CDPH Pay It Portal User Guide

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Overview

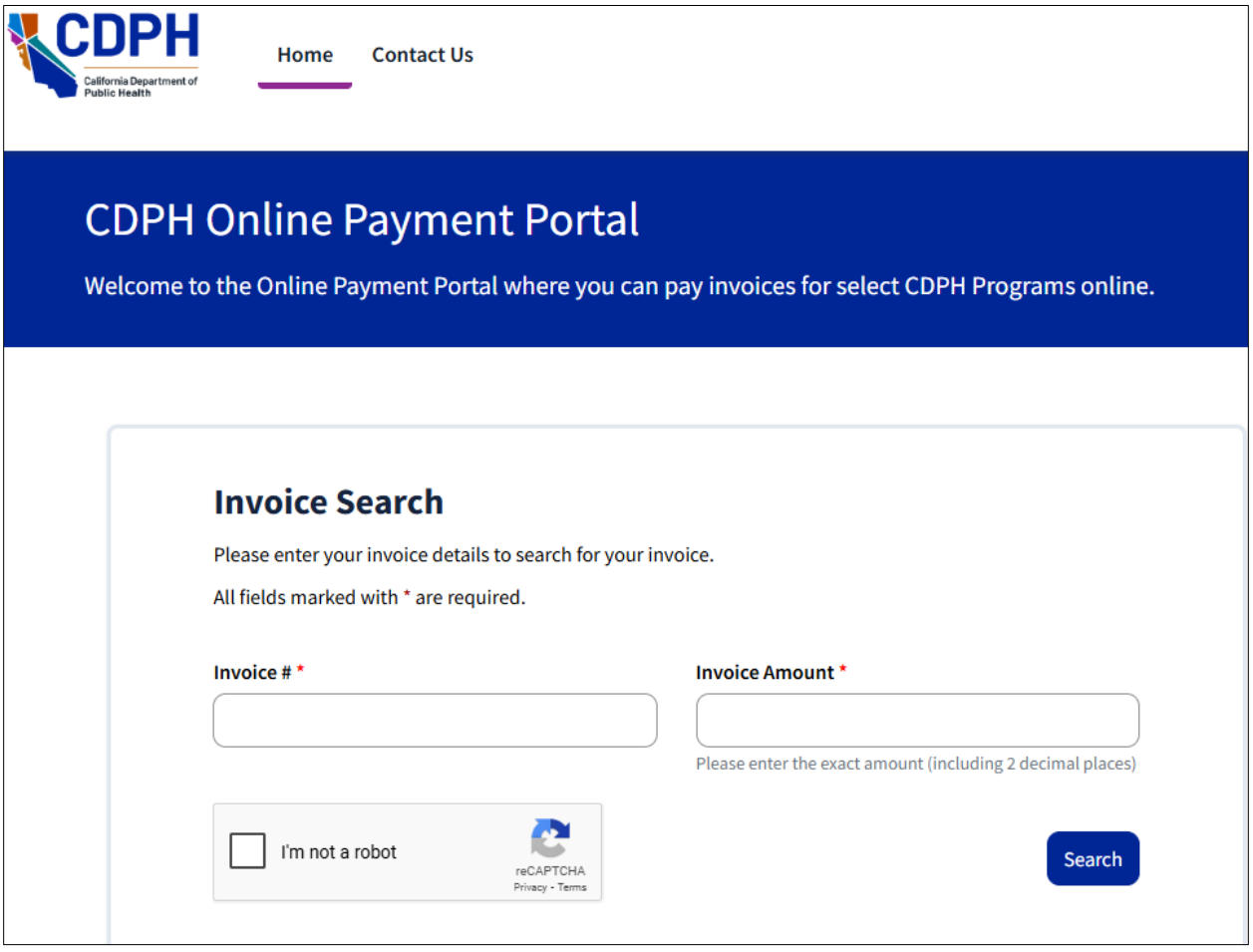
This document will guide users on how to make online payments through the Pay It portal. The portal allows you to search for an invoice, pay for an invoice and submit questions or issues. Users can access the portal by visiting the CDPH Online Payment Portal.

Home

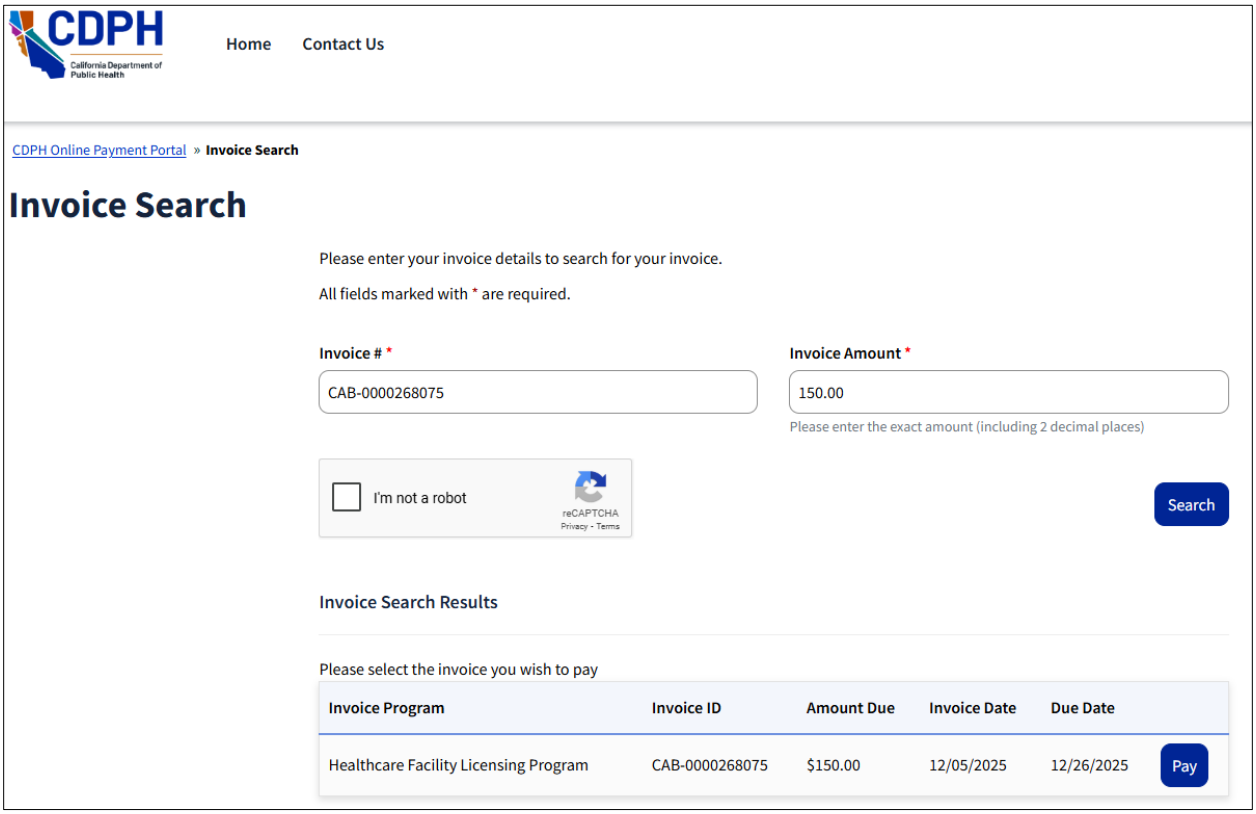
Invoice Search

To search and pay for your invoice, enter your invoice details exactly as they appear on your bill.

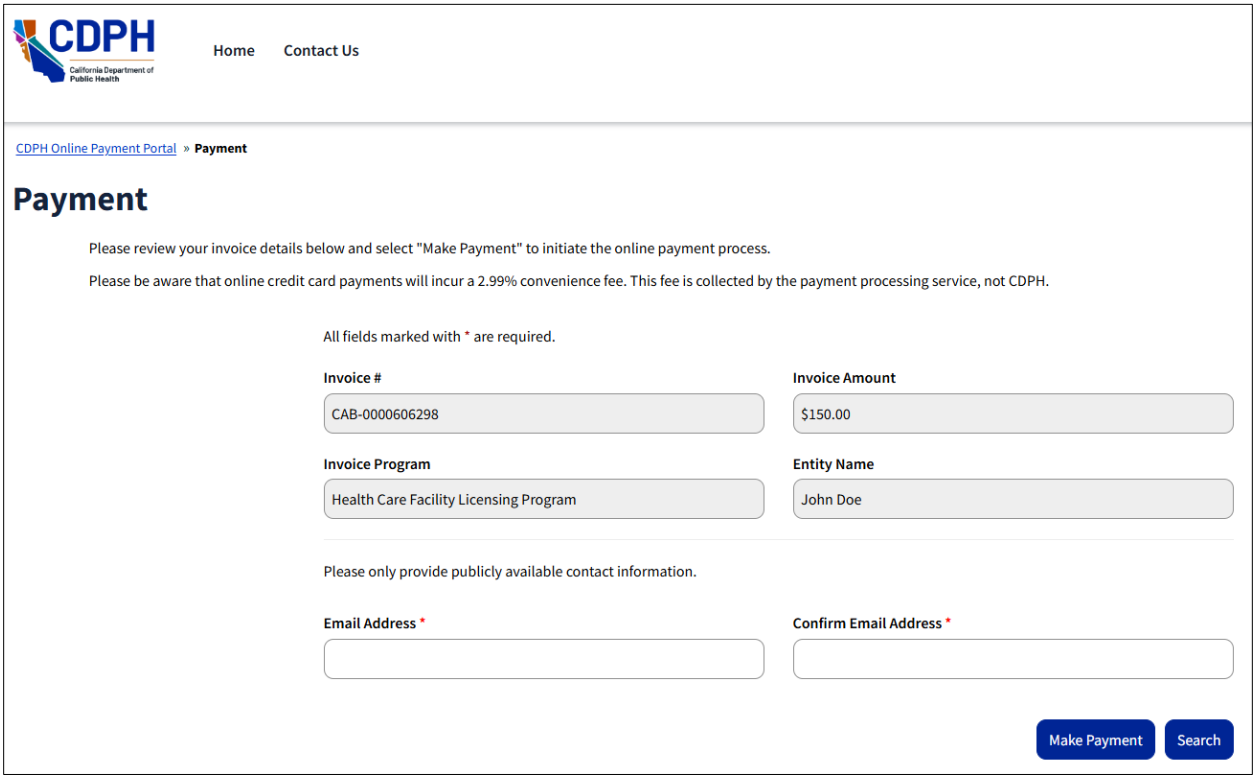
1. Enter the **Invoice Number** (Required).
2. Enter the **Invoice Amount** (Required).
3. Check the **I'm not a robot** reCAPTCHA box.
4. Select **Search.**



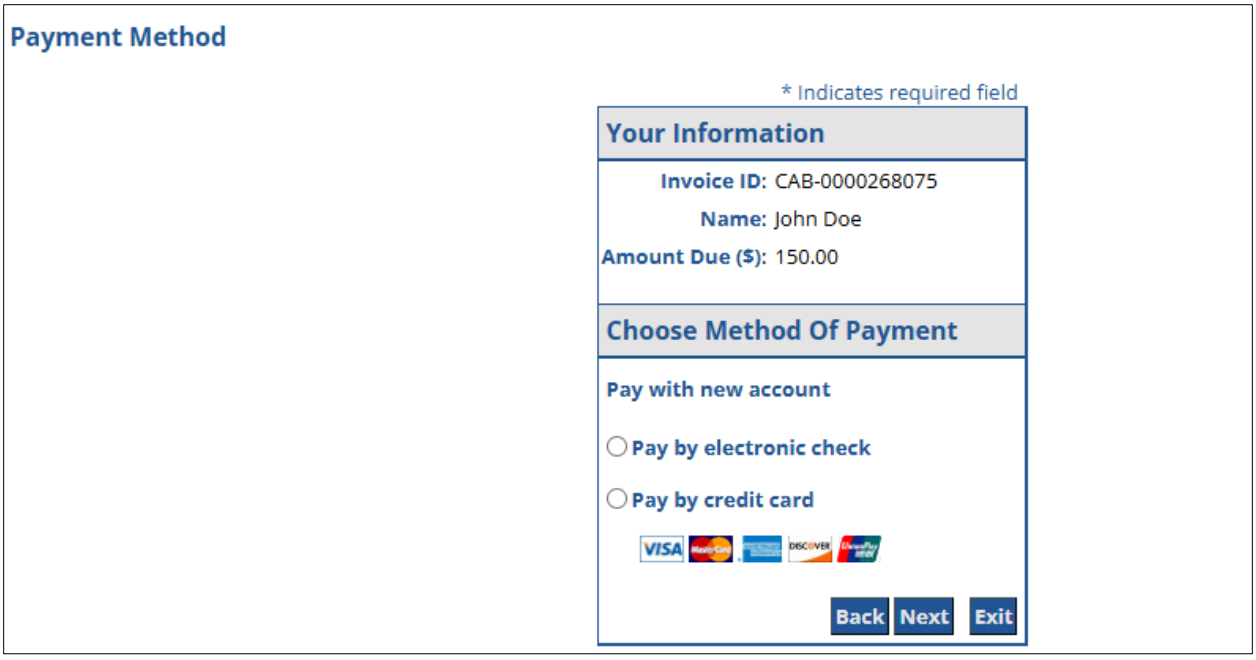
5. The system will navigate to the Invoice Search Results page.
6. Validate the invoice details and select **Pay.**



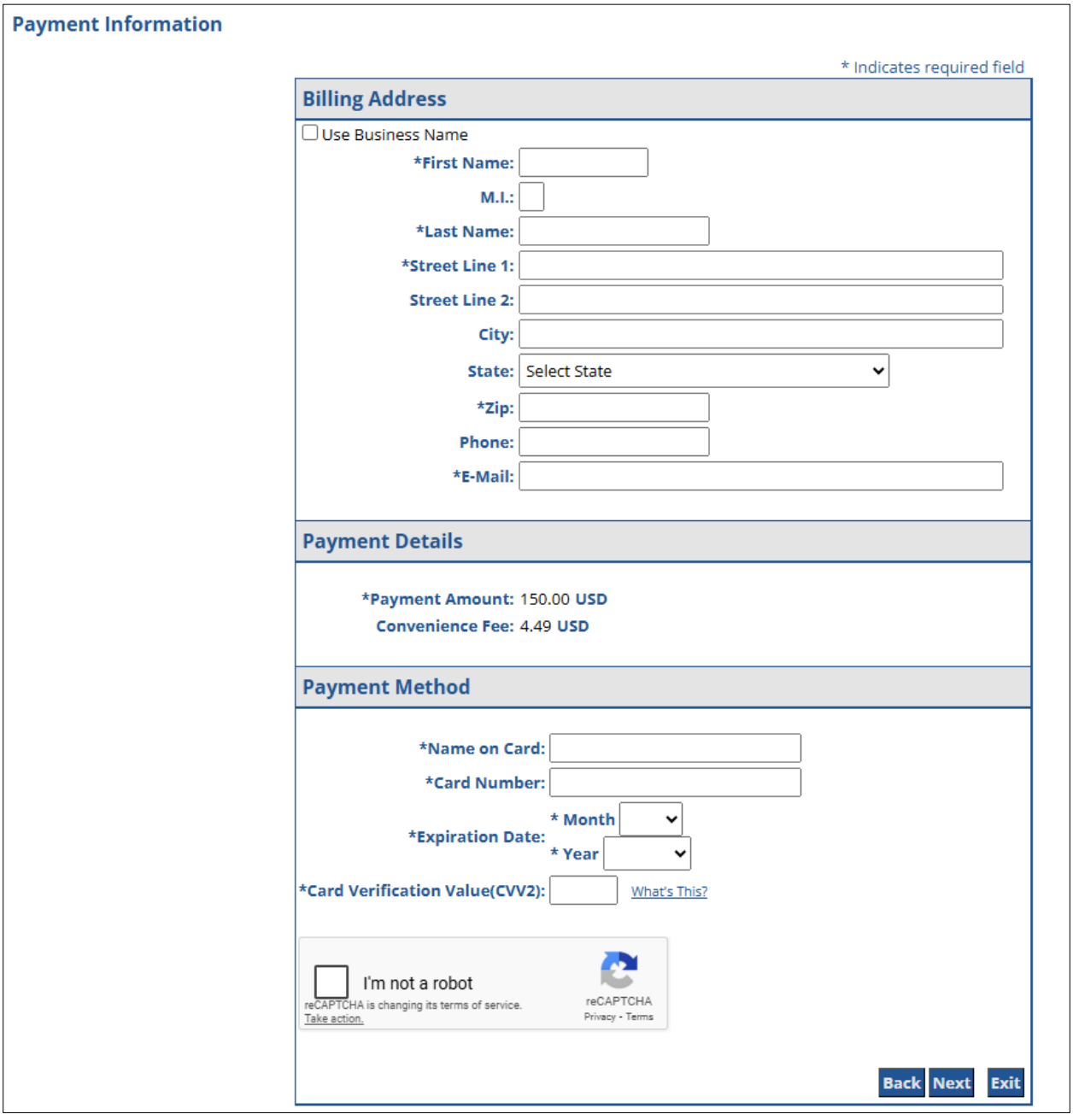
7. The system will navigate to the Payment page.
8. Enter your **Email Address**, **Confirm Email Address** and select **Make Payment.**



9. You will be directed to the secure payment screen to make your payment.
10. Select your preferred method of payment.
11. Select **Next**.

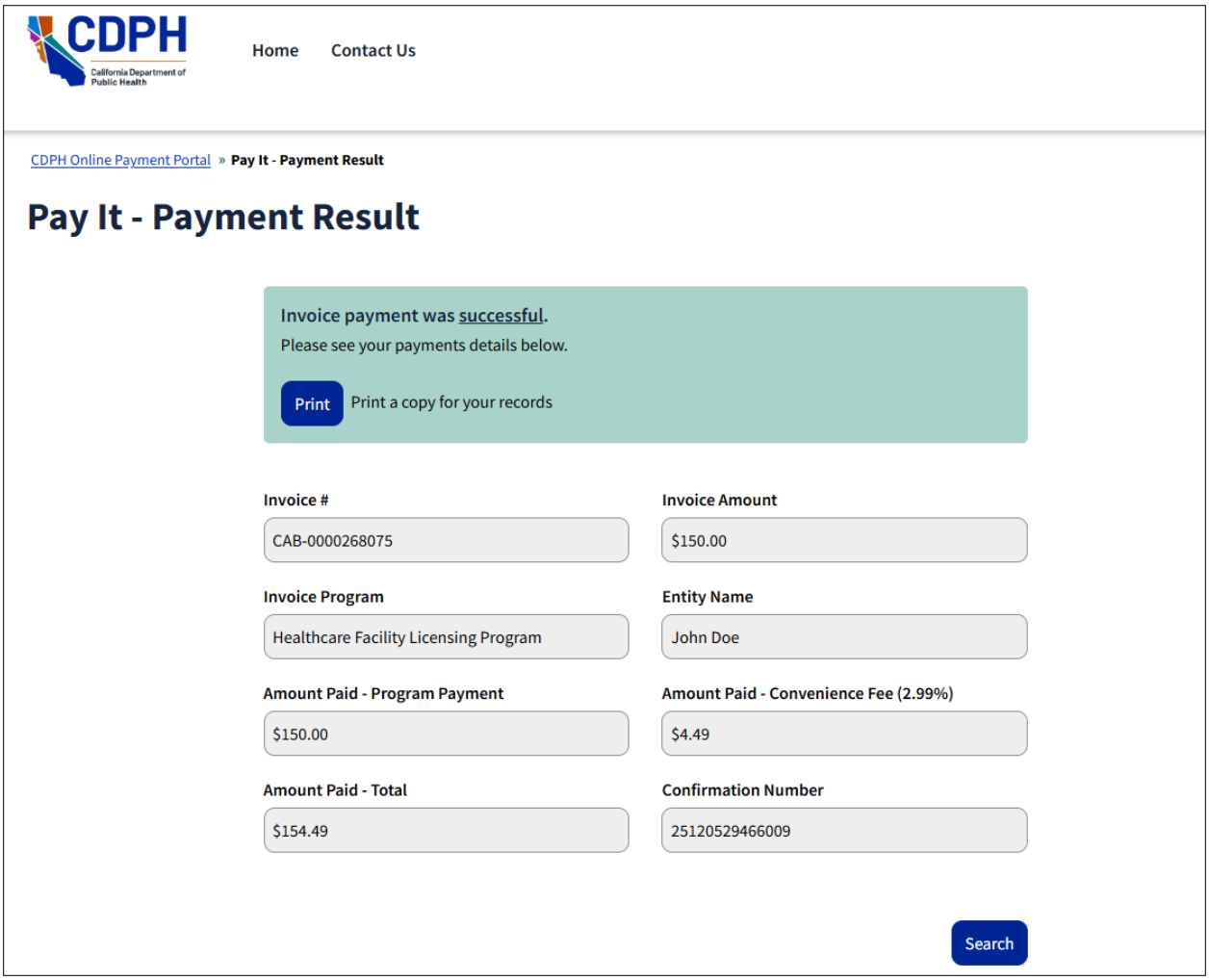


12. On the Payment Information page, enter the Billing Address, Payment Method and check the box next to the I'm not a robot reCAPTCHA. **Note:** Please be aware that online credit card payments will incur a 2.99% convenience fee. This fee is collected by the payment processing service, not CDPH.
13. Select **Next**



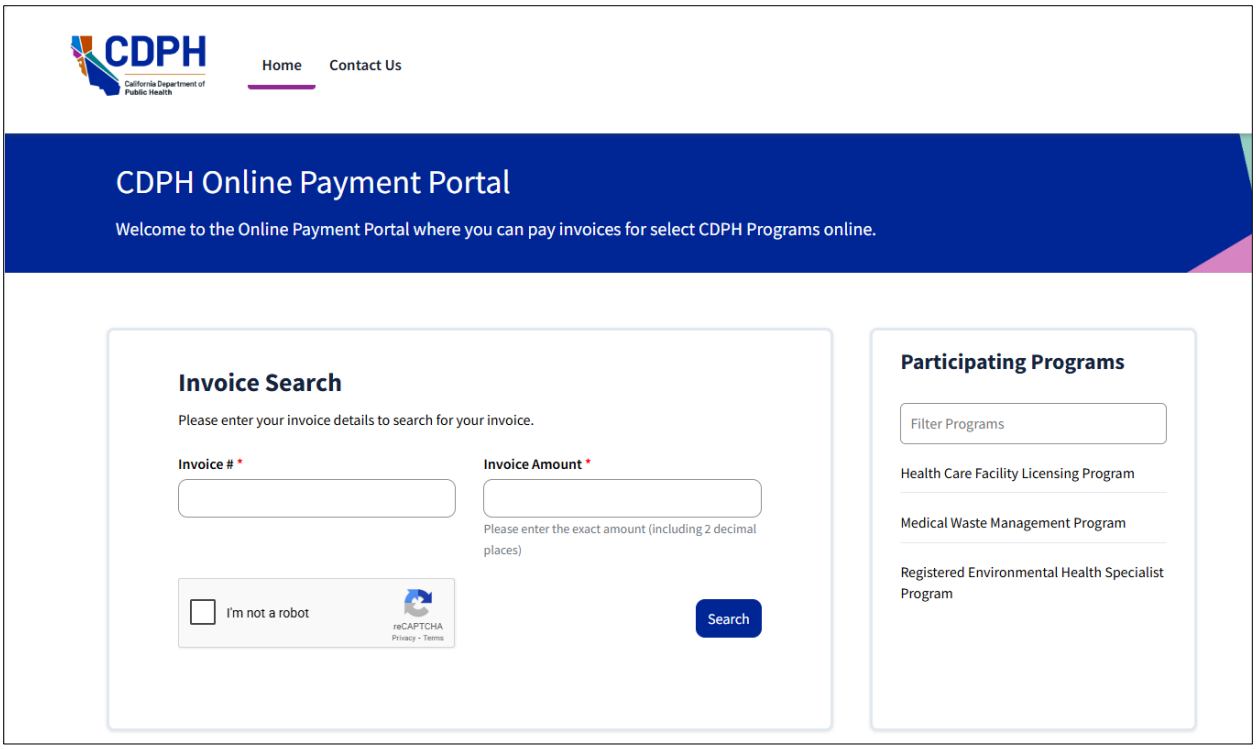
14. Review your payment details and select **Pay Now**. **Note:** Do not refresh or close the browser window after clicking **Pay Now**. Doing so may interrupt the payment process.

15. At this point, you will be redirected back to the Pay It portal to the Payment Results page.
16. Select **Print** if you want to save or print the Payment Receipt. An email will also be sent to the email address that was provided.



Participating Programs

A list of programs that are set up to use the Pay It portal is found on the home page.



Contact Us

If you have any questions about your invoice or need technical assistance, you can submit a support request. Your request will be directed to the appropriate CDPH team to assist you.

Support Request Information

1. Select the drop down under Support Request Type.
2. Select the appropriate option from the drop-down menu. **Note:** This selection will determine which CDPH team your request is routed to.
    a. **Invoice Question:** This is used when you have questions about the details on your invoice. The Invoice Program field will be required, and you must search for and select the program that sent you the invoice.
    b. **Technical Issue:** This is used for technical issues related to the portal.

Contact Information

1. Enter the contact's First Name
2. Enter the contact's Last Name.
3. Enter any Support Notes that may be helpful in resolving your issue or question. **Note:** Please do not provide any personally identifiable information.
4. Enter reCAPTCHA code from the image.

5. Select **Submit.**
6. After submitting your request, you will receive a confirmation message that your Submission completed successfully. An email will also be sent to the Contact Email listed on the Support Request.