

## **New Online Payment Portal**

In order to improve our customer experience, the Town of Wingate has recently updated its online utility bill payment software. The new portal, MyGovHub, allows customers to create an account profile. The profile requires customers to add utility accounts by service address. Multiple service locations can be added to one profile, if necessary. A valid email address is required. If you do not have a valid email address, you will be unable to make an online payment. Please view the attached list of instructions for creating a profile, adding accounts to your profile, and making a payment below. We have included links to an instructional video next to each step for more assistance.

Please be aware that a convenience fee of \$3.00 will be added to each transaction.

### **Creating a Profile** (<https://www.youtube.com/watch?v=pMimqlkiCw>)

On the homepage of [www.wingatenc.mygovhub.com/#/](http://www.wingatenc.mygovhub.com/#/) you will see a box labeled Create Profile. This is where you will enter the following data to create your user profile:

1. Enter your first and last name
2. Enter a valid email address. You will receive an email to verify your email address before being able to fully utilize the system.
3. Create a new password
4. Click the "Create Profile" button

### **Adding Accounts** (<https://www.youtube.com/watch?v=Z9DeutviooY>)

Once you have created a user profile, you will be taken to the dashboard page where you can add multiple utility accounts.

To add an account to your profile

1. Click on the "Add Account" link on the top right of the Accounts box
2. Enter the first three characters of your service address that is listed on the utility bill. (ex. 100 for 100 Main St.)
3. Enter the Account number of the utility you wish to add to your profile. This number is located on your utility bill.
4. Click the "Find Accounts" button
5. Once you have found a matching account, check the box next to the name on the account
6. Click the "Add Accounts" button
7. The account has now been added to your profile.

### **Paying a Bill** ([https://www.youtube.com/watch?v=C7i\\_TrFN6R4](https://www.youtube.com/watch?v=C7i_TrFN6R4))

Paying a bill is easy with MyGovHub! Simply follow these steps:

1. Log into MyGovHub and Click the "Pay Now" button next to the account you wish to pay
2. Choose Balance Due, Outstanding Balance or Other Amount
3. Click the "Continue" button
4. On the next screen select your payment method and click the "Continue" button
5. Review the payment information is correct
6. Click the "Make Payment" button to confirm or "Edit Information" button to make changes

