

MAKE A CREDIT CARD PAYMENT ON THE CITIZEN PORTAL

Navigate to the **CIVICPLUS** Citizen Portal: https://www.civicgov4.com/md_montgomery/portal/



Public users are required to register and have an approved account before a payment can be made via the Citizen Portal. If you do not already have an account, please see the Tip Sheet: Register for a Citizen Portal Account.

Only Credit Card payments can be made via the Citizen Portal. Payments by check or money order must be either mailed in or physically presented at Licensure and Regulatory Services, 2425 Reedie Drive, 9th Floor, Wheaton, Maryland 20902.

Log In to the Citizen Portal **by clicking** on the LOGIN link in the menu bar at the top of the screen.

--- Or ---

By clicking on the **Log In** button at the bottom of the screen.

The Citizen Portal Login screen is displayed.

Enter your USER EMAIL *

Enter your PASSWORD *

Click on the **SIGN IN** button.

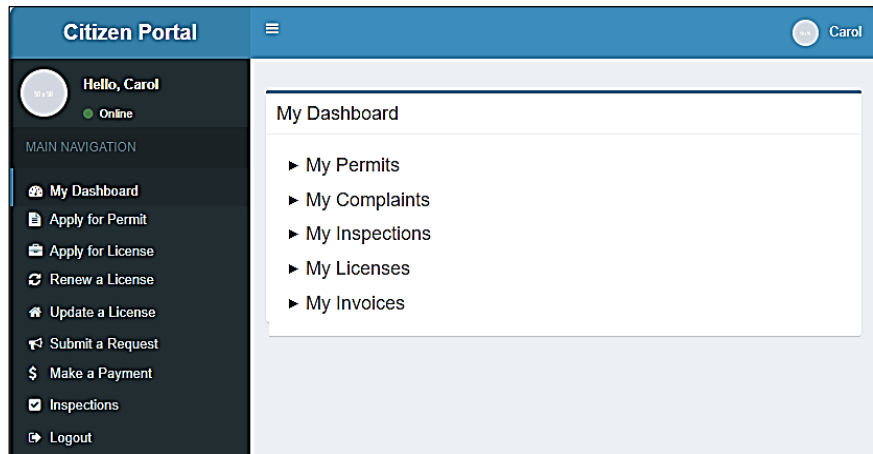
The Citizen Portal Main Screen opens with "My Dashboard" displayed.

There are 2 options for making a credit card payment on the Citizen Portal: (1) Click on the MY INVOICES link to Search for the Invoice; or (2) If you know the Invoice #, you can click on the MAKE A PAYMENT link in the Menu Column on the left.

OPTION 1: Click on the MY INVOICES link to search for the invoice

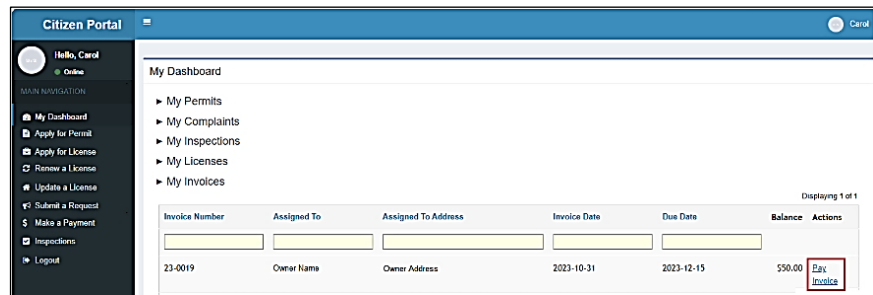
When you log in to the Citizen Portal, the Main Screen opens with "My Dashboard" displayed.

Click on the "My Invoices" link to expand the section.



If you have 1 or more invoices that are currently due for payment, they will all be displayed here.

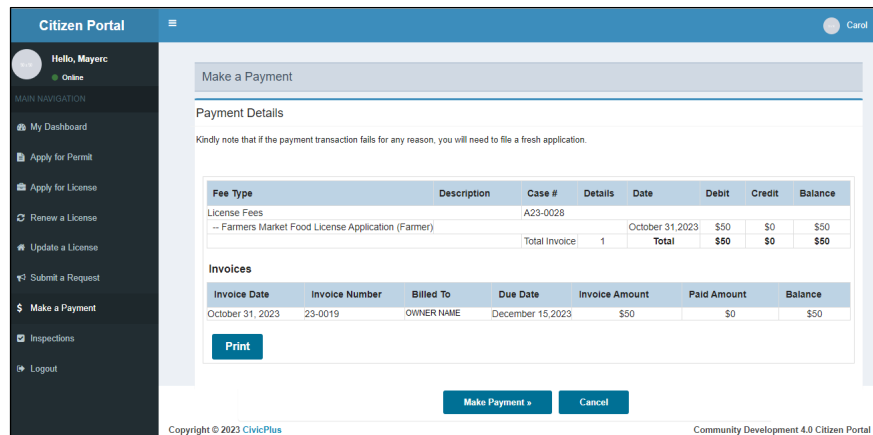
Once you have identified the invoice that you want to pay, click on the PAY INVOICE link.



The Payment Details screen is displayed.

Review the information.

If you would like to print a copy of the invoice for your records, click on the PRINT button.

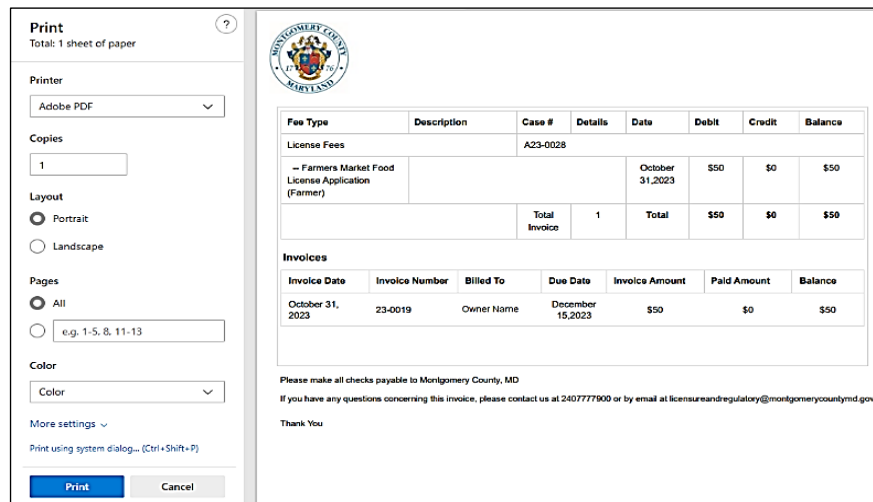


The system takes you to your printer's print screen to print a copy of the invoice in PDF format.

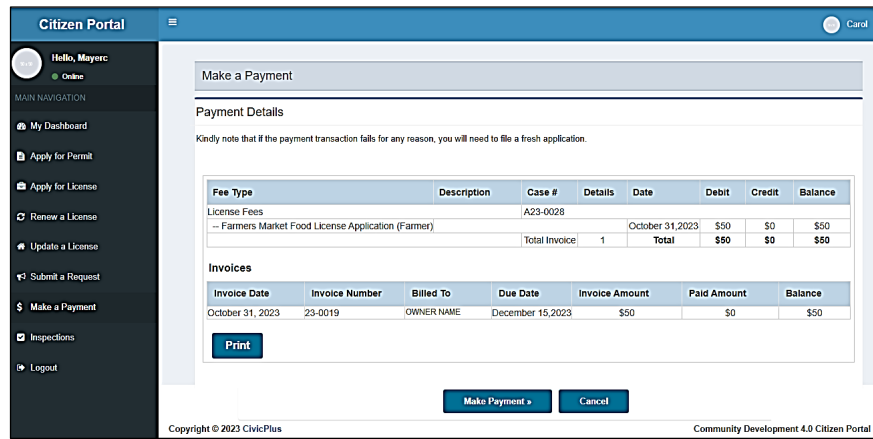
Select the necessary print options.

Click on the PRINT button to print the Invoice.

When you are finished, click on the CANCEL button to return to the Payment Details screen.



Click on the MAKE PAYMENT button to continue.



CivicPlus redirects you to the Converge Credit Card Payment screen.



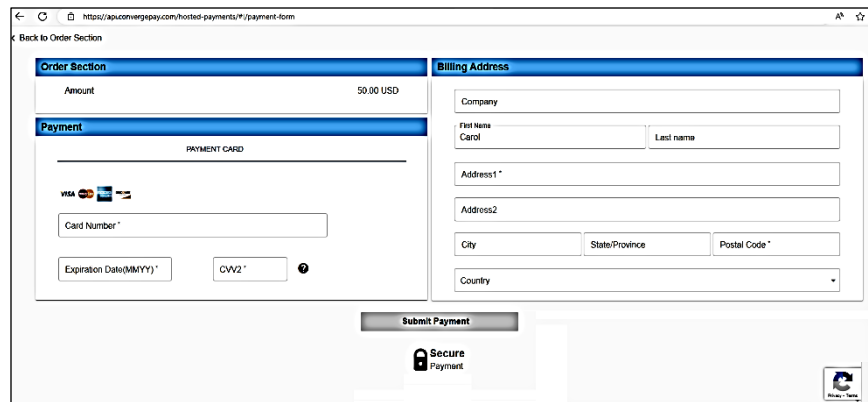
The Converge Payment screen is displayed.

Verify that the amount is the same as the invoice amount.

Enter all required information.

Click on the SUBMIT PAYMENT button.

Converge will indicate whether the payment was successful or unsuccessful.

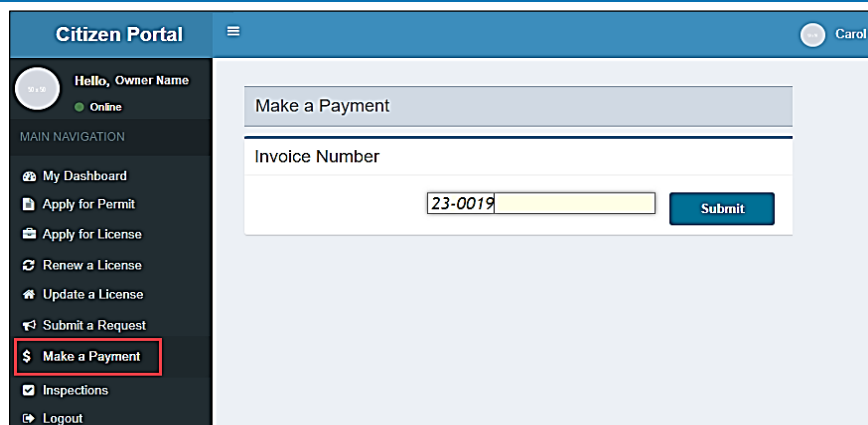


OPTION 2: If you know the Invoice Number, you can click on the MAKE A PAYMENT link in the Menu Column on the left

If you know the Invoice Number that needs to be paid, you can click on the MAKE A PAYMENT link in the menu on the left.

Enter the INVOICE NUMBER.

Click on the SUBMIT button.



The Payment Details screen is displayed.

Review the information.

If you would like to print a copy of the invoice for your records, **click** on the **PRINT** button.

Citizen Portal

Hello, Mayerc
Online

MAIN NAVIGATION

- My Dashboard
- Apply for Permit
- Apply for License
- Renew a License
- Update a License
- Submit a Request
- Make a Payment**
- Inspections
- Logout

Make a Payment

Payment Details

Kindly note that if the payment transaction fails for any reason, you will need to file a fresh application.

Fee Type	Description	Case #	Details	Date	Debit	Credit	Balance
License Fees		A23-0028					
	-- Farmers Market Food License Application (Farmer)			October 31, 2023	\$50	\$0	\$50
		Total Invoice:	1	Total	\$50	\$0	\$50

Invoices

Invoice Date	Invoice Number	Billed To	Due Date	Invoice Amount	Paid Amount	Balance
October 31, 2023	23-0019	OWNER NAME	December 15, 2023	\$50	\$0	\$50

Print

Make Payment **Cancel**

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Community Development 4.0 Citizen Portal

The system takes you to your printer's print screen to print a copy of the invoice in PDF format.

Select the necessary print options.

Click on the **PRINT** button to print the Invoice.

When you are finished, **click** on the **CANCEL** button to return to the Payment Details screen.

Print

Total: 1 sheet of paper

Printer: Adobe PDF

Copies: 1

Layout: Portrait Landscape

Pages: All e.g. 1-5, 8, 11-13

Color: Color

More settings

Print using system dialog... (Ctrl+Shift+P)

Print **Cancel**

MONTGOMERY COUNTY MARYLAND

Fee Type	Description	Case #	Details	Date	Debit	Credit	Balance
License Fees		A23-0028					
	-- Farmers Market Food License Application (Farmer)			October 31, 2023	\$50	\$0	\$50
		Total Invoice:	1	Total	\$50	\$0	\$50

Invoices

Invoice Date	Invoice Number	Billed To	Due Date	Invoice Amount	Paid Amount	Balance
October 31, 2023	23-0019	Owner Name	December 15, 2023	\$50	\$0	\$50

Please make all checks payable to Montgomery County, MD
If you have any questions concerning this invoice, please contact us at 2407777900 or by email at licensureandregulatory@montgomerycountymd.gov
Thank You

Click on the **MAKE PAYMENT** button to continue.

Citizen Portal

Hello, Mayerc
Online

MAIN NAVIGATION

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Invoices

Invoice Date	Invoice Number	Billed To	Due Date	Invoice Amount	Paid Amount	Balance
October 31, 2023	23-0019	OWNER NAME	December 15, 2023	\$50	\$0	\$50

Print

Make Payment **Cancel**

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CivicPlus redirects you to the Converge Credit Card Payment screen.

CIVICPLUS

Redirecting to payment form, please wait.

The Converge Payment screen is displayed.

Verify that the amount is the same as the invoice amount.

Enter all required information.

Click on the SUBMIT PAYMENT button.

Converge will indicate whether the payment was successful or unsuccessful.

The screenshot shows a web browser window with the URL <https://api.convergepay.com/hosted-payments/#/payment-form>. The page is titled "Back to Order Section" and contains two main sections: "Order Section" and "Billing Address".

Order Section:

- Amount: 50.00 USD
- Payment: PAYMENT CARD
- Card Number *
- Expiration Date(MMYY) *
- CVV2 *

Billing Address:

- Company
- First Name: Carol
- Last Name
- Address1 *
- Address2
- City
- State/Province
- Postal Code *
- Country

At the bottom, there is a "Submit Payment" button and a "Secure Payment" logo.

Navigate back to MY DASHBOARD.

Logout by clicking on the LOGOUT link located at the bottom of the Menu column.

The screenshot shows the "Citizen Portal" interface. The top navigation bar includes "Citizen Portal" and "User Name". The main content area is divided into a left sidebar and a right main panel.

Left Sidebar (Main Navigation):

- Hello, Portal User
- Online
- My Dashboard
- Apply for Permit
- Apply for License
- Renew a License
- Update a License
- Submit a Request
- Make a Payment
- Inspections
- Logout** (highlighted with a red box)

Right Main Panel (My Dashboard):

- My Dashboard
- ▶ My Permits
- ▶ My Complaints
- ▶ My Inspections
- ▶ My Licenses
- ▶ My Invoices