City of Box Elder

Civic Access Guide – Paying Fees

The fees paid through the Civic Access portal can vary depending on the application you are submitting. We'll discuss in this guide how to pay those fees if they appear at application, or when you receive an email stating you have fees to pay (potentially any point after application).

Adding Fees to the Cart

There are different options for either paying your fees immediately or adding fees to the cart similar to other ecommerce websites. Options 1 and 3 will allow for adding fees to the cart while options 2 and 4 will allow you to pay those fees instantly.

OPTION 1 - If an application was just submitted, the first screen you will be presented with is a confirmation page

2. Click the Add to Cart button to place these fees in your shopping cart
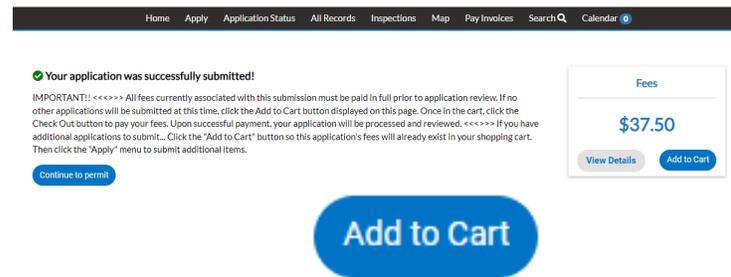
OPTION 2 – After navigating to your record from the All Records menu, select the Summary tab

Under the Available Actions tab click the Pay Now button

Click Pay Now from the Invoice screen and provide your credit card information on the screen that follows

For further assistance with online services, please contact staff directly by calling 605-923-1408
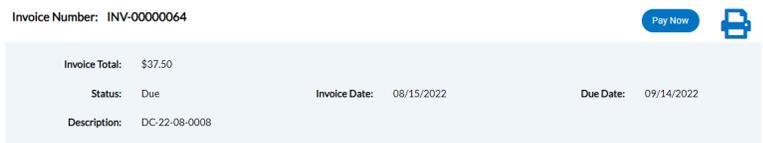
OPTION 3 – After navigating to your record from the All Records menu, select the Fees tab (which will be highlighted with an exclamation mark)

Summary   Locations   Fees ❗   Inspections   Attachments   Contacts   Sub-Records   More Info

Use the Remaining Fees section to review invoices and associated fees

Remaining Fees			Sort	Fee
Fee	**Invoice**	**Computed**	**Amount Due**	
Engineering Application	INV-00000064	$37.50	$37.50	

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When ready to add invoiced fees to cart, click the Add to Cart button in the Fee Summary section

Fee Summary | Remaining Fees | Paid Fees | Next Tab | Permit Details | Main Menu
Fee Summary

Total Fees:	$37.50	Paid Fees:	$0.00	Unpaid Fees:	$37.50	Add to Cart

OPTION 4 – Also available is the Pay Invoices menu that allows for searching for outstanding fees with the use of an invoice number.
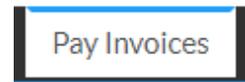
Pay Invoices

In the search box, place the desired invoice number and click Search

Invoice Search

Search for invoices using entire invoice number, including any prefixes or suffixes   🔍 Search

If the number matches up with an invoice in the system, the search page will refresh to that invoice page

Invoice Number: INV-00000018   Pay Now 🖨
Invoice Total: $81.00
Status: Due   Invoice Date: 08/15/2022   Due Date: 09/14/2022
Description: NONE

Primary Fees Misc Fees Payments Attachments Contacts

Primary Fees   Sort Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
Building Permit	$75.00	$75.00	BRES-22-08-00006	Permit	
DBPR Surcharge	$2.00	$2.00	BRES-22-08-00006	Permit	Florida Statute 468.631
DEO Surcharge	$2.00	$2.00	BRES-22-08-00006	Permit	Florida Statute 553.721
Training Surcharge	$2.00	$2.00	BRES-22-08-00006	Permit	

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Click the Pay Now button

Pay Now

Paying Fees in the Shopping Cart

If you plan on submitting more than one application, the Civic Access portal will allow you to add multiple fees to your shopping cart before processing the payment. The below instructions assume you have already performed the steps in the above section for adding those fees.

1. Next to the profile drop-down in the upper right side of any Civic Access screen, click the number located next to the shopping cart

OnlineServices ▾   🛒 1

2. Use the Shopping Cart screen to review all fees for payment and then click either of the Check Out buttons

Shopping Cart

Total $37.50
Check Out

Invoice: INV-00000064   Description: DC-22-08-0008
Due Date: 09/14/2022

Case Number	Project	Case Address	Amount Due
DC-22-08-0008		10605 COCONUT BLVD PBG FL 33412	$37.50

$37.50
Remove
Top | Main Menu

Total $37.50
Check Out

3. On the payment screen click the Choose Payment Method button

4. Complete all fields in the credit card pop out screen of the MyGovPay payment page

5. Click the Continue button

6. Click Pay Now to process payment

7. Click the Continue to Site button to return to Civic Access

8. The next screen presented is the Civic Access confirmation screen

9. If you wish to access your record, click the All Records Menu at the top and navigate back to your record
There may be a 1–2-minute delay from the payment processor before your record reflects this payment

For further assistance with online services, please contact staff directly by calling 605-923-1408