



Web Payment Portal Tips

Some of our customers have experienced challenges accessing and using our web payment portal. We understand this can be frustrating and are here to help. If you experience difficulty accessing the online payment portal, try these tips:

- **Ensure that you are using the new account number found on your current bill.**

On January 1st, 2023, we launched a new billing system that required our customers to be assigned new account numbers. Ensure you are using your new account number, which can be found at the top and bottom of the front page of your December 2022 or later bill. Your new account number is made up of only numbers, no letters.

UTILITY SERVICES STATEMENT			
Customer Name	Account Number	Service Address	Statement Date
Jane Muroc	12345678	1234 Rosamond St	11/30/2022

3179 35th St. West
Rosamond, CA 93560

Rosamond Community Services District

ACCOUNT NUMBER: 12345678

SERVICE ADDRESS: 1234 Rosamond St

- **Try using the Google Chrome web browser to access the site.**



Different web browsers can display and interact with webpages differently. We have tested several web browsers and recommend Google Chrome for accessing our website and web payment portal. Chrome is free and can be downloaded from:

<https://www.google.com/chrome/>

- **Clear the cached images and files from your web browser**

If you are still having trouble accessing our web payment portal after following the tips above, try clearing your web browser's cache. These are files your browser has downloaded and reuses to help web pages load faster. Clearing your cache should not delete your history, passwords, or log you out of accounts.

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How to clear your browser's cache using Google Chrome

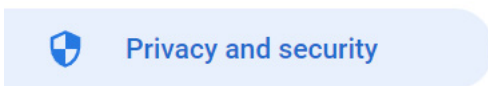
1. Open Google Chrome and click the three small gray dots in the top right corner.



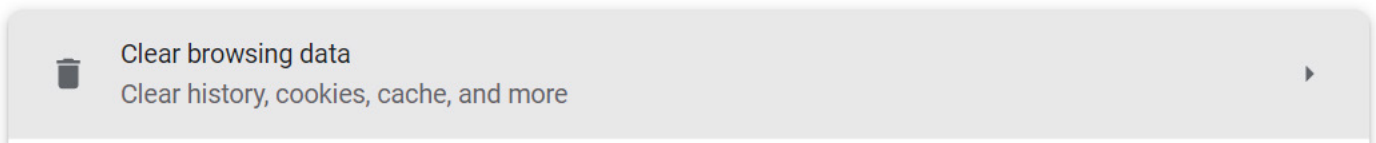
2. Click on Settings



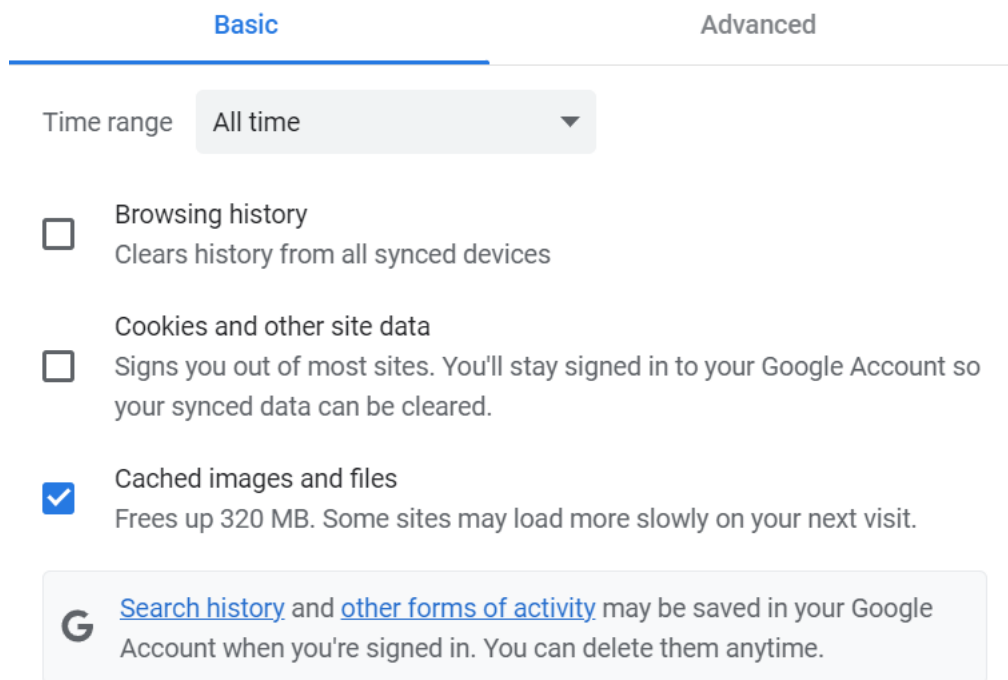
3. Click Privacy and security



4. Click Clear browsing data



5. Under the Basic tab, uncheck Browsing history and Cookies and other site data, so Caches images and files is the only box checked



6. Click the blue Clear data button

