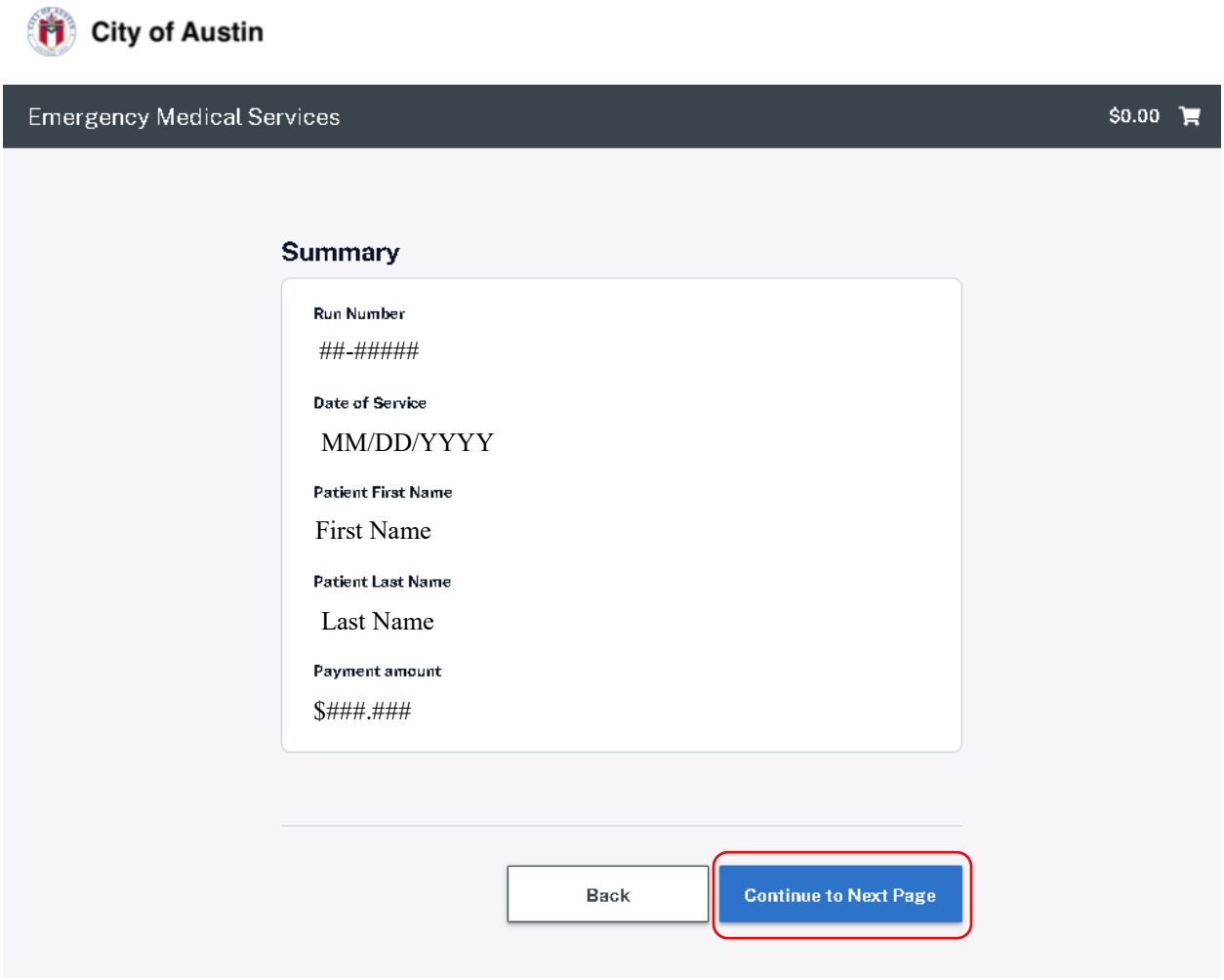
- Run Number
- Date of Service
- Patient First Name
- Patient Last Name
- Payment Amount

Select “Continue to Next Page”



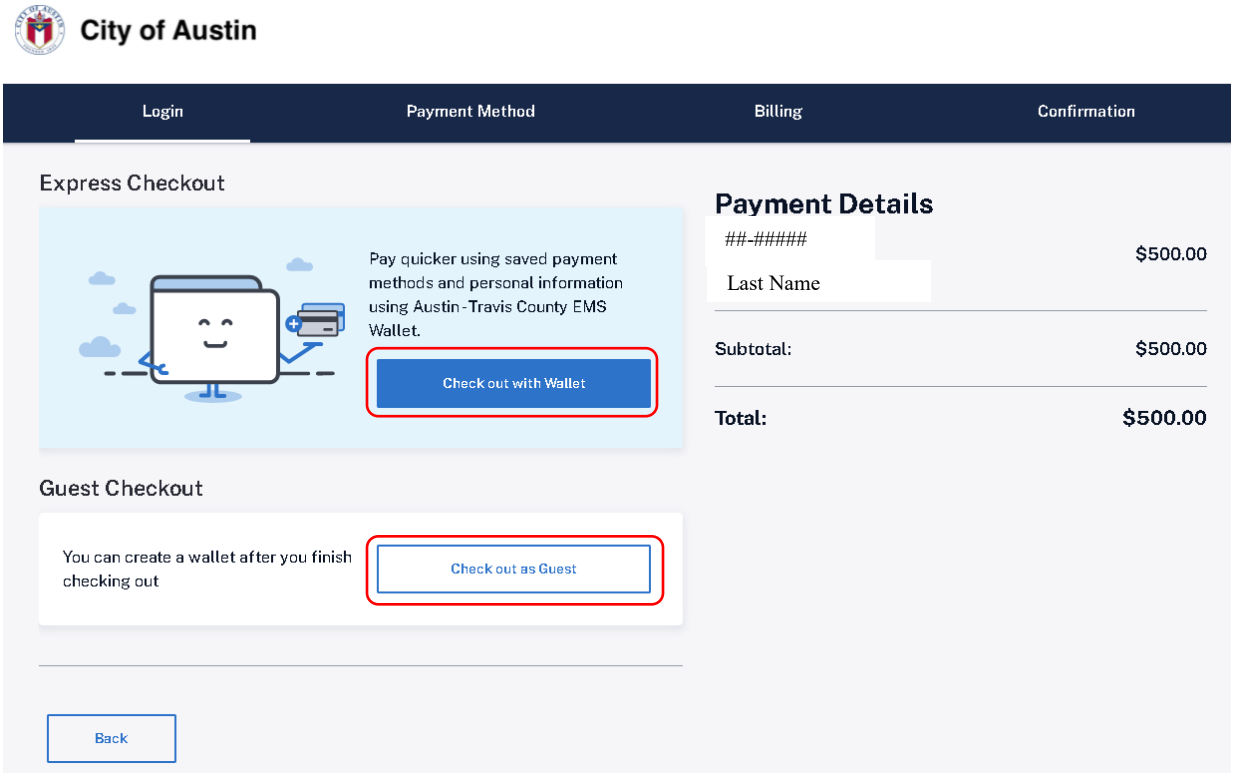
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

Review summary and select “Continue to Next Page”



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

If this is your fist time to use the Citybase online payment process and you do not have a saved payment method, please use the “Check out as Guest” option. You will have the option to register for wallet save your information for future payments after checkout.



To Checkout as Guest

Select Checkout as Guest

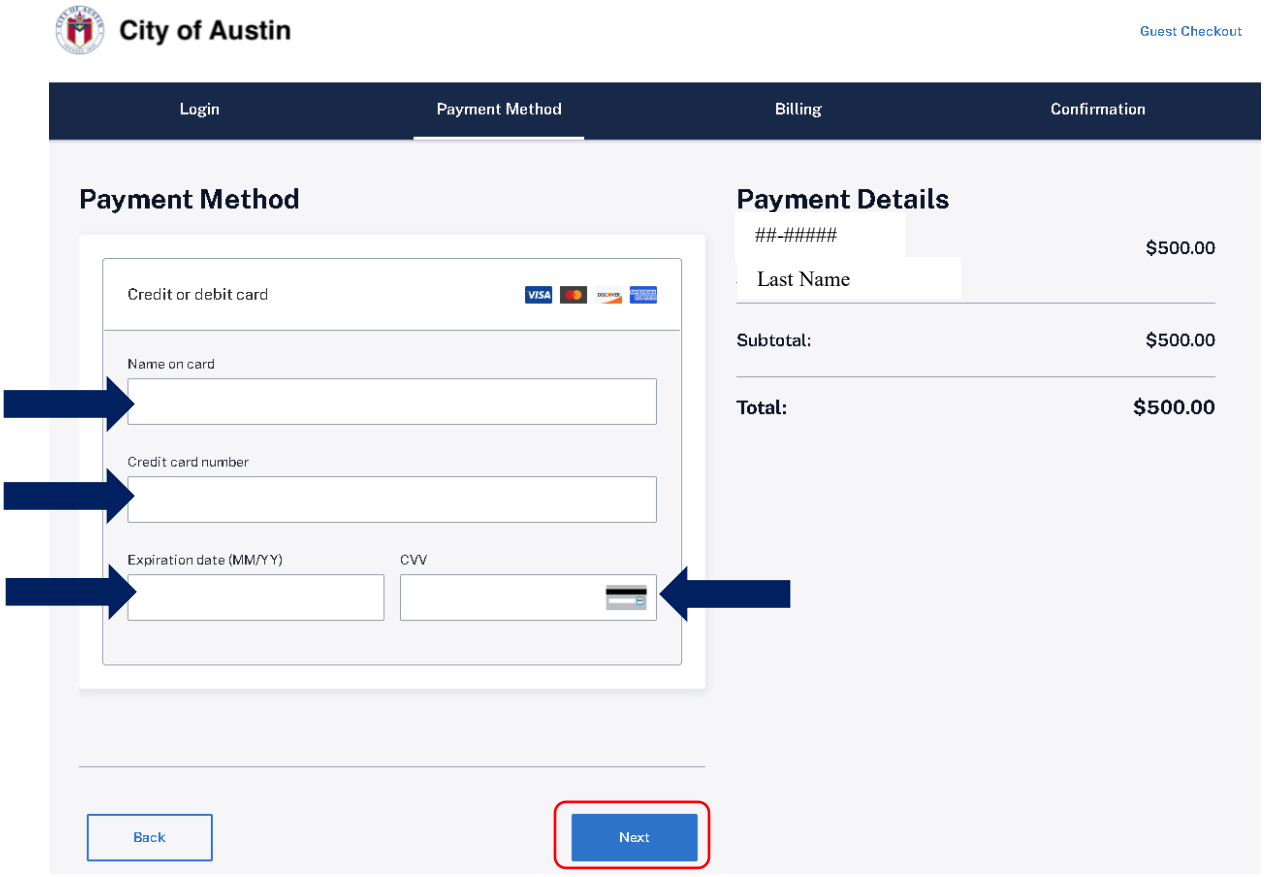
Payment Method

Enter the following information:

- Name on card (Must be actual name on card, do not use nickname)
- Credit card number
- Expiration date (MM/YY)
- CVV

Select “Next”

AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

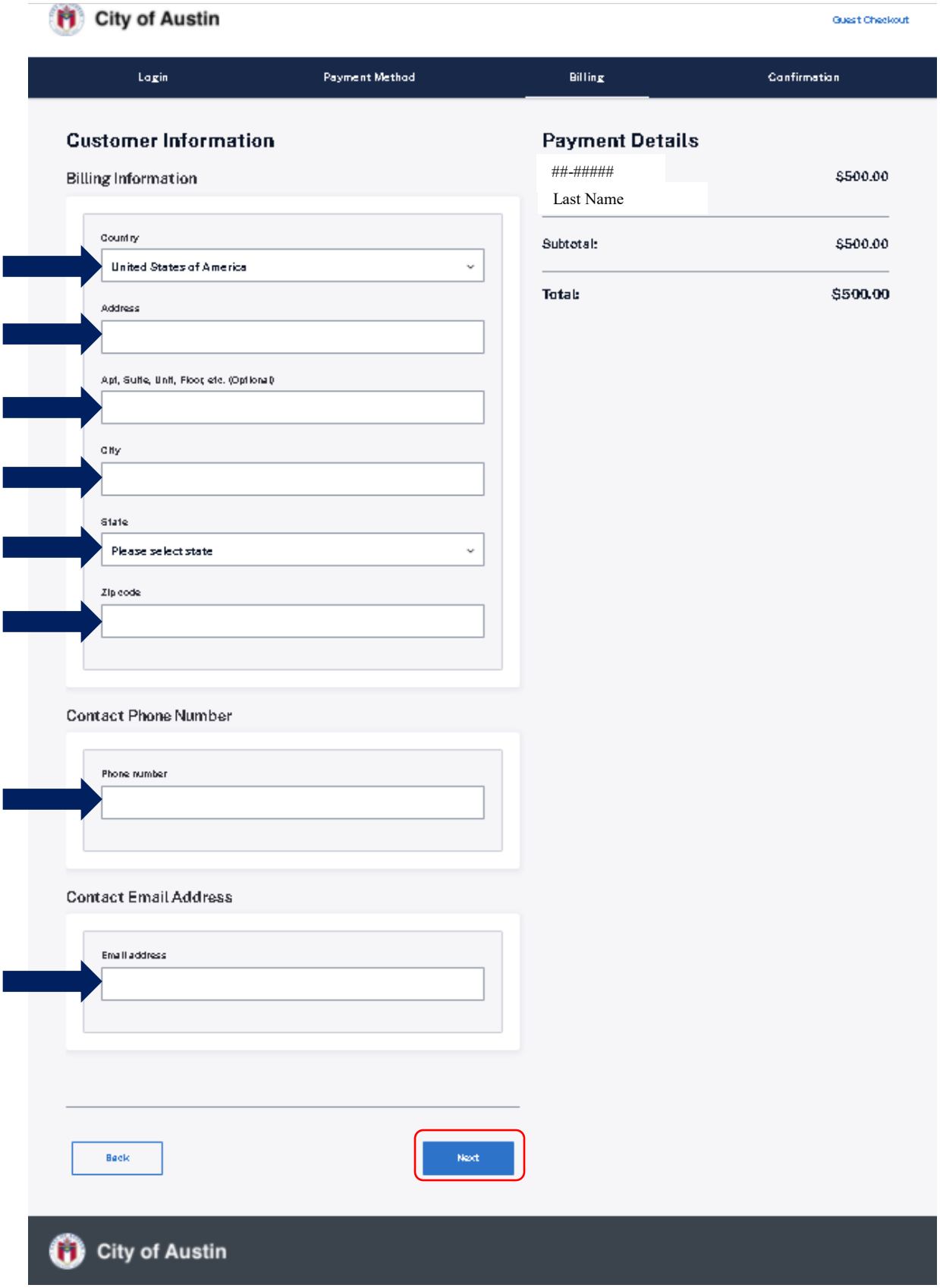


Customer Information

- Billing Information
  - Enter the following information:
    - Country
    - Address
    - Apt, Suite, Unit, Floor, etc.
    - City
    - State
    - Zip Code
- Contact Phone Number
  - Enter the following information:
    - Phone Number
- Contact Email Address
  - Enter the following information:
    - Email address
      - Provide a valid email address as this is where your payment receipt will be sent to

Select “Next”

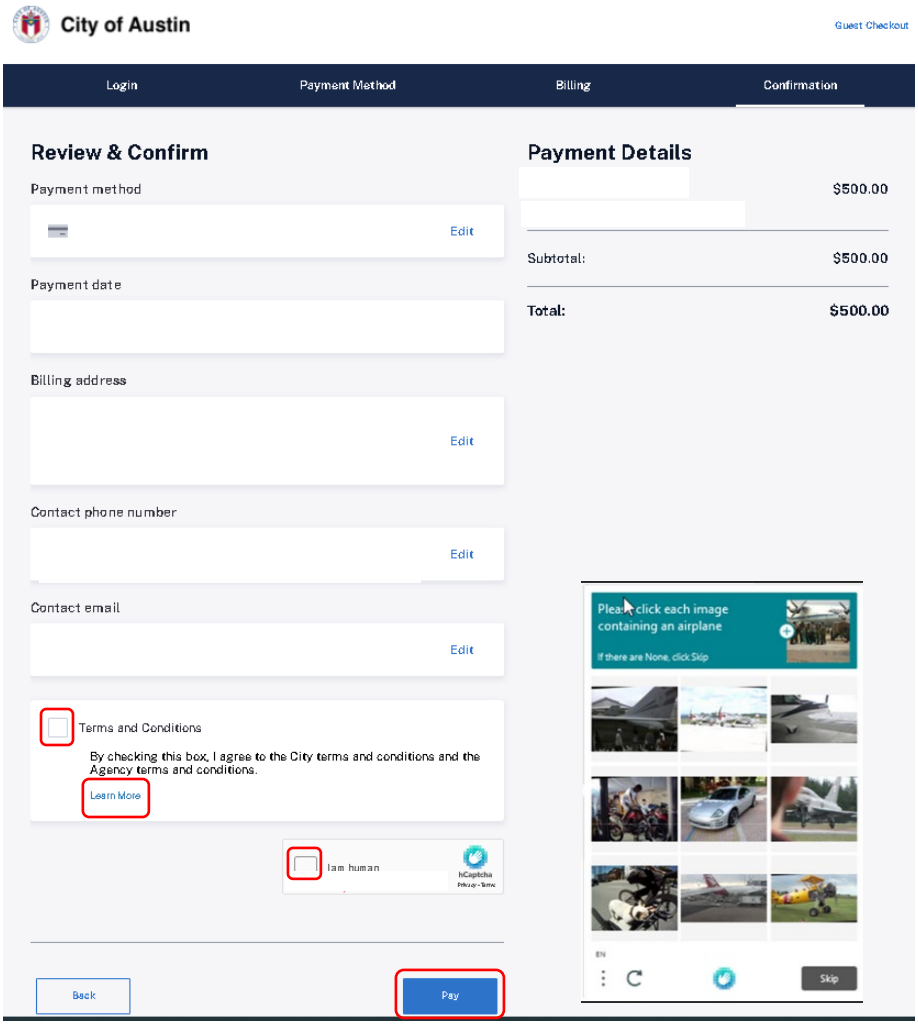
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

Review and Confirm

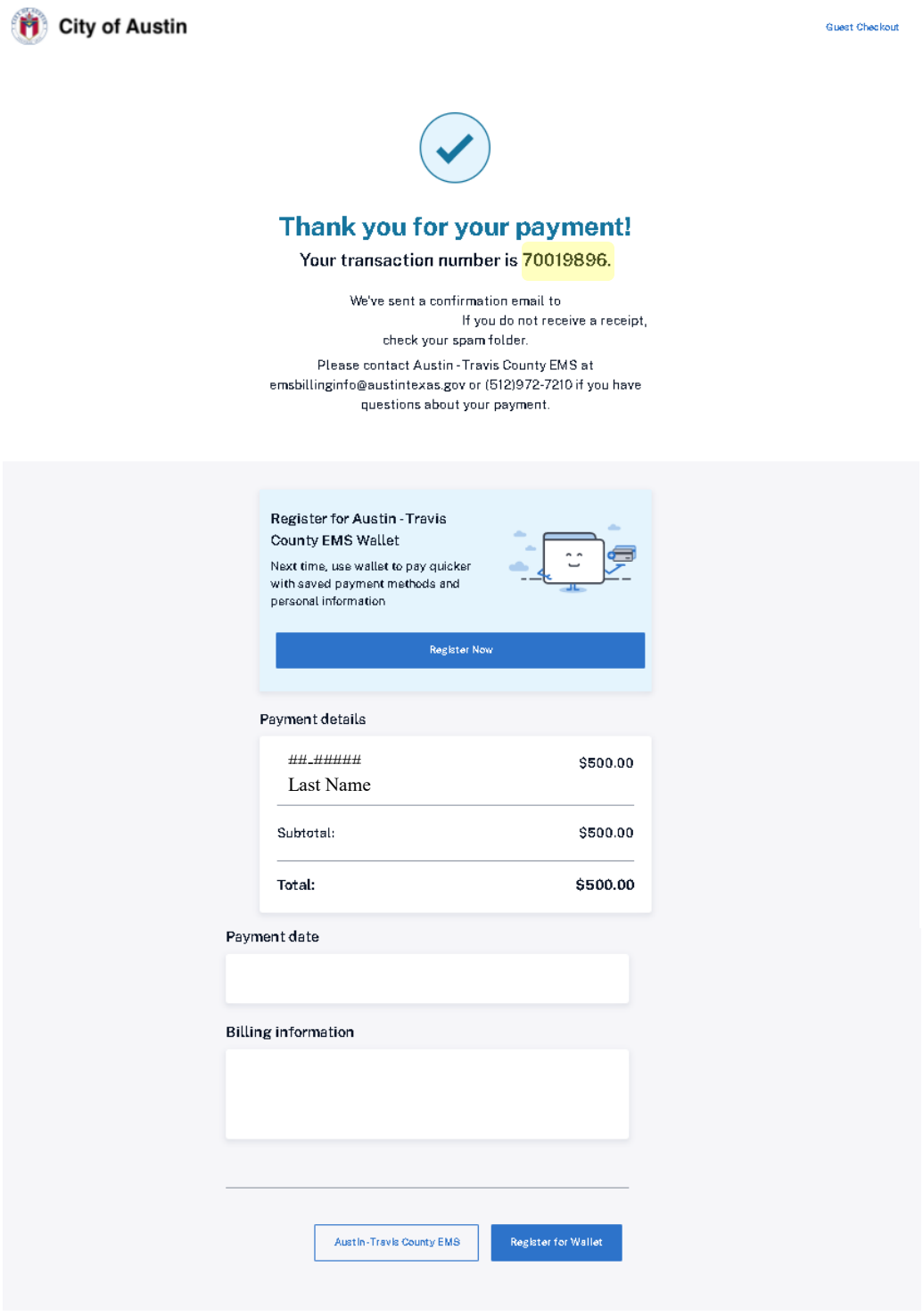
Review and verify all information entered
Review Terms and Conditions
Check box to agree to Terms and Conditions
Complete Captcha
Select “Pay”



Thank you for your Payment

You will receive a transaction number and notice that confirmation was sent to email address entered
You will have the option to register for Austin-Travis County EMS Wallet where you can link your EMS account and save your payment method. A link to the Austin-Travis County EMS Billing website is posted as well.

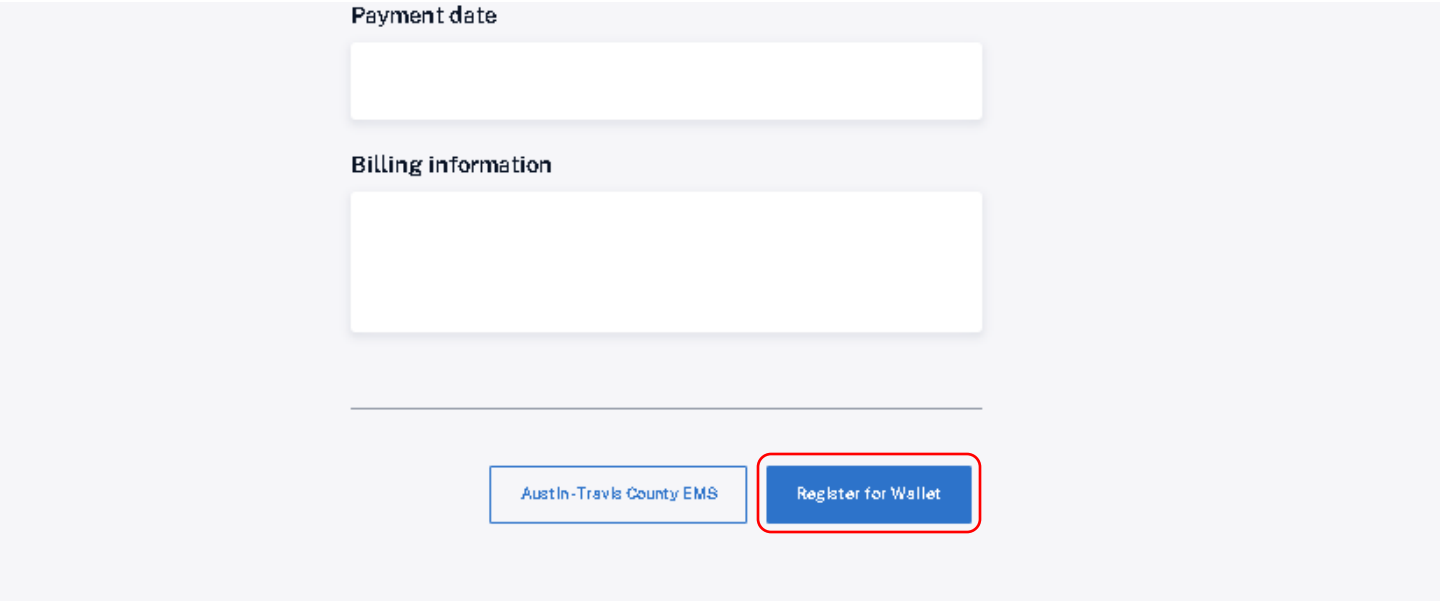
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

To register for wallet and save your payment method at Citybase (this only has to be completed once)

Select Register for Wallet

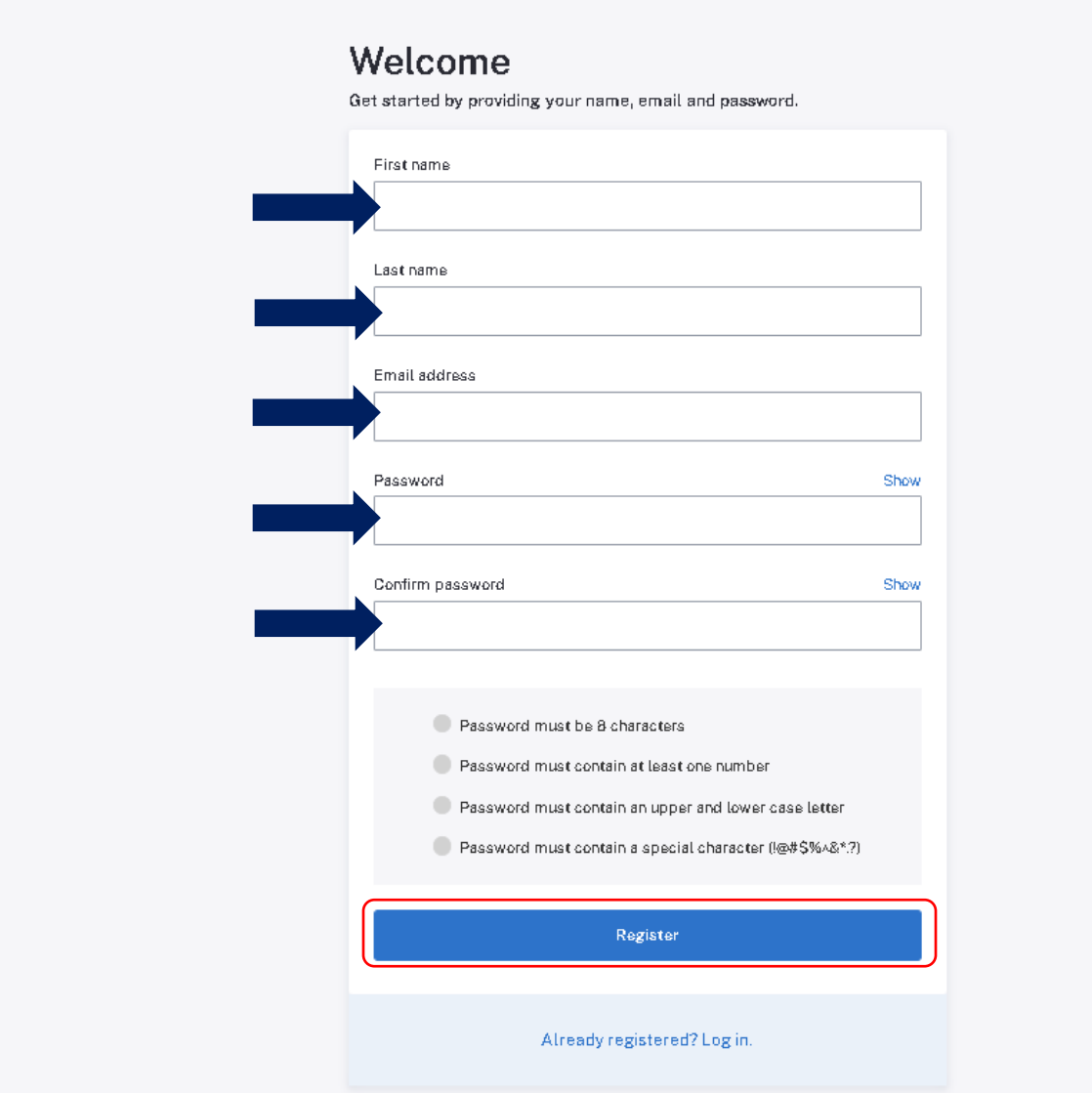


Enter the following information:

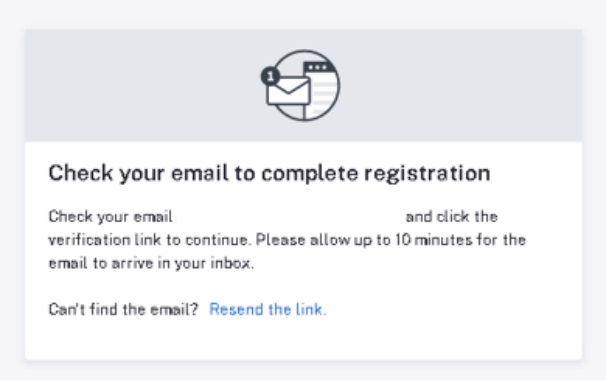
- First Name
- Last Name
- Email Address
- Password
- Confirm Password
- Select Register

AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

City of Austin



Upon registering, you will be prompted to check your email to complete registration



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
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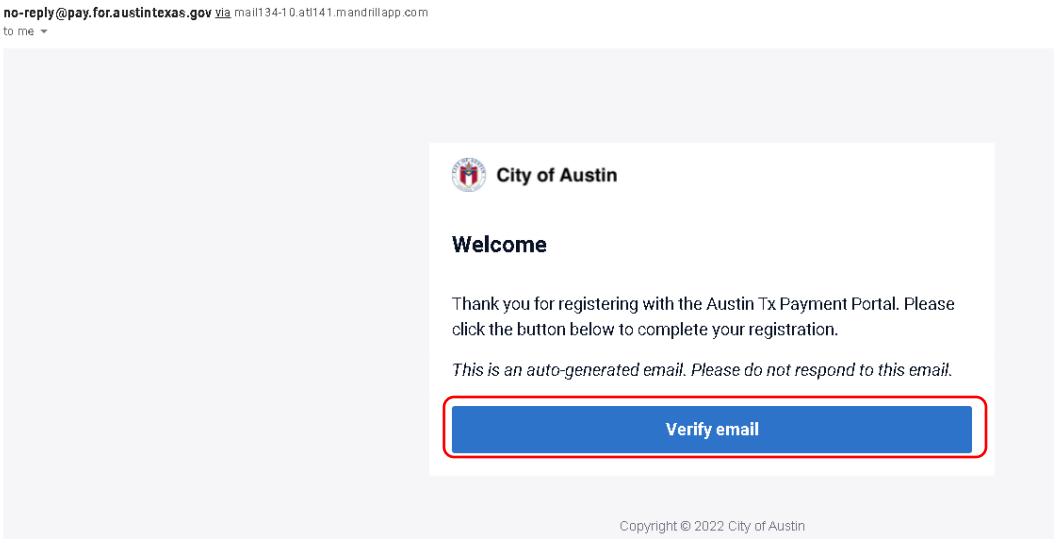
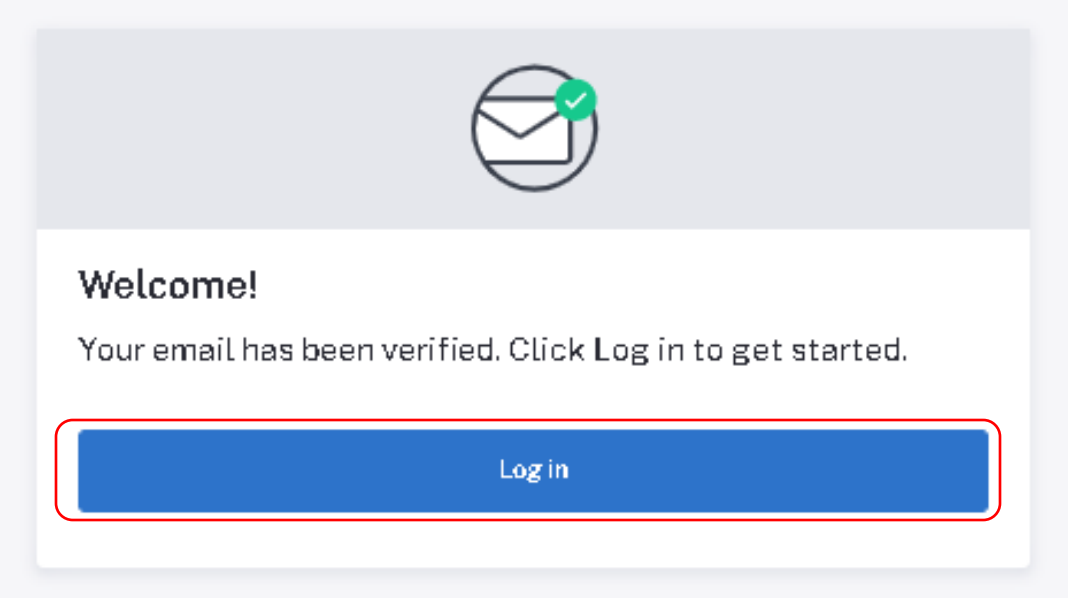
Find the email from no-reply@pay.for.austintexas.gov and select “Verify email

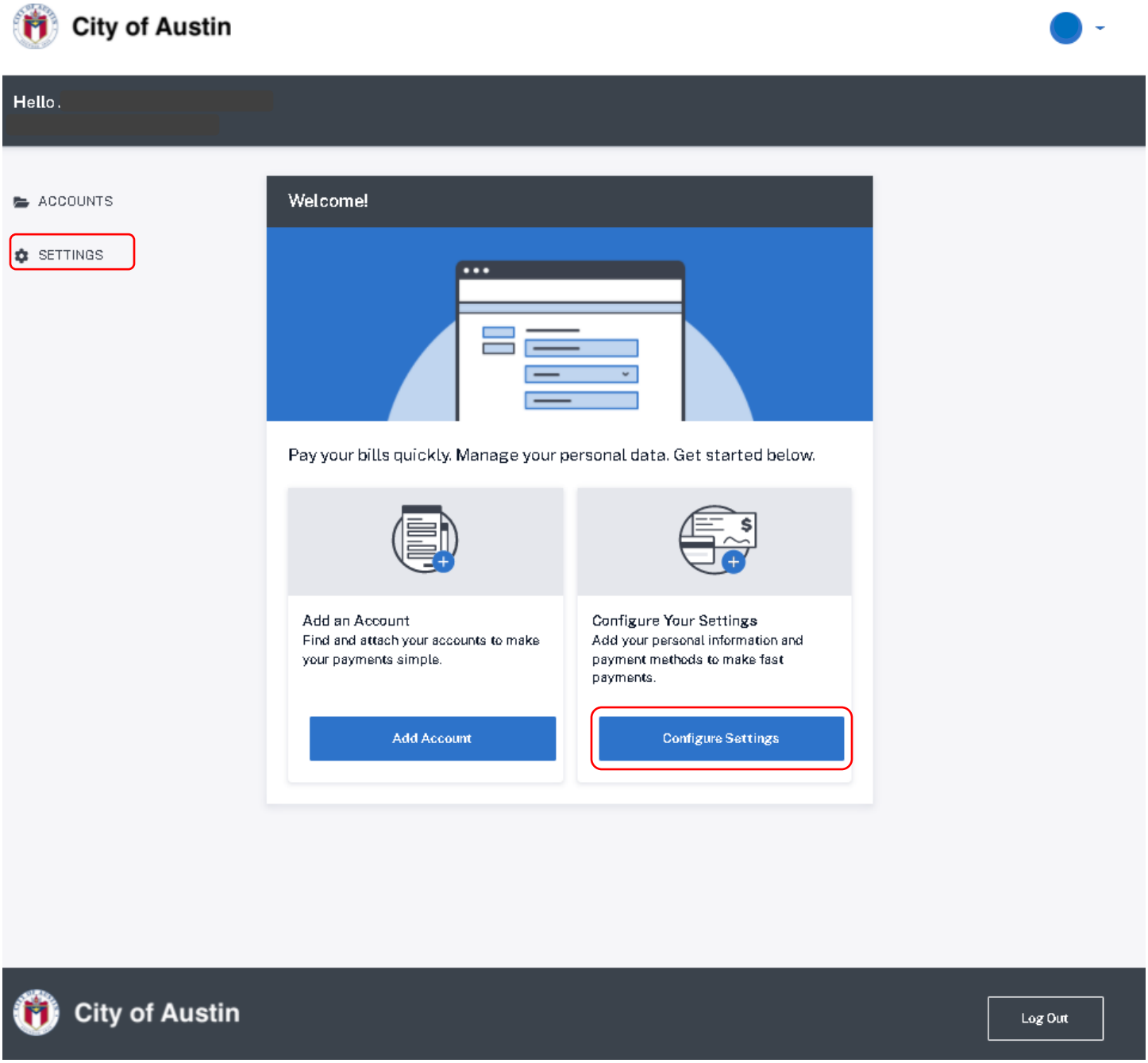


Once your email is verified, select “Log in”



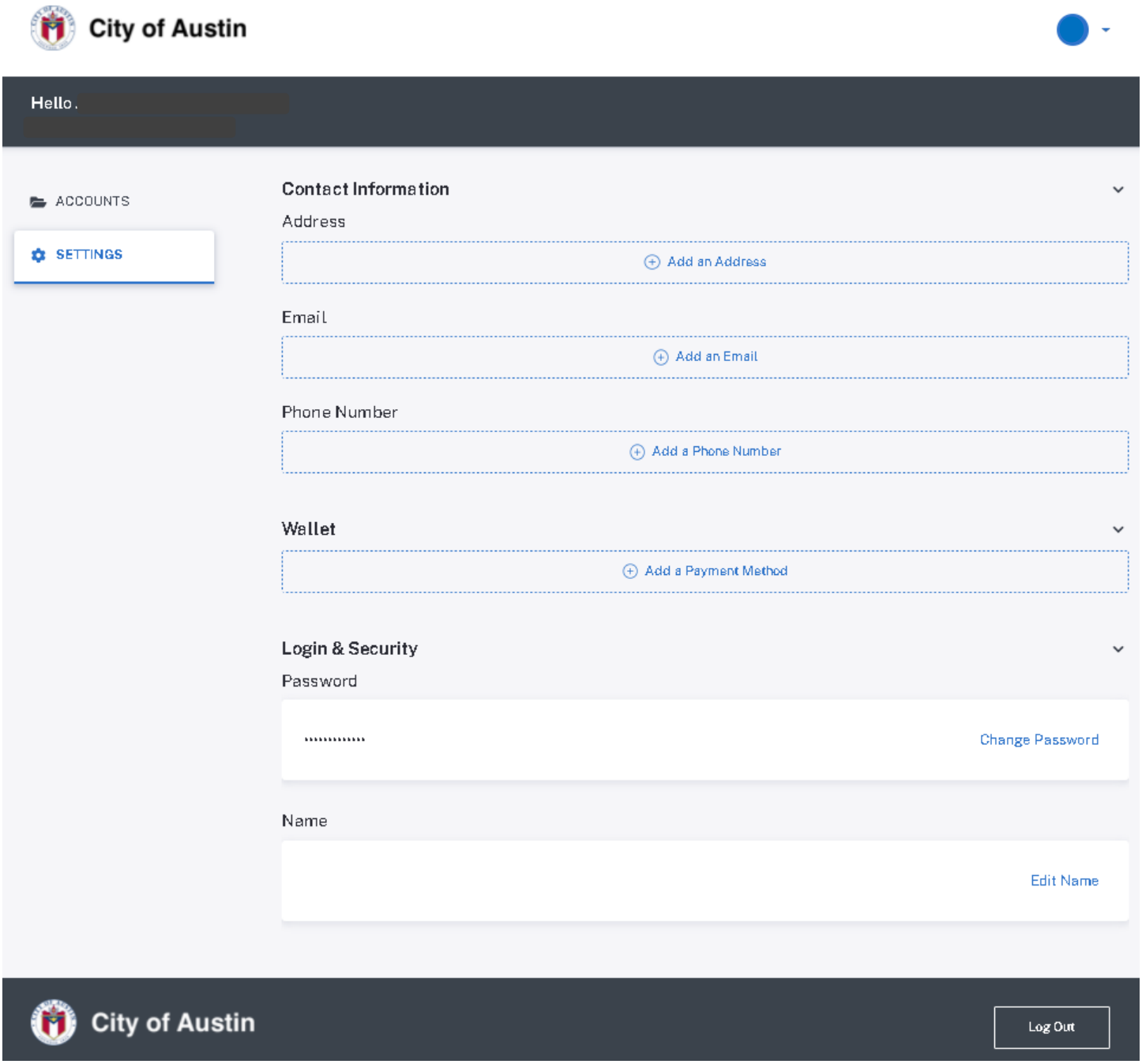
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

To add your personal information and payment methods, select Configure Settings or Settings



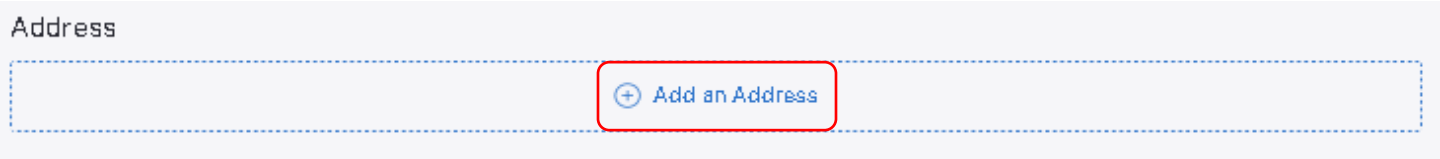
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

Contact Information



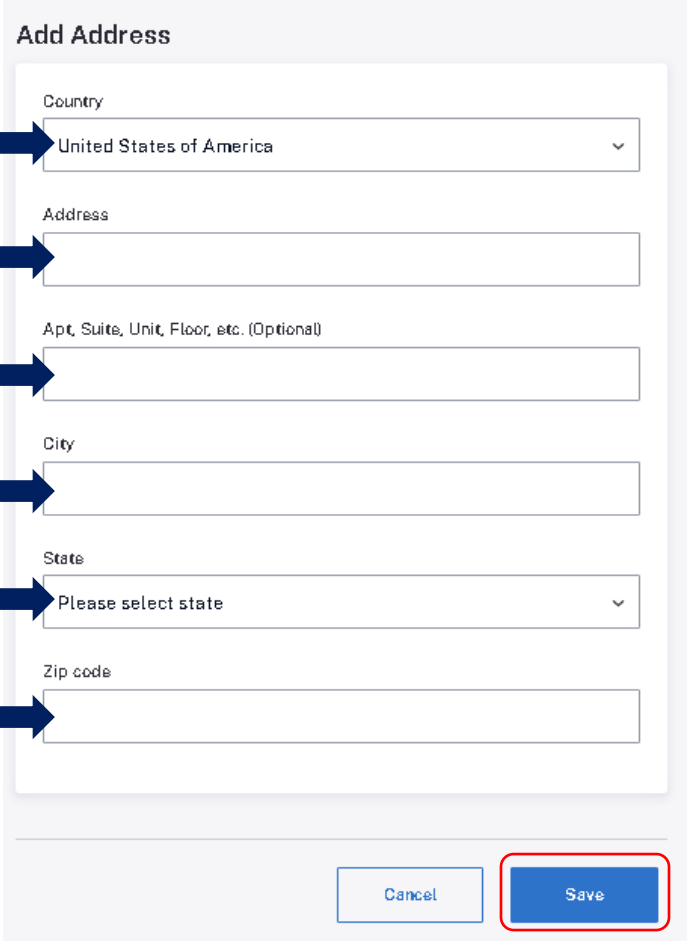
AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add an Address



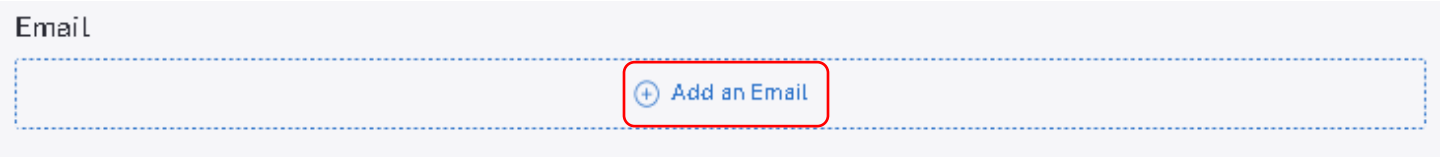
Enter the following information and select save

- Country
- Address
- Apt, Suite, Unit, Floor, etc.
- City
- State
- Zip Code

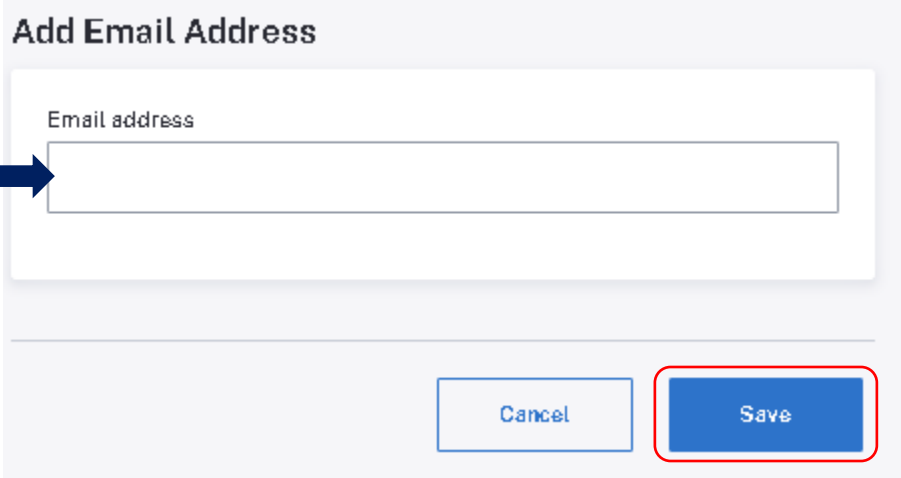


AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
STEP-BY-STEP GUIDE FOR CUSTOMERS

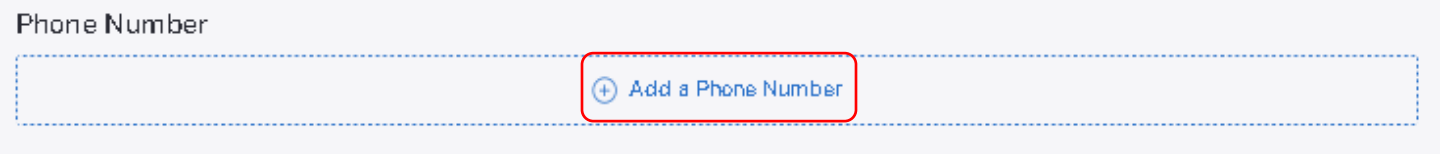
Select Add an Email



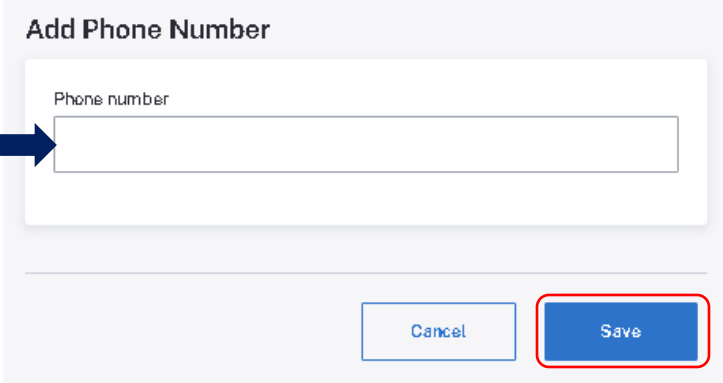
Add email address and select save



Select Add a Phone Number



Add phone number and select save



AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS
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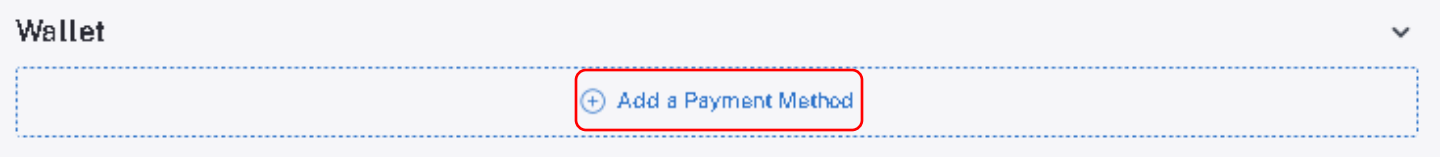
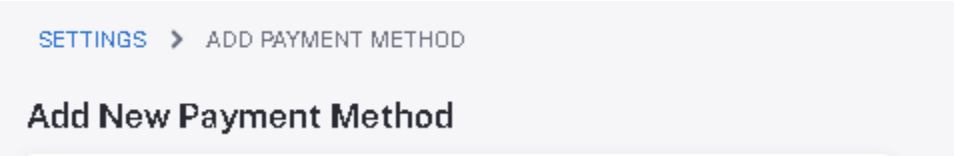
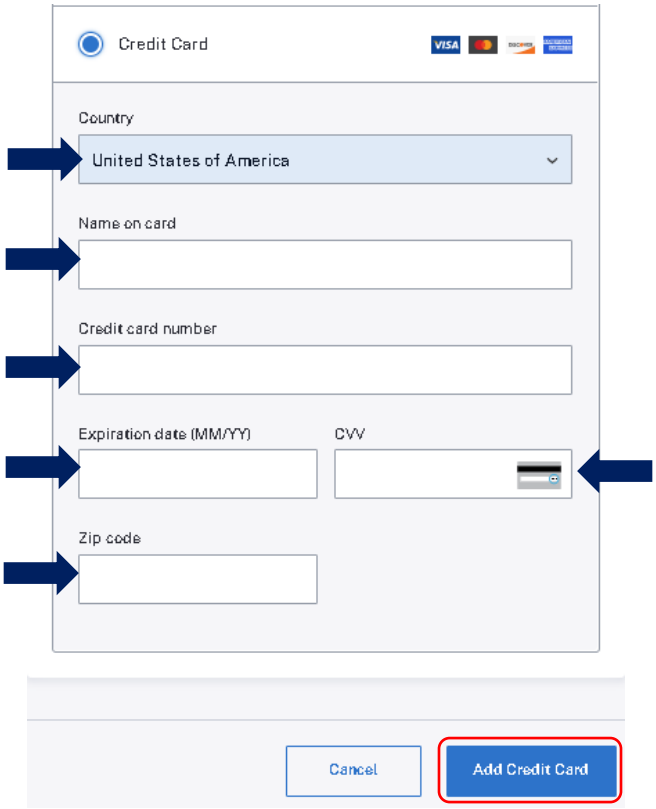
Select Add a Payment Method



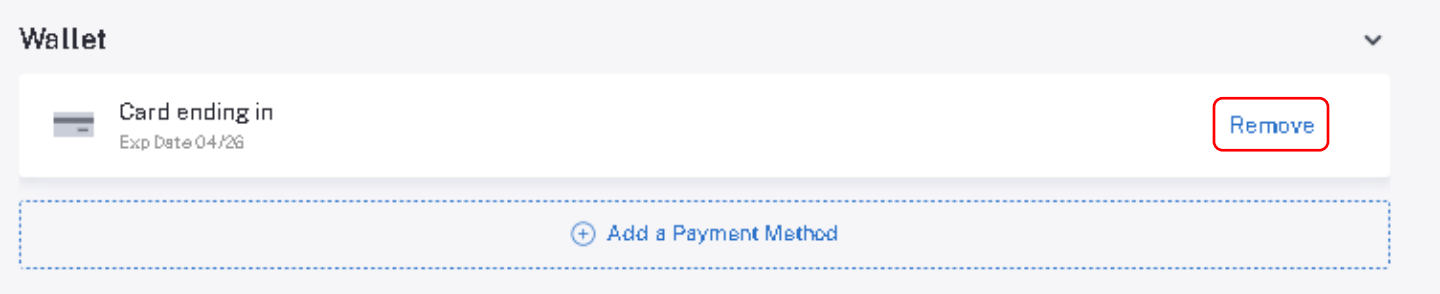


Select Credit Card and enter the following information and select Add Credit Card

- Country
- Name on card
- Credit card number
- Expiration date (MM/YY)
- CVV
- Zip Code



Once payment information is added, this data cannot be edited or viewed. There is a limited information that will be displayed once it's saved. If you are having difficulty making a payment using the wallet, you will need to "remove" this card and add it back again.



Your personal information is now saved and you will be able to check out with wallet upon making your next payment