

## Online Payment FAQs

### Online Utility Billing Payments

For the various ways to make payments towards your Utility Bill including online using a credit card, 800 number 24 hours a day 7 days per week, or automatically from your checking or savings account, click [here](#).

### Online - Pay your Court Traffic Ticket Online

You may make payment on a Municipal Court citation, including traffic tickets, on-line with your MasterCard or VISA credit card using [CourtPaymentOnline](#). Or if you prefer, you can pay by calling 1-800-701-8560 24 hours a day, 7 days a week (a "live" person is available if you call between 8am to 6pm EST). As with the Online service, you will need to have the Citation Number handy.

### Online Business Licensing Payments

Please find answers to some of the most frequently asked questions for business owners who are trying to use the City's new online payment system. If you can think of additional questions to add to this list, please tell us by completing this [contact form](#). Thank you.

QUESTION: HOW DO I LOGIN?

ANSWER: Go to <http://westlinnoregon.gov/login> and type in you email address and password.

QUESTION: WHAT IS MY USERNAME?

ANSWER: A separate user id is not required for login. You can login using your email address.

QUESTION: HOW DO I REQUEST A NEW PASSWORD?

ANSWER: Go to <http://westlinnoregon.gov/user/password>, type in your email address, and further instructions will be sent to you via email.

QUESTION: HOW DO I CHANGE MY PASSWORD?

ANSWER: First you need to be logged in. If you are not logged in please see "How do I login?" above. After logging in go to your My West Linn page at <http://westlinnoregon.gov/mywestlinn> and click on the "Change your password" link that is located under the My Account section of the page

QUESTION: HOW DO I CHECK ON THE STATUS OF MY APPLICATION

ANSWER: Login to the website, go to your personalized My West Linn page (<http://westlinnoregon.gov/mywestlinn>), and click on the "View/renew your licenses" link under the My Dogs section or the My Business section.

QUESTION: HOW DO I DOWNLOAD AND PRINT MY BUSINESS LICENSE?

ANSWER: First wait for a confirmation email that your business license is complete. You can then login, go to your My West Linn Page (<http://westlinnoregon.gov/mywestlinn>) and click on the "View your business license" link that is located in the "My Business" section of the page, then click on the "Download your business license as a PDF document" link.

### Web Links

[Utility Billing & Related Info.Utility Rates](#)

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