

Guide to the Pay.gov Websites, Sign In, and Navigation

February 1, 2021



This version of the *Pay.gov Guide to the Agency Websites, Sign In, and Navigation* supersedes all previous versions.

© Copyright 2021 Federal Reserve Bank of Cleveland

Pay.gov® is a registered service mark of the United States Department of the Treasury, Bureau of the Fiscal Service.

Revision History

Date	Author	Description
January 15, 2018	Walter Rowinsky FRB Cleveland	Initial version.
July 16, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.5 (added new sections 5.6.5 and 7; updated sections 2.2, 5.3 – Figure 14, and 5.5 – Figure 20.).
October 1, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.6 (updated section 3.2 and all of section 6).
December 31, 2018	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.7 (updated section 3.2).
April 1, 2019	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.8 (updated sections 2.1, 2.2).
July 1, 2019	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.9 (deleted Agency Website sections 2.1, 4; updated all URLs; updated sections 2.3, and 4.1; added new section 5.11.3).
February 1, 2021	Walter Rowinsky FRB Cleveland	Updated for Pay.gov 7.15 (updated sections 4, 4.5, 5.9).

Table of Contents

Revision History.....	iii
1 Introduction.....	1
1.1 Related Documents	1
2 Pay.gov Websites Overview.....	3
2.1 Agency Collections (myagency) Website	3
2.2 Public Website	3
2.3 Website Addresses.....	3
2.4 Accessibility	4
3 Browser Requirements.....	5
3.1 Additional Settings	5
3.2 Supported Operating Systems and Browsers.	5
3.2.1 Microsoft Windows and Apple iOS	5
3.2.2 iOS Smartphones and Mobile.....	5
3.2.3 Android Smartphones and Mobile	5
3.3 Browsers Not Supported.....	5
4 Agency Collections (myagency) Website	7
4.1 Account Required	7
4.1.1 Locked Account.....	7
4.1.2 Pay.gov Rules of Behavior	7
4.1.3 Inactive Account.....	7
4.2 Session Length	8
4.3 myagency (Agency Collections) Website Home Page	8
4.4 Signing in	8
4.4.1 Signing In for the First Time.....	9
4.4.2 Sign In Help	11
4.4.3 Sign Out	11
4.5 Agency Collections Page.....	11
4.6 General Navigation	12
4.6.1 Do Not Use Browser Back or Forward Controls.....	12
4.6.2 Pay.gov Logo.....	12
4.6.3 Sign Out Button.....	12
4.6.4 Gray Bar (Top Horizontal Bar).....	12
4.6.5 Tiles.....	12
4.6.6 Return to Agency Collections Page.....	13
4.7 Navigating myagency Services	13
4.7.1 Selecting an Application	13
4.7.2 Red Bar	13
4.7.3 Blue Text and Underlined Links	13
4.7.4 Continue or Search Buttons.....	13
4.7.5 Multiple Pages	13
4.7.6 Number of Items on a Page.....	14
4.7.7 Total Items.....	14
4.8 Your Password	14
4.8.1 Expiration	14
4.8.2 Changing or Forgot Your Password.....	14
4.8.3 Incorrect Secret Question Answer.....	16

4.8.4	Password Reset through Customer Support	16
4.9	Your Username	16
4.9.1	Forgot Your Username	16
5	Public Website	19
5.1	Account requirements	19
5.1.1	Non-registered Customers	19
5.1.2	Registered/Enrolled Customers	19
5.1.3	Agency Users of the Public Website	20
5.1.4	Inactive Accounts	20
5.1.5	Locked Accounts	20
5.1.6	Pay.gov Rules of Behavior	20
5.2	Session Length	20
5.3	Signing In	20
5.3.1	Sign In Help	21
5.3.2	Signing in for the First Time	21
5.4	Session Length	22
5.5	Sign Out	22
5.6	Account Lockout.....	22
5.6.1	Sign In Error Lockout	22
5.6.2	Incorrect Secret Answer Lockout	22
5.7	Home Page	23
5.8	Explore More Options Page	24
5.9	My Account Page	26
5.10	Making a Payment	27
5.10.1	Forms and Payment Pages	27
5.10.2	Making a Payment (Summary)	28
5.11	Paying a Bill (Summary)	28
5.11.1	eBills That Do Not Require a Pay.gov Account.....	28
5.11.2	eBills That Must be added to a Pay.gov Account.....	29
5.11.3	Multi Bill Pay	29
5.12	Search (Summary)	29
5.12.1	The Search Box	29
5.12.2	Keyword Search Length and Characters Allowed	29
5.12.3	Search Results.....	30
Search Tips.....		30
5.13	Find an Agency	31
5.14	Your Password	32
5.14.1	Expiration	32
5.14.2	Changing Your Password or Forgot Your Password	33
5.14.3	Password Reset through Customer Support	34
5.15	Your Username	35
5.15.1	Forgot Your Username	35
6	Known Issues	37
6.1	Internet Explorer 9	37
7	Support.....	39
7.1	Agency Collections (myagency) Website	39
7.2	Public Website	39
7.3	Customer Support.....	39

1 Introduction

This document provides high-level information on accessing and navigating Pay.gov's agency and public websites. It is intended for agency users whose duties require them to access any of these websites.

This document does not cover:

- Details of services and functions available on a website.
- Some navigation specific to a pay.gov service or function.
- Non-interactive or system-to system interfaces, such as Pay.gov web services.

For information on these topics, see the guide or reference for the specific service.

1.1 Related Documents

Related and supplemental agency guides and reference manuals are available on the Pay.gov Agency Documentation site at <https://qa.pay.gov/agencydocs/>.

2 Pay.gov Websites Overview

2.1 Agency Collections (myagency) Website

- Available only to agency users who sign-in.
- Functions available on the website vary according to the Pay.gov services used by your agency, and by your user role and permissions. Functions available may include:
 - **Create Transactions** — create ACH and plastic card transactions on behalf of agency customers.
 - **eBilling Online** — interactively create electronic bills individually or in small batches in real-time.
 - **Payer Profile** — allows agencies to store their customers' ACH account information in Pay.gov for use when entering payments on a customer's behalf.
 - **Company Profile** — works with the Forms service; enables agencies to create additional fields, associate them with one or more customer accounts, and have them included on a form to be populated by a signed-in customer.
 - **Transaction Search** — search for and view collection transaction details and history.
 - **Reports** — view transaction details in online reports and downloadable activity files to assist with transaction reconciliation, and customer service. See the *Agency Guide to the Reporting Service* for details.
- See the *Agency Guide to Access Control* for descriptions of user roles needed to access these functions.

2.2 Public Website

- Available to all visitors.
- Hosts payment forms for agencies, used by customers to make online payments.
- Forms are only available on the public website.
- Visitors may search for agencies and public payment forms.
- Visitors do not need to sign-in to use public forms.
- Visitors (public and agency users) must have a Pay.gov account and sign in to:
 - View and make payments for restricted private forms.
 - View and pay ebills.
 - Manage and track payments. Payment and form history is available for the previous 18 months.
 - Manage account profiles, security information and change passwords.
- See Online Help for instructions on making payments and using the available functions.

2.3 Website Addresses

Note: Pay.gov's Hosted Collection Pages, non-interactive eBilling Web Services, and non-interactive TCS services use different web addresses. See their guides and references for information.

Table 1: myagency (Agency Collections) website

myagency Website	Address
Production:	https://pay.gov/myagency/
Testing Environment:	https://qa.pay.gov/myagency/

Table 2: Public website

Public Website	Address
Production:	https://pay.gov/public
Testing Environment:	https://qa.pay.gov/public

2.4 Accessibility

All Pay.gov websites are designed to be accessible to people with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (codified at 29 U.S.C. § 791 *et seq.*) and related laws and regulations; for more information, please refer to <http://www.section508.gov/>. For accessibility purposes, Pay.gov is designed to work best using the latest version of the JAWS for Windows screen reader in conjunction with the current version of Internet Explorer or Edge.

3 Browser Requirements

Access to Pay.gov has been fully tested using Internet Explorer 11 at a screen resolution of 1024 x 768. Browsers used should support:

- 128-bit encryption
- CSS
- jQuery 1.8

These requirements also conform to the minimum access requirements set by digital wallet payment providers, such as PayPal.

3.1 Additional Settings

- Cookies must be enabled
- Do not use the private or incognito browsing setting.

3.2 Supported Operating Systems and Browsers.

Important! By default, Apple Safari does not fully support accessibility when running on an Apple computer. It ignores the reading order of content on Pay.gov pages. To be able to correctly tab through page content, open Safari's advanced settings and enable "**Press tab to highlight each element on a webpage.**"

3.2.1 Microsoft Windows and Apple iOS

- Microsoft Edge®
- Internet Explorer® — version 9 and later
- Mozilla Firefox® — latest version
- Google Chrome® — latest version
- Apple Safari® — latest version

3.2.2 iOS Smartphones and Mobile

- Apple Safari — latest version
- Google Chrome — with iOS version 8 and above

3.2.3 Android Smartphones and Mobile

- Android Native Browser — version 4.2 and above
- Google Chrome — latest version
- Mozilla Firefox — latest version

3.3 Browsers Not Supported

- Internet Explorer — version 8 or earlier
- Opera Mini
- Other operating systems or browsers may be used, but are untested and support is unavailable from Pay.gov.

4 Agency Collections (myagency) Website

This section provides a high-level overview of navigating the myagency website. See the guides for the individual services for instructions on using them.

The following services are available on the myagencywebsite:

- Transaction Search
- eBilling Online
- Reports
- Create Transactions
- Payer Profiles
- Agency Application User Access Recertification (displayed only when recertification is due)

You may not see links to all services. Access is based on the roles and permissions assigned to you.

For detailed information and instructions, see the Pay.gov guides to the individual services.

4.1 Account Required

Agency users must have a Pay.gov account to access services on the myagency website.

Your agency's Security Contacts request your account by submitting an Access Request Worksheet (ARW) to Pay.gov.

Your account includes the roles and permissions assigned to you, which determine the functions you can perform, what cash flow applications you can access, and what information you can view.

4.1.1 Locked Account

After three consecutive unsuccessful attempts to sign in (bad username or password), Pay.gov locks the account for 15 minutes. You will not be allowed to reset your password and then sign in until after the end of the lockout.

If you are answering your secret question, you have three consecutive tries to answer it correctly. If you are still unable to answer it, the secret question function is locked until you sign in successfully.

4.1.2 Pay.gov Rules of Behavior

When you sign in for the first time, you must acknowledge reading and accept Pay.gov's rules of Behavior. You will not be able to access the website until you do.

Once a year Pay.gov requires you to reread and accept the Rules of Behavior. The rules open immediately when you sign in. You will not be able to access the website until you accept the rules.

4.1.3 Inactive Account

If an agency user's account has not been signed in to for 90 days on myagency website, Pay.gov sends a warning email to the account's address. The agency user is warned that they must sign in within the following 30 days if the account is to remain enabled.

If there is no subsequent sign in, on the 120th day of inactivity Pay.gov automatically disables the account. To enable the account again, the agency user must contact Pay.gov Customer Support.

4.2 Session Length

Your session on the myagency website lasts as long as you remain active, but expires after 30 minutes of inactivity.

A message will warn you. Click **Request more time** before timeout to extend your session.

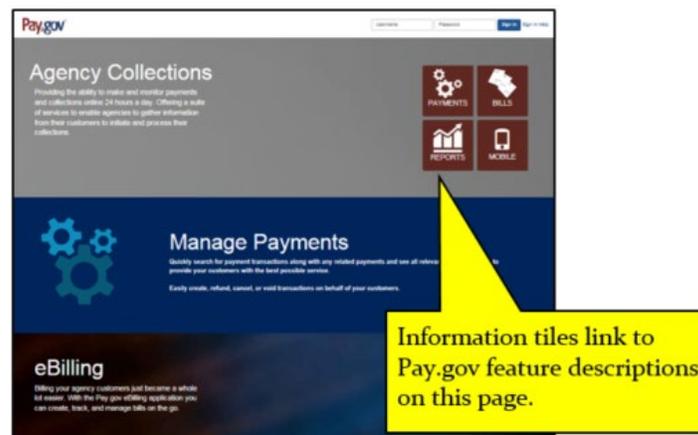
If your session times out you will be signed out. Any work you have not completed will be lost. You will need to sign in to Pay.gov again

4.3 myagency (Agency Collections) Website Home Page

The home page is found at:

myagency Website	Address
Testing Environment:	https://qa.pay.gov/myagency/
Production:	https://pay.gov/myagency/

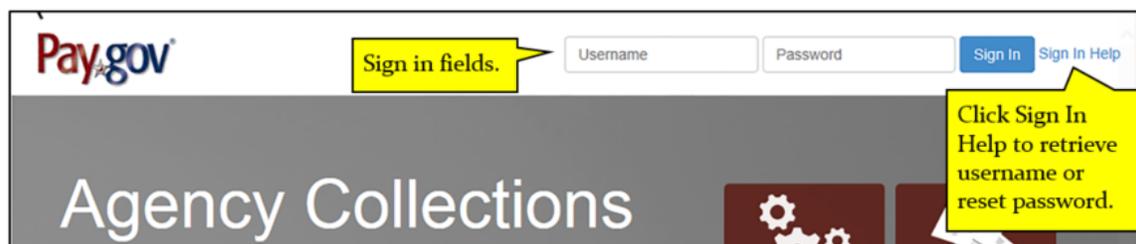
Figure 1: myagency home page



4.4 Signing in

If you need to use both the myagency and Public websites, you must sign in separately to each one.

Figure 2: myagency sign in



1. Enter your username and password in the fields at the top of the home page.
2. Click **Sign In**.

Important! If this is the first visit to either the myagency website, you are required to create a new password and security questions and answers.

4.4.1 Signing In for the First Time

1. You receive a username and temporary password.
2. **Sign in** to the website
3. On the Choose your new password dialog:
 - a. Enter your current (temporary) password.
 - b. Enter your new password and retype it to confirm.
It must conform to the requirements listed on the page.
(Click the **special characters** link for a list of valid special characters.)
 - c. Click **Submit**.

Figure 3: Choose your new password dialog

Pay.gov

Choose your new password

Your password should have a minimum of 12 characters containing: A mix of upper and lower case letters, minimum of one number, minimum of one [special character](#).

Avoid using your name, your email address, a common word, or a previously used password.

Current password

New password

Confirm password

You will be taken back to the home page where you will need to login again using your new password.

Submit

4. On the myagency home page, sign in with your username and new password.
5. In the rules of behavior dialog:
 - a. Read the rules.
 - b. Check both boxes to acknowledge reading and to agree with the rules. If you do not, you will not be able to access the agency websites.
 - c. Click **Submit**. (Not visible until both the acknowledge and agree boxes are checked.)

Figure 4: myagency rules of behavior dialog

Pay.gov Rules Of Behavior Acceptance

SUBJECT:
The Bureau of the Fiscal Service (Fiscal Service) Security Rules of Behavior (Rules of Behavior)

PURPOSE:
The Rules of Behavior define responsibilities and procedures for the secure use of Fiscal Service data, equipment, information technology (IT) systems, and facilities. By reading and signing the Rules of Behavior, Users (defined below) acknowledge their responsibility for complying with the Rules of Behavior.

SCOPE:
The Rules of Behavior apply to Users (not public users) who access or maintain any Fiscal Service data, equipment, IT systems, or facilities, regardless of location, e.g., at regular duty station, at telework, or on travel. Users are individuals who have access to Fiscal Service data, equipment, IT systems or facilities for the purpose of performing work on behalf of Fiscal Service. Examples of Users include, but are not limited to, Fiscal Service employees, employees of contractors, sub-contractors, and agents. At Fiscal Service's discretion, certain individuals who have access to Fiscal Service data, equipment, IT systems, or facilities may not be considered Users under this definition and as such may not be required to sign these Rules of Behavior. In addition to the rules and requirements...

I have read the Pay.gov Rules of Behavior.

I agree to the Pay.gov Rules of Behavior.

Cancel

6. In the Secret Question/Challenge Question dialog:
 - a. Create a secret question and answer. The answer may not be your password or easily guessed personal information.
 - b. Click Next to expand the dialog. (Not visible until the secret question and answer is entered.)

Figure 5: Secret Question dialog

Pay.gov Secret Question / Challenge Question

Create a Secret Question

The secret question and answer below will allow you to reset your account password if you forget your password. Please choose a question and answer that only you know. Only letters, numbers, and spaces are allowed. No one else will be able to see the answer to your question:

Secret Question:
Please Select

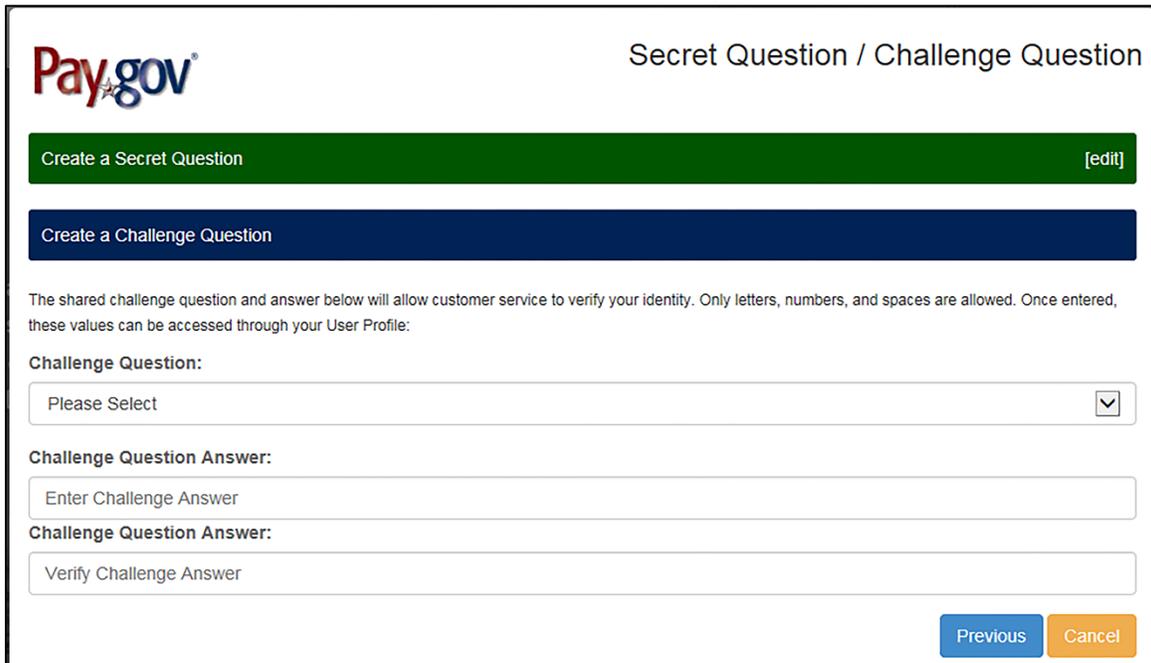
Secret Question Answer:
Enter Secret Answer

Verify Answer:
Verify Secret Answer

Create a Challenge Question [edit]

Cancel

Figure 6: Secret Question dialog expanded for Challenge Question



Pay.gov[®] Secret Question / Challenge Question

Create a Secret Question [edit]

Create a Challenge Question

The shared challenge question and answer below will allow customer service to verify your identity. Only letters, numbers, and spaces are allowed. Once entered, these values can be accessed through your User Profile:

Challenge Question:

Please Select

Challenge Question Answer:

Enter Challenge Answer

Challenge Question Answer:

Verify Challenge Answer

Previous Cancel

7. Create a challenge question and answer. The answer may not be your password or easily guessed personal information.
8. Click **Submit**. (Not visible until both questions and answers are entered.) The Agency Collections page opens; click a link for a function.

4.4.2 Sign In Help

Click **Sign In Help** at the top right of the home page if you've forgotten your username or password.

4.4.3 Sign Out

To maintain security, always sign out at the end of your Pay.gov session or whenever leaving your computer unattended.

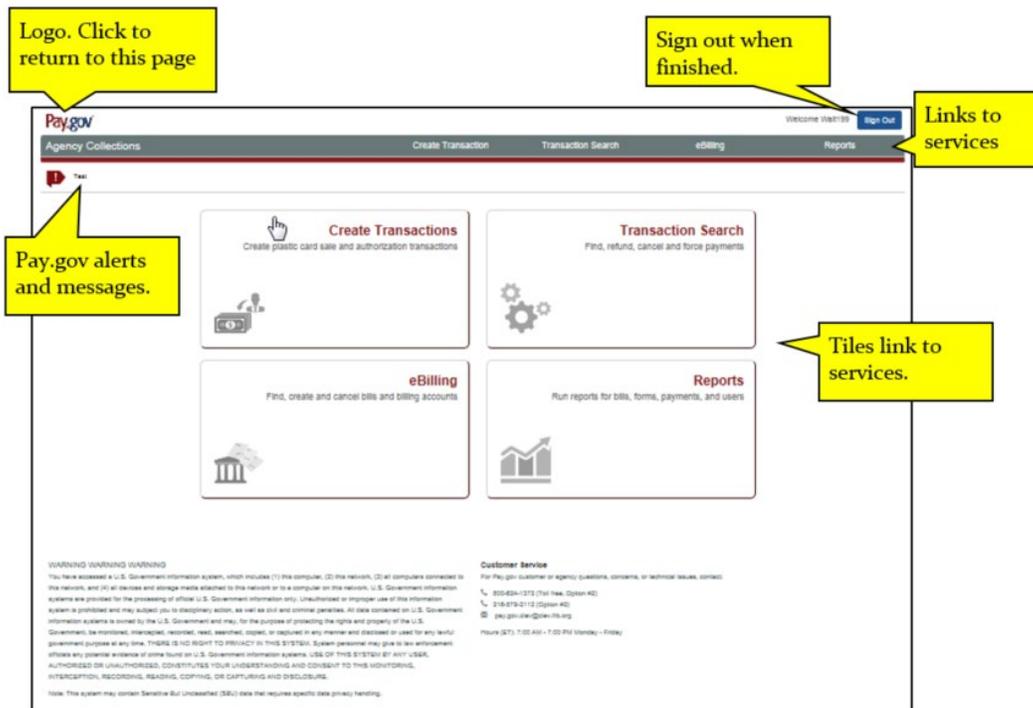
Click the **Sign out** link at the top right of a page.

4.5 Agency Collections Page

1. After you sign in, the agency collections page opens.
2. Click a tile in the body of the page or a link in the gray bar to open a service. Only links to the services you have permission to access are shown.

Note: See the separate agency guide for a service for detailed instructions.

Figure 7; Agency Collections page



Note The Agency Application User Access Recertification tile is only displayed for SEC users.

4.6 General Navigation

4.6.1 Do Not Use Browser Back or Forward Controls

Important! Do not use your browser’s back or forward buttons to move through an agency or the public website. Using either may cause you to lose your work or submit a transaction with errors.

4.6.2 Pay.gov Logo

Click the **Pay.gov logo** at the top left of any page to return to the Agency Collections page.

4.6.3 Sign Out Button

After success signing in, the sign out button replaces the sign in help link. Click the button to end your session on Pay.gov.

4.6.4 Gray Bar (Top Horizontal Bar)

The gray bar near the top of the page holds links to the services you can access.

4.6.5 Tiles

Tiles in the body of the Agency Collections page show the services available to you. Click on a tile to open the service.

4.6.6 Return to Agency Collections Page

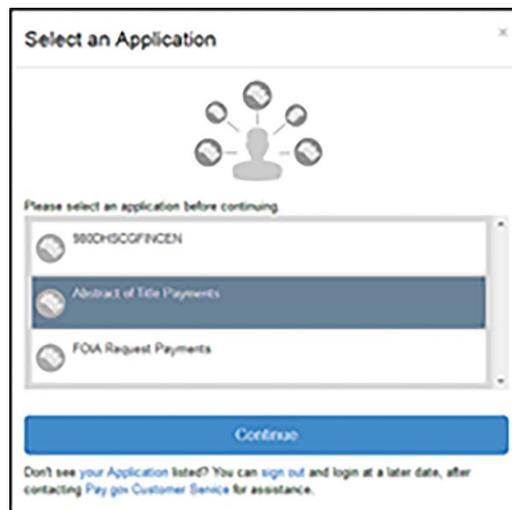
Click **Agency Collections** in the gray bar on any page to return to the Agency Collections page.

4.7 Navigating myagency Services

Service pages differ, but share some navigation conventions.

4.7.1 Selecting an Application

Figure 8: Select an Application dialog



1. If you can access more than one application, the Select an Application dialog opens immediately after you select a service (Figure 21: Select an Application dialog).
2. **Highlight the application**
3. Click **Continue**.

4.7.2 Red Bar

The red bar below the gray bar expands after you select a service. It holds the name of the selected service and links to the functions available to you. The contents of the red bar differ according to the service chosen.

4.7.3 Blue Text and Underlined Links

Blue text is a link to a function or a previous page.

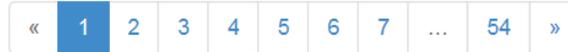
Hover over underlined text to see details about an action taken, such as your search criteria.

4.7.4 Continue or Search Buttons

The Continue or Search buttons for a service are disabled until all required information on the page is entered or selected.

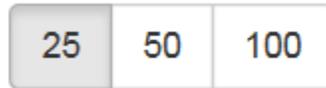
4.7.5 Multiple Pages

If more than one page is needed to show information returned by a service, the pages will have a bar at the bottom with links to move through the pages.



4.7.6 Number of Items on a Page

You can choose how many items will be included on a page. Click a number in the bar to select.



4.7.7 Total Items

When items are returned by a service, such as a list of transactions or customers, the total number returned is shown near the top left of the page. For example:

Total Transactions : 1,338

4.8 Your Password

4.8.1 Expiration

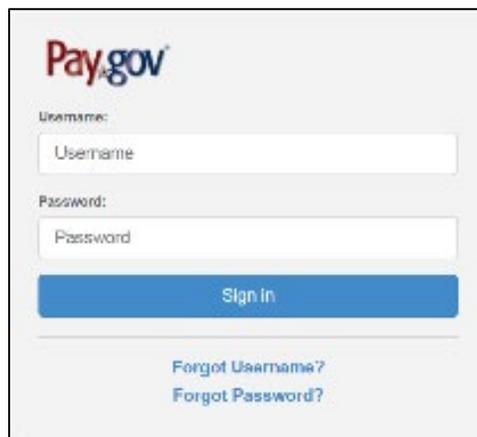
Passwords for agency users expire every 90 days, after which they must be changed (reset). A message stating that the password has expired is displayed after you sign in.

4.8.2 Changing or Forgot Your Password

If you forgot your password you must reset it.

1. Click **Sign In Help** at the top-right of the home page.
2. On the Sign In dialog click **Forgot Password?**

Figure 9: myagency website sign in dialog



3. On the Reset Your Password dialog, enter your **username**, enter your **email address**, and then click **Request Password Reset**.
4. You will receive an email with a link to the password reset page. If not used, the link expires after 24 hours.
5. Click the emailed link.

6. Answer your secret question.

Figure 10: myagency secret question dialog

7. Click **Next**.
8. The Choose your new password dialog opens.

Figure 11: myagency choose your new password dialog

9. Enter your current password
10. Enter your new password and then confirm it in the next field.

Important! Your new password must conform to Pay.gov requirements listed on the page. The special character link opens a list of the characters allowed.

11. Click **Submit**.

12. The myagency home page opens.
13. Sign in using your username and new password.

Note: If you are locked out because of three consecutive incorrect attempts to sign in, you cannot reset your password and sign in until after the end of the lockout.

4.8.3 Incorrect Secret Question Answer

When resetting your password, you have three consecutive tries to answer your secret question correctly.

If your answer is still incorrect, the secret question function is locked until you sign in successfully.

If you are unsure of your username or password, contact Pay.gov Customer Support.

4.8.4 Password Reset through Customer Support

1. Contact Pay.gov Customer Support by phone only if you are unable to reset your password following the instructions in section 5.8.2.
2. When asked, answer to your shared challenge question (in your user profile).
3. Customer Support sends a temporary password to the email address associated with your account. The email includes a link to the password reset dialog. Click the link.
4. Follow the instructions to create a new password.
5. The Sign in dialog opens again. Sign in with your username and new password.

4.9 Your Username

Agency users are assigned a username when their Pay.gov account is created. It cannot be changed.

4.9.1 Forgot Your Username

1. On the home page, click **Sign In Help**.
2. On the Sign In dialog click **Forgot Username**.

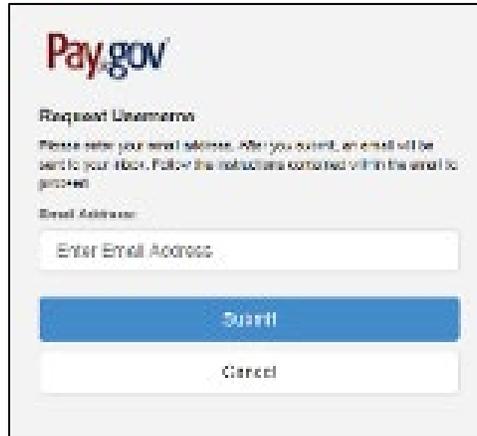
Figure 12: myagency sign in dialog



The image shows a sign-in dialog box for Pay.gov. At the top left is the Pay.gov logo. Below it, there are two input fields: one labeled 'Username' and one labeled 'Password'. Below the password field is a blue button labeled 'Sign In'. At the bottom of the dialog, there are two links: 'Forgot Username?' and 'Forgot Password?'.

3. On the Request Username dialog, enter the email address used when your account was created (or the newer address if you updated your Profile), and then click **Submit**.

Figure 13: myagency request username dialog



The screenshot shows a web dialog box with the Pay.gov logo at the top left. Below the logo, the title "Request Username" is displayed. A paragraph of text follows: "Please enter your email address. After you submit, an email will be sent to your inbox. Follow the instructions contained within the email to proceed." Below this text is a label "Email Address:" followed by a text input field containing the placeholder text "Enter Email Address". At the bottom of the dialog are two buttons: a blue "Submit" button and a white "Cancel" button.

4. Pay.gov sends you an email with all the usernames associated with that email address. Your usernames for both agency websites and the public website are listed.

5 Public Website

Anyone — customers and agency users — may access the public website. It is the only Pay.gov website accessible by customers. Some agency users may need to access the website (in addition to a Pay.gov agency website) to perform functions required by their job.

5.1 Account requirements

There are two classes of customers:

- Non-registered
- Registered/Enrolled (Customers with an account on Pay.gov)

Note: Customers are distinct from agency users who must visit the public website as part of their work responsibilities.

5.1.1 Non-registered Customers

Anyone using the public website without signing in is treated as a non-registered customer.

Most payments do not require signing in to an account. Most forms and payments are available to non-registered customers, but what they can do is restricted to:

- Making one-time payments
- Viewing and paying bills that do not require sign in
- Searching for forms and agencies

5.1.2 Registered/Enrolled Customers

All customers visiting the public website can create a Pay.gov account for themselves (self-enroll, self-register). Having an account creates a My Account page for the customer and provides access to the restricted functions listed on the page.

Customers requiring access to private agency forms or some restricted functions may have an account created for them by the agency (agency-enrolled/registered), or the agency may require them to create their own account through the link on the public website.

Agencies may require customers have or create a Pay.gov account before they can view and pay an ebill.

In addition to the functions available to non-registered customers, registered customers can:

- Manage payments
- Make recurring or deferred payments, if allowed by the agency
- Cancel payments
- View their payment history
- View and pay private agency forms
- Save forms for reuse
- View and pay private agency bills
- Designate and use a default account for payments

Note: See Online Help on the public website for instructions on creating an account, and on performing any of the listed functions.

5.1.3 Agency Users of the Public Website

Agency users may need to use both the public website and the agency websites to perform their job. For example, Customer Support might need to assist customers with private forms.

If needed, your agency will register you for a Pay.gov account.

5.1.4 Inactive Accounts

If a customer does not sign in to their account for 395 days, Pay.gov sends an email to the customer warning them that they must sign in within the next 30 days if their account is to remain active. If they do not sign in, at 425 days of inactivity Pay.gov disables their account. The customer must contact Pay.gov Customer Support if they want to re-enable their account.

If an agency user assigned an account on the public website does not sign in for 365 days, Pay.gov sends them an email warning that sign in is required within the next 30 days. If they do not sign in, at 395 days of inactivity Pay.gov disables the agency user's account on the public website. To re-enable the account, the agency user must contact Pay.gov Customer Support.

5.1.5 Locked Accounts

After three consecutive unsuccessful attempts to sign in (bad username or password), Pay.gov locks the account for 15 minutes.

If you are answering your secret question, you have three consecutive tries to answer it correctly. If you are still unable to answer it, the secret question function is locked until you sign in successfully.

5.1.6 Pay.gov Rules of Behavior

When you create an account (or sign in for the first time to an account created for you), you must acknowledge reading and accept Pay.gov's rules of Behavior. You will not be able to access the website until you do.

Once a year Pay.gov will require you to reread and accept the Rules of Behavior. You will not be able to access the website until you do.

5.2 Session Length

Your session on the Public website lasts as long as you remain active, but expires after 30 minutes of inactivity.

A message will warn you. Click **Request more time** before timeout to extend your session.

If your session times out you will be signed out. Any work you have not completed will be lost. You will need to sign in to Pay.gov again

5.3 Signing In

1. Click **Sign In** at the top of the home page.
2. Enter your username and password in the dialog.
3. Click **Sign in**.

Figure 14: Public website sign in page

Note: If this is the first time signing in to an account created for you by an agency, you will be required to create a new password and security questions and answers. You will also be required to read and accept Pay.gov's Rules of Behavior. You will not be able to continue until you accept the rules.

5.3.1 Sign In Help

Click a link below the Sign in button if you have forgotten your username or password, or wish to create a Pay.gov account.

5.3.2 Signing in for the First Time

Follow this procedure only if an agency creates an account on the Public website for an agency user or for a customer.

1. You receive a notice that includes your assigned username. The username cannot be changed.
2. Call Pay.gov Customer Support to request a temporary password. **DO NOT send an email.** You must provide the username created by the agency and the email address associated with the Pay.gov account that was created for you.
3. Click **Sign In** at the top right of Pay.gov's home page.
4. Enter your username and temporary password.
5. Click **Sign In**. Do not click Create an account.
6. On the Create an account page, some information will already be filled in, including your username and password.
 - a. Enter a new password. Enter it again in the Confirm Password field.

- b. Select or create a secret question and answer.
The question and answer identify you if you change your password.
 - c. Select or create a shared challenge question.
The question and answer confirms if you contact Pay.gov Customer Support.
 - d. Make sure all fields marked with an asterisk (*) are filled in.
7. Read the Rules of Behavior near the bottom of the page.
You **MUST** check “I agree to the Pay.gov Rules of Behavior.”
An account will not be created if you do not agree. Once a year Pay.gov requires you to reread and accept the Rules of Behavior. The rules open immediately when you sign in. You will not be able to access the website until you accept the rules.

* I agree to the Pay.gov Rules of Behavior

8. Click **Create an Account**.
9. **Sign In** to Pay.gov.

5.4 Session Length

Your session on any Pay.gov website lasts as long as you remain active, but expires after 30 minutes of inactivity.

A message will warn you. Click **Request more time** before timeout to extend your session.

If your session times out you will be signed out. Any work not completed will be lost. You will need to sign in to Pay.gov again

5.5 Sign Out

To maintain security, always sign out at the end of your Pay.gov session or whenever leaving your computer unattended.

Click the **Sign out** link at the top right of a page.

5.6 Account Lockout

5.6.1 Sign In Error Lockout

If your sign in (login) is incorrect for three consecutive tries, you will be locked out for fifteen minutes.

You will not be allowed to reset your password and then sign in until after the end of the lockout.

5.6.2 Incorrect Secret Answer Lockout

When resetting your password, you have three consecutive tries to answer your secret question correctly.

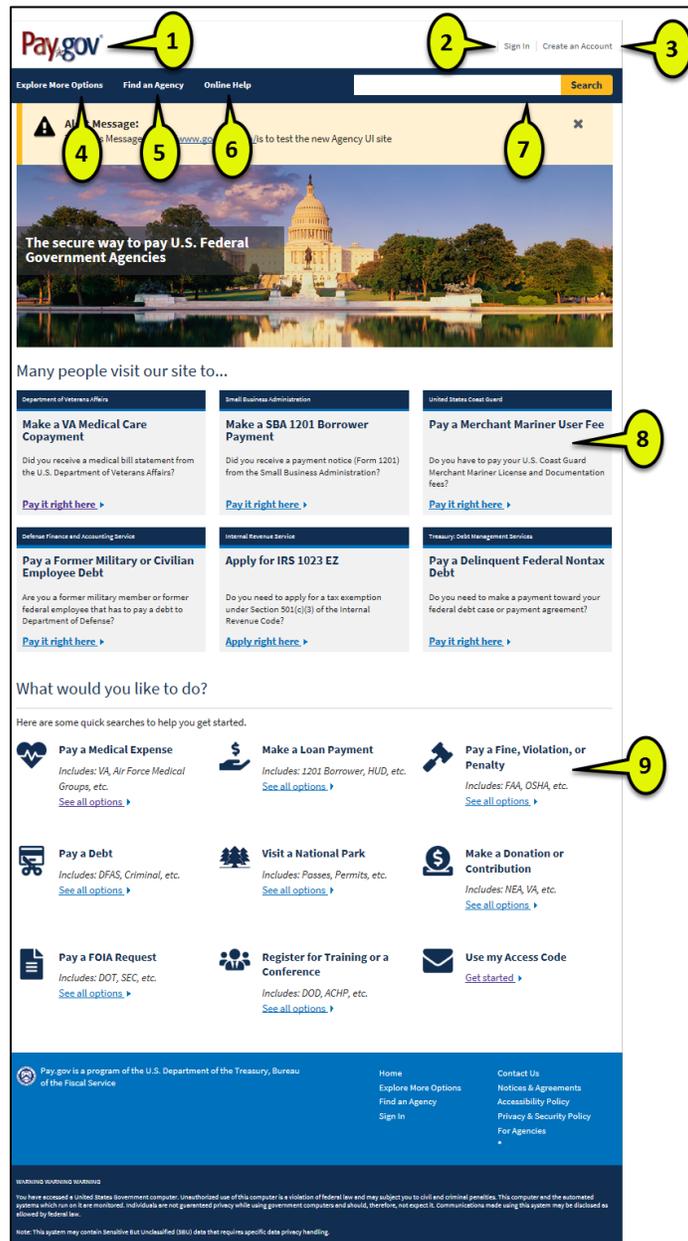
If your answer is still incorrect, the secret question function is locked until you sign in (login) successfully.

If you are unsure of your username or password, click the Forgot your Username or Forgot your Password link on the Sign in dialog.

5.7 Home Page

Pay.gov’s public home page is available to anyone visiting the site. It is the only place where customers without an account can make a payment, or search for a form and then making the associated payment. (Customers and agency users with an account will see their My Account page after they sign in, where they can perform functions in addition to making payments and searching.)

Figure 15: Public website home page

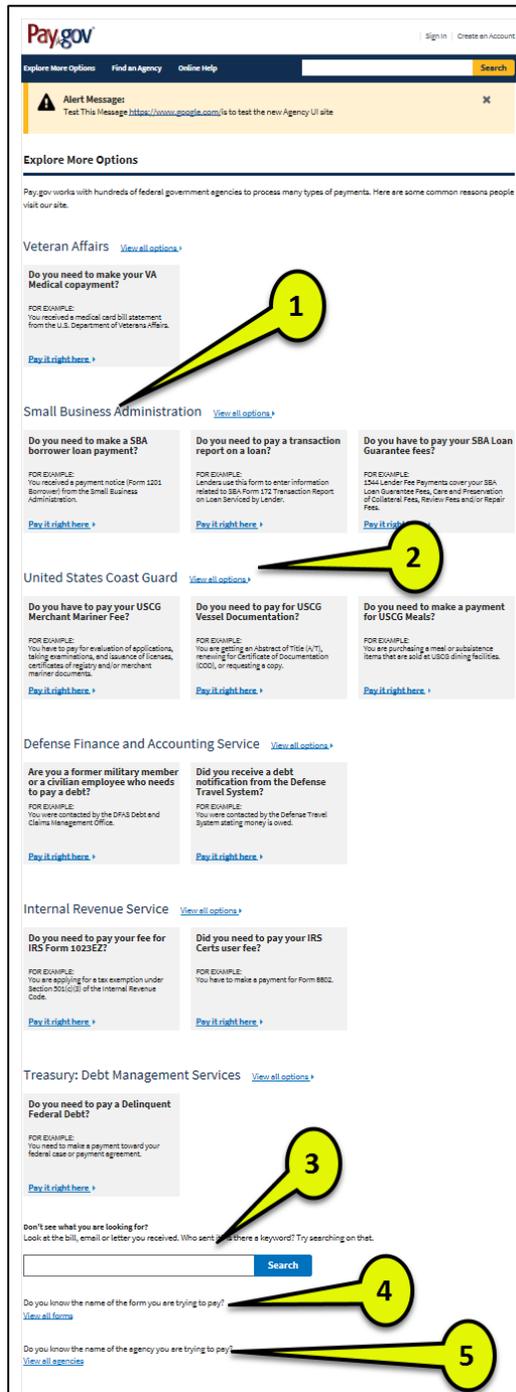


1. **Pay.gov Logo** — click to return to the home page from any other page.
2. **Sign In** — click to sign in to a Pay.gov account, or if the username or password is forgotten.
3. **Create an Account** — create a new Pay.gov Account.
4. **Explore More Options** — see an expanded list of common payments.
5. **Find an Agency** — click for a list of all agencies to find their forms.
6. **Online Help** — click to open a new window with help topics and instructions.
7. **Search** — find an agency or form.
8. **Many people visit our site to...** — this section shows the 6 most common payments. Click a Pay it right here link to start a new payment.
9. **What would you like to do?** — this section shows common search categories. Click a link under a category for a list of all forms and agencies that accept payments for that category.

5.8 Explore More Options Page

The Explore More Options link opens a page that shows additional common. Payments are grouped by agency. Use the search field at the bottom or top to find forms or agencies that are not listed.

Figure 16: Explore More Options page



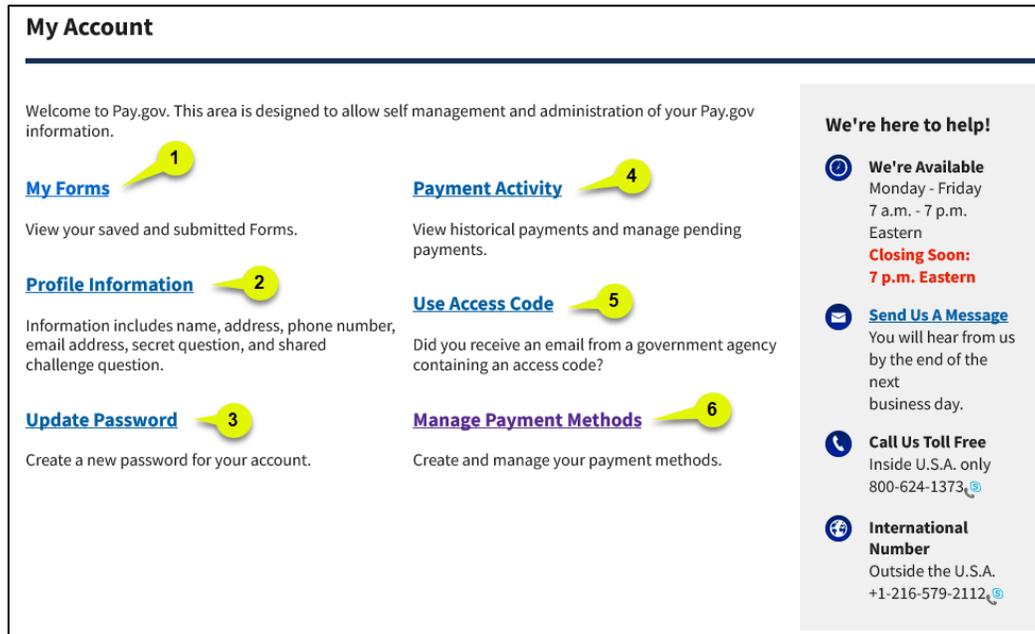
1. **Expanded choices** of the most common payments, grouped by agency.
2. Click the **View all options** link to see all forms for an agency.
3. **Search** for an agency or form. You can also use the search field at the top of the page.
4. Click the **View all forms** link for a list of all forms available to you on Pay.gov.
5. Click the **View all agencies** link to see all the agencies having forms on Pay.gov. Then click on an agency name to see all its Pay.gov forms.

5.9 My Account Page

The My Account page opens after signing in to the public website. The page lists functions available only to signed in users.

Click a function's underlined name or its button to open it.

Figure 17: Sample My Account page



1. **My Forms** — Shows forms submitted, saved for future use, reassigned to the user to complete, and private forms, if any.
2. **Profile Information** — A page where customers can view and change identifying and security information for their account. Agency users can change their profile only on the Agency website.
3. **Update Password** — Opens the Change Your Password function. Passwords can be changed at any time.
4. **Payment Activity** — View information on submitted payments, including completed, rejected, and pending payments. Pending payments may include future scheduled recurring or deferred payments.
5. **Use Access Code** — Opens the ebill access code and security question function. Entering an access code from this page associates the ebill with the user's Pay.gov account. The access code is then not needed to view an ebill.
6. **Manage Payment Methods** — Allows storing bank or credit card account information on Pay.gov for future use. An account can be selected to be automatically used when a payment is made. Digital Wallet account information (PayPal, Amazon Pay) is never stored in Pay.gov.
7. **My Bills** (not shown) — View and pay ebills (if any). This function is only shown if the user is billed by any agency. Both pending and completed bills are listed.

5.10 Making a Payment

5.10.1 Forms and Payment Pages

Payments are made using forms and their associated payment pages. These web pages collect information about what is being paid for and how the payment will be made. A form spans multiple short online web pages, depending on the information the agency collects.

Figure 18: Example form

The screenshot shows a web form for the Government National Mortgage Association, Ginnie Mae Treasurer Division. The form is titled "Certificate Transfer Fees" and includes a date of 05/30/2017. It lists several required fields for completion: Company Name, Street Address, City, State (a dropdown menu), Zip Code, Issuer ID Number, Contact Name, Contact Phone Number, Contact Fax Number, Contact E-mail, and Payment Amount. There is also a large text area for "Additional Information". At the bottom of the form, there are two buttons: "PDF Preview" and "Continue".

Associated payment pages collect information about what is used to make the payment, such as a bank or credit card account, and may include options such as setting up recurring payments. Payment pages differ according to the payment method.

Note: Digital wallet payments, such as PayPal and Amazon Pay, do not use Pay.gov payment pages. Instead, the customer is redirected to the digital wallet providers website where the sign in to their account to make the payment.

Figure 19: Example payment page (plastic card)

5.10.2 Making a Payment (Summary).

1. Find and open the correct form.
2. The Before You Begin page lists the payment methods accepted, and may provide special instructions.
3. Continue to the agency form to enter information required for the transaction.
4. Continue to the first Payment page. Select the payment method and complete all required information.
5. Continue to the second payment page. Enter information about the account (such as the account number) used for the payment and select available payment options as needed. The page differs depending on the payment method selected.
6. Continue to the next page to review information and authorize the payment.
7. Continue to the final page to view a payment confirmation. Print the page to act as a temporary receipt. You can select the option to receive a receipt by email.

Note: The confirmation page includes a field for the customer’s email address. Customers who do not sign in must enter their address. The address for signed in customers is automatically retrieved from their account profile.

5.11 Paying a Bill (Summary)

See the Online Help on the public website for detailed instructions.

5.11.1 eBills That Do Not Require a Pay.gov Account

1. The customer receives the access code and the answer to the security question.
2. Click either **MAKE A PAYMENT** link on the home page.
3. Click **Enter Access Code** at the bottom of the Make a Payment page.
4. Enter the bill’s access code and answer the security question.
5. The bill can viewed and paid.

5.11.2 eBills That Must be Added to a Pay.gov Account

Agencies can require ebills be added to a Pay.gov account before they can be viewed.

1. **Sign in** to the Public website.
2. On the My Account Page click the button under **Enter Access Code**.
3. Follow the instructions to enter the ebill’s access code and answer the security question
4. View the ebill in the **My Bills** section of the My Account page. The access code and security answer do not need to be entered again.

Viewing ebills previously added to a Pay.gov account.

1. **Sign in** to the Public website.
2. On the My Account Page click the button under **My Bills**.
3. Find the ebill in the appropriate tab (**Pending or Completed**).
4. Click **View Bill**.
5. For Pending ebills, click **Next** to make a payment.

5.11.3 Multi Bill Pay

Agencies have the option when configuring an ebilling cash flow application to allow customer’s to pay multiple bills issued to them with one payment.

Customers will see a “Pay All” button at the top of their pending bills list in MyBills if this feature is available to them.

Clicking the button lists all eligible bills. Customers can deselect any they do not wish to include. Pay.gov calculates the total payment and displays it to the customer. In the background, when the payment is made, Pay.gov allocates portions of the payment to each bill.

5.12 Search (Summary)

Customers can search for agencies and forms in the following ways:

- The **Search** box at the top of public web pages
- The **Find an Agency** link at the top of a page (section 6.13)
- The **Search** box on the Explore More Options page

5.12.1 The Search Box

Both search boxes operate the same way.

Enter full words for your search, such as a word in the agency name, the OMB form number, or a keyword such as fine or permit.

5.12.2 Keyword Search Length and Characters Allowed

- Use only the characters listed in Table 6

Table 3: Characters allowed for search

Character	Definition
A through Z	Uppercase Letters

Character	Definition
a through z	lowercase letters
1,2,3,4,5,6,7,8,9,0	numbers
	space
#	pound sign
\$	dollar sign
&	Ampersand
'	Apostrophe
(Left parenthesis
/	Forward slash
,	comma
-	hyphen
.	period
:	colon
@	At sign
_	underscore
)	Right parenthesis

5.12.3 Search Results

Search results include any form or agency that contains the series of characters entered for the search.

Forms

Search results for forms are returned in the following order:

1. The search term is in the form number.
2. The search term is in the form name.
3. The search term is in the form description.
4. The search term matches a keyword Pay.gov has associated with the form.
5. The search term is in the form number.
6. The search term is in the form's OMB number

Note: Private and hidden forms are not included in search results.

Agencies

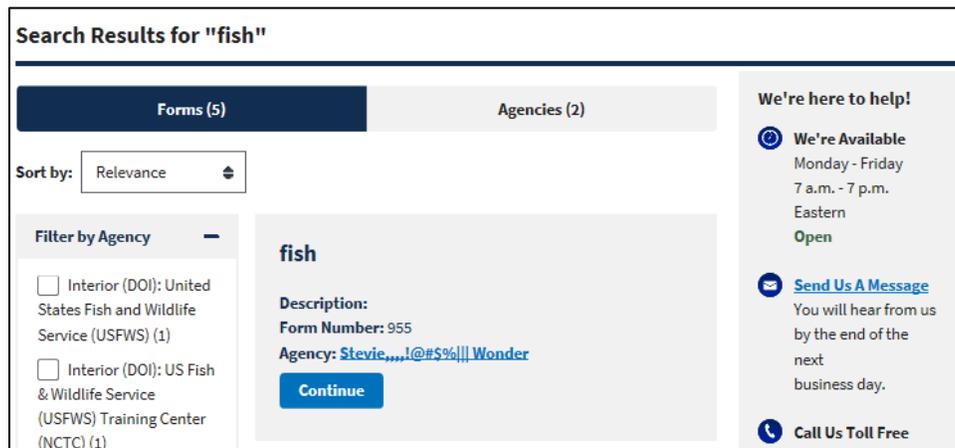
Only agency names containing the search term are listed in the Agencies tab.

Search Tips

- If two words are used for a search, forms and agencies that match either word will be returned.
- To find forms and agencies using more than one word (the search results contain all the specified words or any one of the words), separate the words with **and**.

- To find forms and agencies where the name or description includes an exact phrase, enter the phrase but do not enclose it between quotation marks (for example, search phrase, not “search phrase”).
- Search results always expand the returned results to match partial words (for example, a search on “transport” includes “transportation”).
- Search results always show results for the root of the search term (for example, results for a search on “parking” will include results for “park”).
- There is no limit to the listed items returned by a Pay.gov search. Results include all public forms and agency names that match all or part of the search term, as explained above.

Figure 20: Search results

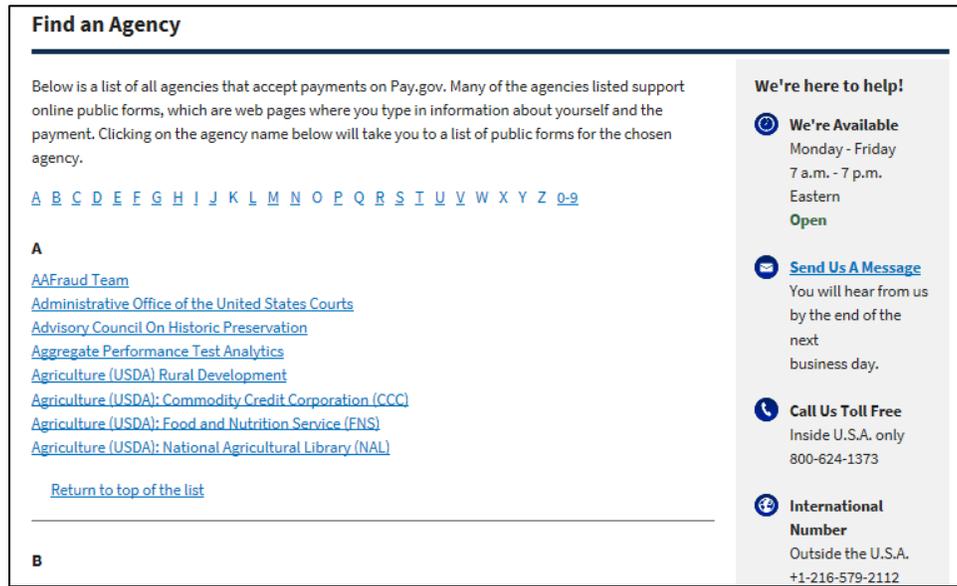


- The number of forms and agencies returned are listed on the tabs.
- If multiple pages of results are returned, you can page through them or view all by clicking the links that would appear on the upper-right of the page.
- After results are returned they can be refined to show only the agency forms you are interested in. Check the boxes in the left-hand column for the agencies whose forms should be shown.
- You can sort the results. Choose a sort method in the Sort by: box:
 - Relevance (default)
 - Agency Name
 - Form Description
 - Form Name
 - Form Number
 - OMB Number
- You can reduce the results displayed to specific agencies by checking the boxes for the agencies desired.

5.13 Find an Agency

1. Click Find an Agency at the top of a page.
2. The agency list opens.

Figure 21: The agency list



3. Click a letter or number at the top of the list to move to the section of the list with agency names beginning with that character.
4. Click an agency name to see all its publicly available forms.
5. Click Continue to the Form for the form you need (Figure 35).

Figure 22: List of forms



5.14 Your Password

5.14.1 Expiration

Passwords expire regularly, after which they must be changed (reset). A message stating that the password has expired is displayed when an agency user or customer signs in.

Table 4: Password expiration

Account Type	Expires
Agency User	Every 90 days

Account Type	Expires
Public Website Customer (includes customers registered by an agency)	Every 13 months

5.14.2 Changing Your Password or Forgot Your Password

A password cannot be retrieved from Pay.gov. You must reset it.

Both agency users and customers can change (reset) their password at any time.

1. Click **Sign In** at the top of the home page.
2. Click Forgot your Password? **Create a new one**.

3. On the “I forgot my password” dialog, enter your username and the email address associated with it. This is the address entered when the account was opened or the current address in My Profile.

4. Click **Send me an email**.
5. A verification picture is displayed. Answer the question.
6. When you receive the email, click the link and then answer your secret question, and then click **Check my answer**.

Your secret question

1 Find Account 2 Secret Question 3 New Password

Please answer your Secret Question:

Who was your first employer?

Your answer:

You have 3 attempts to answer correctly.

Check my answer

7. Enter your new password, and then click **Reset my password**.

Create a new password

1 Find Account 2 Secret Question 3 New Password

Correct! You can now create a new password.

Minimum of 12 characters containing: A mix of upper and lower case letters, minimum of one number, minimum of one [special character](#)

Show my password

Reset my password

8. Sign in using the new password.

New password created

1 Find Account 2 Secret Question 3 New Password

You have created a new password.

Sign in to view your account profile page or make a payment.

Sign In

You must fill in the boxes marked *

* Username

* Password

Sign In

5.14.3 Password Reset through Customer Support

1. Call Pay.gov Customer Support only if you are not able to reset your password on the website.
2. When asked, answer to your shared challenge question (in your user profile).
3. Customer Support will send a temporary password to the email address associated with your account. The email also includes a link to the password reset dialog.
4. Customer Support also sends an email. You will be requested to create your own new password when you log in to Pay.gov.

5. Click the link in the email Pay.gov sends. It opens the password reset function.
6. Answer the secret question set up for the account and then click Submit.
7. Enter and then confirm the new password.
8. The Sign in dialog opens again.
9. Sign in with your username and new password

5.15 Your Username

Agency users are assigned a username when their Pay.gov account is created. It cannot be changed.

Customers create their own username when they register on the public website. It cannot be changed.

5.15.1 Forgot Your Username

1. Click **Log in** at the top of the home page.
2. The sign in dialog opens.

3. Click **Email it to me**.
4. Enter the email address associated with your account. This is the address used when the account was created or the current address in your account profile.

5. Click **Send username**.
6. Complete the verification.
7. You will receive an email listing all usernames associated with the email address.

6 Known Issues

6.1 Internet Explorer 9

A double arrow might be displayed to the right of the down arrow in fields having a dropdown selection list. For example:

The image shows a form with three dropdown menus. The first dropdown is labeled '* State / Province / Region' and contains the text 'Ohio'. To its right is a small square icon containing a downward-pointing arrow and a double-headed vertical arrow. A yellow callout box with the text 'Click for dropdown list' points to the downward arrow, while another yellow callout box with the text 'Ignore' points to the double-headed arrow. The second dropdown is labeled '* ZIP / Postal Code' and contains the text '44212'. The third dropdown is labeled '* Country' and contains the text 'United States'. It also has a small square icon with a downward arrow and a double-headed arrow.

To make a selection from a drop down list, click on the single down arrow.

7 Support

7.1 Agency Collections (myagency) Website

Contact information for Customer Support is found in the bottom section of all pages.

7.2 Public Website

Click **Contact Us** in the bottom section of most pages (forms and payment pages may not include this link). A page with links for common issues opens. The page also includes a link to create an email requesting help for other issues.

7.3 Customer Support

<i>Hours</i>	7:00 am to 7:00 pm Eastern Time Monday through Friday, closed bank holidays
<i>Phone:</i>	(800) 624-1373, Option 2
<i>Email address:</i>	pay.gov.clev@clev.frb.org