

Problems signing on to Online Utilities Bill Payment web site

We have a few customers when they try to log in the screen is just cleared and brought back to the same page.

We suggest that you check your spy ware, ad ware, firewalls and other security, and spam blockers on the computer you are using to make the online payment. Several customers have identified downloaded toolbars as their source of the login problem.

There is some block in the Internet Settings which does not allow this web site to be used on all desktops; this is quickly resolved when the customer adds the web site to their Managed Sites list on the Internet Options. The web site uses cookies so it has to be allowed on your desktop. Here are the steps to do this.

1. Open **Internet Explorer**.
2. Click on **Tools** (top menu bar)
3. Scroll down to and click on the **Internet Options**.
4. Select the **Privacy** tab.
5. Click on **Sites** (or it may say **Websites**, and then click on **Edit**).
6. In the **Address of Web site** box, **enter** in the address exactly as it is here:
<https://click2gov.cctexas.com/Click2GovCXP/Index.jsp>
7. Select **Allow**.
8. Select **OK** all the way through the rest of the boxes.
9. **Close** your Internet Explorer **and reopen**.
10. **Go** to <https://click2gov.cctexas.com/Click2GovCXP/Index.jsp> and you should now be able to login.

In most cases this is not a fault with the system, but with a setting on the individuals' computer which is not allowing access to the website. The above steps should resolve this.

If you are still unable to sign in to your account after going through the above checklist, you may want to try making a payment through our **Automated Telephone System**. The service is free of charge and available 24 hours a day. The number to call is **(361) 885-0751** there is no need for pre-registration, all you need is your account number and credit card details.