

# 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

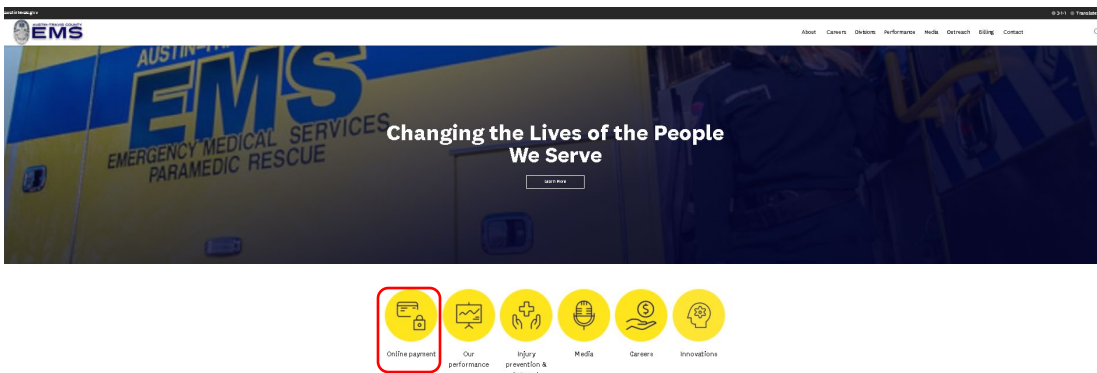
Online payments can be submitted via credit card (Visa, MasterCard, Discover or American Express) with no convenience fee.

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](mailto:EMSBillingInfo@austintexas.gov)

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

Visit [www.ATCEMS.org](http://www.ATCEMS.org)

Select “Online Payment”



Select “Make a One-Time Payment”



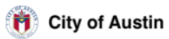
# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## 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”



Emergency Medical Services \$0.00

### Enter Information

Run Number	yy-123456
Date of Service	Example: MM/DD/YYYY
Patient First Name	
Patient Last Name	
Amount	\$

[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”



City of Austin

Emergency Medical Services

\$0.00 

### Summary

Run Number

##-#####

Date of Service

MM/DD/YYYY

Patient First Name

First Name

Patient Last Name

Last Name

Payment amount

\$###.###

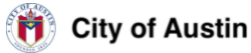
Back


Continue to Next Page

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

If this is your first 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.



Login	Payment Method	Billing	Confirmation
<b>Express Checkout</b>  <p>Pay quicker using saved payment methods and personal information using Austin-Travis County EMS Wallet.</p> <p><a href="#">Check out with Wallet</a></p>		<b>Payment Details</b> ##-#### Last Name Subtotal: \$500.00 Total: \$500.00	
<b>Guest Checkout</b> <p>You can create a wallet after you finish checking out</p> <p><a href="#">Check out as Guest</a></p>			
<p><a href="#">Back</a></p>			

### 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



City of Austin

Guest Checkout

Payment Method      Payment Method      Billing      Confirmation

### Payment Method

Credit or debit card

Name on card

Credit card number

Expiration date (MM/YY)      CVV

Subtotal: \$500.00

Total: \$500.00

Back      Next

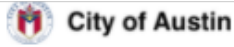
### Customer Information

- 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



[Guest Checkout](#)

Login

Payment Method

Billing

Confirmation

### Customer Information

#### Billing Information

Country  
United States of America

Address

Apt, Suite, Unit, Floor etc. (Optional)

City

State  
Please select state

Zip code

### Payment Details

##-####	\$500.00
Last Name	
<hr/>	
Subtotal:	\$500.00
<hr/>	
<b>Total:</b>	<b>\$500.00</b>

#### Contact Phone Number

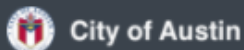
Phone number

#### Contact Email Address

Email address

[Back](#)

[Next](#)

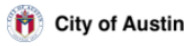


# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## 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"



Guest Checkout

Login      Payment Method      Billing      Confirmation

### Review & Confirm

Payment method  [Edit](#) \$500.00


Payment date

Billing address  [Edit](#)

Contact phone number  [Edit](#)

Contact email  [Edit](#)

Terms and Conditions  
By checking this box, I agree to the City terms and conditions and the Agency terms and conditions.  
[Learn More](#)

I am human 

[Back](#) [Pay](#)

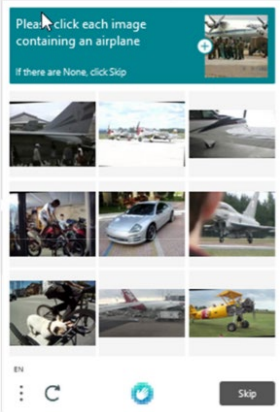
### Payment Details



Subtotal: \$500.00

Total: \$500.00

Please click each image containing an airplane

If there are None, click Skip



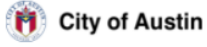
EN   [Skip](#)

### 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



Guest Checkout



### Thank you for your payment!

Your transaction number is **70019896**.

We've sent a confirmation email to  
If you do not receive a receipt,  
check your spam folder.

Please contact Austin - Travis County EMS at  
emsbillinginfo@austintexas.gov or (512)972-7210 if you have  
questions about your payment.

#### Register for Austin - Travis County EMS Wallet

Next time, use wallet to pay quicker  
with saved payment methods and  
personal information



Register Now

#### Payment details

###_#####	\$500.00
Last Name	
Subtotal:	\$500.00
<b>Total:</b>	<b>\$500.00</b>

#### Payment date

#### Billing information

Austin-Travis County EMS

Register for Wallet



# 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

Payment date

Billing information

Austin-Travis County EMS

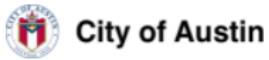
Register for Wallet

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



### Welcome

Get started by providing your name, email and password.

Registration form with fields for First name, Last name, Email address, Password, and Confirm password. A red box highlights the Register button. A list of password requirements is shown below the fields.

First name

Last name

Email address

Password [Show](#)

Confirm password [Show](#)

- Password must be 8 characters
- Password must contain at least one number
- Password must contain an upper and lower case letter
- Password must contain a special character (!@#\$%^&\*?)

[Register](#)

[Already registered? Log in.](#)

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



#### Check your email to complete registration

Check your email and click the verification link to continue. Please allow up to 10 minutes for the email to arrive in your inbox.

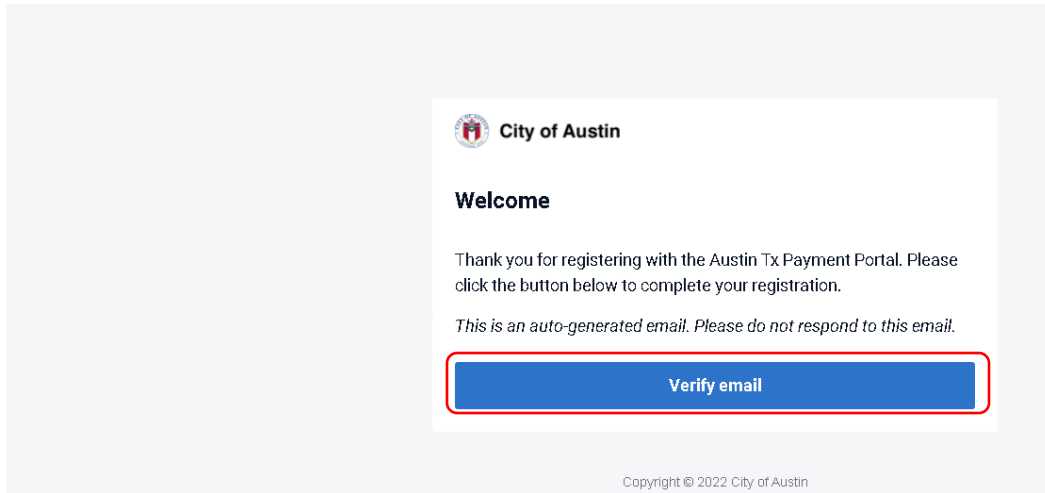
Can't find the email? [Resend the link.](#)

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

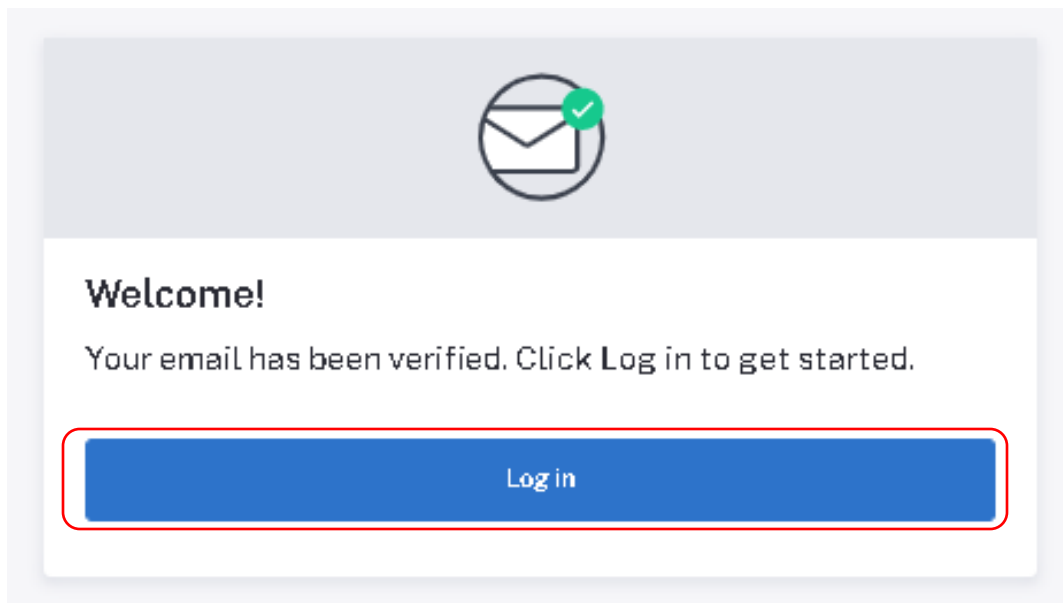
## STEP-BY-STEP GUIDE FOR CUSTOMERS

Find the email from [no-reply@pay.for.austintexas.gov](mailto:no-reply@pay.for.austintexas.gov) and select “Verify email”

no-reply@pay.for.austintexas.gov via mail134-10.at141.mandrillapp.com  
to me ▾



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



City of Austin

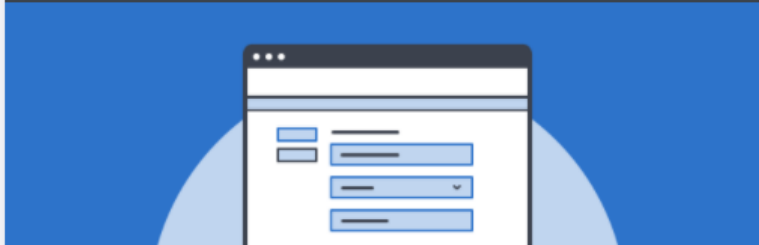


Hello,

ACCOUNTS

SETTINGS

Welcome!



Pay your bills quickly. Manage your personal data. Get started below.



**Add an Account**  
Find and attach your accounts to make your payments simple.

Add Account



**Configure Your Settings**  
Add your personal information and payment methods to make fast payments.

Configure Settings



City of Austin

Log Out

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

### Contact Information



City of Austin



Hello,

ACCOUNTS

SETTINGS

#### Contact Information

Address

Email

Phone Number

#### Wallet

#### Login & Security

Password

 [Change Password](#)

Name

 [Edit Name](#)

City of Austin

Log Out

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add an Address

Address

+ Add an Address

Enter the following information and select save

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

Add Address

Country  
United States of America

Address

Apt, Suite, Unit, Floor, etc. (Optional)

City

State  
Please select state

Zip code

Cancel Save

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add an Email

Email

 + Add an Email

Add email address and select save

### Add Email Address

Email address



Cancel

Save

Select Add a Phone Number

Phone Number

 + Add a Phone Number

Add phone number and select save

### Add Phone Number

Phone number



Cancel

Save

# AUSTIN-TRAVIS COUNTY EMS ONLINE PAYMENT INSTRUCTIONS

## STEP-BY-STEP GUIDE FOR CUSTOMERS

Select Add a Payment Method

Wallet

+ Add a Payment Method

SETTINGS > ADD PAYMENT METHOD

### Add New 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

The screenshot shows the 'Add New Payment Method' form with the following fields and elements:


- Country:** A dropdown menu with 'United States of America' selected. A blue arrow points to the dropdown.
- Name on card:** A text input field. A blue arrow points to the field.
- Credit card number:** A text input field. A blue arrow points to the field.
- Expiration date (MM/YY):** A text input field. A blue arrow points to the field.
- CVV:** A text input field. A blue arrow points to the field. To the right of the CVV field is a small credit card icon.
- Zip code:** A text input field. A blue arrow points to the field.
- Buttons:** At the bottom, there are two buttons: 'Cancel' and 'Add Credit Card'. The 'Add Credit Card' button is highlighted with a red border.



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

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.

**Wallet** ▼

 Card ending in  
Exp Date 04/26 Remove

+ Add a Payment Method

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