


Replenishing your trust/escrow account balance:

In order to replenish your trust/escrow account online you must be listed as an authorized user and have requested your Public User Id (user id for Citizen Access Portal) be linked to the trust account. Please email bdfpfinance@clarkcountynv.gov or amara.vigil@clarkcountynv.gov for linking your account and/or being added as an authorized user. Please be aware only the Account Manager may authorize a user and/or linking of your public user id for payment online.

1. Log into Citizen Access Portal via the below website.

<https://citizenaccess.clarkcountynv.gov/CitizenAccess/Login.aspx>

2. Go to "Account Management."



The screenshot shows the Clark County Citizen Access Portal. The top navigation bar includes links for Home, Building, Comprehensive Planning, Fire Prevention, Public Response Office, and Public Works. The 'Account Management' link is highlighted in yellow. Below the navigation bar, the user is logged in as 'Amara Vigil'. The main content area displays 'Hello, Amara Vigil' and a 'Saved in Cart (1)' section with a table containing one item: 'Commercial Electric' with a total of \$137.90. There is also a 'My Collection (0)' section with the message 'You do not have any collections right now.' and a 'Work in progress' section with a table containing one record: 'Residential Building New' with a creation date of 3/18/2020 12:00:00 AM and an action of 'Resume Application'.

Record Name	Record ID	Module	Creation Date	Action
Residential Building New	20TMP-009869	Building	3/18/2020 12:00:00 AM	Resume Application

3. Scroll down to "Trust Account Information" and click "Deposit."

Contact Information Add a Contact

Showing 1-1 of 1 | Download results

First Name	Middle Name	Last Name	Organization Name	Organization Contact	Contact Type	Status	Action
Amara		Vigil			Individual	Approved	Actions ▾

Trust Account Information

Showing 1-1 of 1 | Download results

Account ID	Agency	Balance	Description	Status	Ledger Account	Action
FPJoDel	CLARKCO	\$5,360.00	JoDel	Active	7430.923 1130 1130318000 280200	Deposit

Delegates Add a Delegate

4. You can pay with a Credit Card (fees apply) or Bank Account (E-Check). Enter the amount you wish to deposit and select the payment type you are using and then click "Submit Payment".

Clark County Citizen Access

Search...

Please select a payment method and then fill in all required information.
The available payment methods are:

- Credit Card
- Bank Account

* indicates a required field.

Payment Options

Account ID:
FPJoDel

* Amount:

Pay with Credit Card
 Pay with Bank Account

Submit Payment »

Paying Via Bank Account (E-Check):

- A. You will be directed to a secure website where you will enter your billing information. Once complete please select "Next"

The screenshot shows a web browser window with the URL <https://secureacceptance.cybersource.com/billing>. The page has a navigation bar with tabs for Billing, Payment, Review, and Receipt. The Billing tab is active. The main content area is divided into two sections: "Billing Information" and "Your Order".

Billing Information (Required fields marked with an asterisk):

- First Name *
- Clark County
- Last Name *
- Building
- Company Name
- Address Line 1 *
4701 W. Russell Road
- City *
Las Vegas
- Country/Region *
United States of America
- State/Province *
Nevada
- Zip/Postal Code *
89178
- Phone Number *
7024558045
- Email *
amara.vigil@clarkcountynv.gov

A yellow "Next" button is highlighted at the bottom right of the form. A "Cancel Order" link is at the bottom left.

Your Order

Total amount	\$137.90
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- B. Please complete the "Routing Number", "Account Number", "Check Number" (If applicable), and select the "Account Type" and click "Next"

The screenshot shows the "Payment" tab selected in the navigation bar. The main content area is divided into two sections: "Payment Details" and "Your Order".

Payment Details (Required fields marked with an asterisk):

- Routing Number *
|
- Account Number *
1111111111111111
- Check Number
- Account Type *
Checking

A yellow "Next" button is highlighted at the bottom right of the form. A "Back" button is at the bottom left. A "Cancel Order" link is at the bottom left.

Your Order

Total amount	\$137.90
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Attached is an information sheet on where to find the above information on your checks.

C. Review your order and select "Pay." Your Receipt will be emailed to the Email Address Provided.

Review your Order

Billing Address

Clark County Building
4701 W. Russell Road
Las Vegas
Nevada
89178
United States of America

Payment Details

Routing Number xxxxx6547
Account Number xxxxxxxxxxx1111
Account Type Checking

Your Order

Total amount \$137.90

By clicking Pay, I agree to the [Electronic Check Terms & Conditions](#)

[Back](#)

[Pay](#)

[Cancel Order](#)

Paying Via Credit Card:

- A. You will be directed to a secure website where you will enter your billing information. Once complete please select “Next”

The screenshot shows a web browser window with the URL <https://secureacceptance.cybersource.com/billing>. The page has a navigation bar with tabs for Billing, Payment, Review, and Receipt. The Billing tab is active. The main content area is divided into two sections: Billing Information and Your Order. The Billing Information section contains the following fields: First Name * (required), Last Name * (required), Building, Company Name, Address Line 1 * (4701 W. Russell Road), City * (Las Vegas), Country/Region * (United States of America), State/Province * (Nevada), Zip/Postal Code * (89178), Phone Number * (7024558045), and Email * (amara.vigil@clarkcountynv.gov). A yellow Next button is located at the bottom right of the Billing Information section. A Cancel Order link is at the bottom left. The Your Order section shows a Total amount of \$137.90.

- B. On the next screen, enter your credit card information (please note credit card fees do apply) and click “Next”.

The screenshot shows the Payment Details form on the same website. The Payment tab is active. The main content area is divided into two sections: Payment Details and Your Order. The Payment Details section contains the following fields: Card Type * (required), Card Number *, Expiration Date *, and CVN *. The Card Type field has radio buttons for Visa and Mastercard. The CVN field has a note: "This code is a three or four digit number printed on the back or front of credit cards." A red arrow points to the yellow Next button at the bottom right of the Payment Details section. A Back button is at the bottom left. A Cancel Order link is at the bottom left. The Your Order section shows a Total amount of \$1,000.00.

C. Review your order and Click Pay. A receipt will be emailed to the Email Address on File.

Review your Order

Billing Address

Clark County Building
4701 W Russell Road
Las Vegas
Nevada
89118
United States of America

Payment Details

Card Type	Visa
Card Number	xxxxxxxxxxxx3302
Expiration Date	09-2021

Your Order

Subtotal	\$1,000.00
Service fee	\$21.20
Total amount	\$1,021.20

By clicking Pay, I agree to the [Service Fee Terms & Conditions](#)

[Back](#)

[Cancel Order](#)

Pay

ACH Debit Block WARNING

If you intend to make payments using Check (ACH) payments you must provide your bank the following ACH Company ID's listed below. This will allow payments being presented for payment to process and not be blocked by your banks ACH Fraud Prevention Filters.

Name	ACH Company ID	Routing #
Dept of Admin Svc-Pub Res Offc	5886000028	121000248
Dept of Comprehensive Planning	4886000028	121000248
Building Department	3886000028	121000248
Fire Prevention Bureau	2886000028	121000248

ACH Debit Block WARNING (CCPRO)

If you intend to make payments using Check (ACH) payments you must provide your bank the following ACH Company ID's listed below. This will allow payments being presented for payment to process and not be blocked by your banks ACH Fraud Prevention Filters.

Name	ACH Company ID	Routing #
Dept of Admin Svc-Pub Res Offc	5886000028	121000248

ACH Debit Block WARNING (CompPlanning)

If you intend to make payments using Check (ACH) payments you must provide your bank the following ACH Company ID's listed below. This will allow payments being presented for payment to process and not be blocked by your banks ACH Fraud Prevention Filters.

Name	ACH Company ID	Routing #
Dept of Comprehensive Planning	4886000028	121000248

ACH Debit Block WARNING (Building)

If you intend to make payments using Check (ACH) payments you must provide your bank the following ACH Company ID's listed below. This will allow payments being presented for payment to process and not be blocked by your banks ACH Fraud Prevention Filters.

Name	ACH Company ID	Routing #
Building Department	3886000028	121000248

ACH Debit Block WARNING

If you intend to make payments using Check (ACH) payments you must provide your bank the following ACH Company ID's listed below. This will allow payments being presented for payment to process and not be blocked by your banks ACH Fraud Prevention Filters.

Name	ACH Company ID	Routing #
Fire Prevention Bureau	2886000028	121000248