City of Hillsboro Online Payment System:
Directions to Set Up a New Online Account

Follow these steps to set up a new online account to pay your monthly City utility bill online.

Find Your Account Number & Customer Number

1. To create a new account in the City's new payment system, you will need your Account Number and Customer Number.

2. The numbers can be found on the upper-right hand corner of your paper utility bill.

3. You can also contact the City Utility Bill Group at 503-681-6163 or UB@Hillsboro-Oregon.gov to request your account information.

Create an Online Account

1. Visit https://ipn2.paymentus.com/cp/hbor

2. In the "Login" box, click on "Register Now"

3. In the "New Account Information" box, enter your email address, password, name, phone number, mobile number, zip, and answer any security questions.

4. Click "Enroll"

5. You are now on the main page of your Customer Portal, and have several options on the left hand side bar:

   o **Accounts**: Shows amount due, payment method, past payments, and bills
   o **Pay My Bill**: Select the account you want to pay, add a payment method, and change the payment amount
   o **AutoPay**: Set up Automatic Payments based on how you want to pay
   o **Bill History**: View prior bills
   o **Payment History**: View payments made on account
   o **My Wallet**: Add different payment methods E-check, credit and debit cards
   o **My Profile**: Update email, reset password and change security questions

6. On the Customer Portal main page under the "Add Account" box, enter your Account Number and Customer Number. As a reminder, both of these numbers can be found on the upper-right hand corner of your paper City utility bill.

7. Read the Payment Authorization Terms, and click the "I agree to the Payment Authorization Terms" box

8. Click "Add Account."

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