

Problems with the City’s Online Payment System? Please Read!

In an effort to ensure the security of our customers using the online utility payment system, the City of Statesville must undergo a required update to its system. This is not just a City of Statesville change, every website that transmits or processes credit card data must make this change.

This will affect very few customers, but if you are making a payment and get a message that the transaction cannot be completed, here are some options:

1. Update your web browser. You can download the newest version of the most popular browsers below. Follow the instructions presented by each web service provider:

- Google Chrome Version 30 or newer
- Mozilla Firefox Version 27 or newer
- Apple Safari Version 7 or newer
- Microsoft Internet Explorer Version 11 or newer

2. Enable TLS 1.2. Check to see if your PC/browser settings support TLS 1.2 (Transport Layer Security.). To enable TLS 1.2, please select the browser that you are using to connect to the City of Statesville Online Payment System and follow the instructions.

Internet Explorer

1. Open Internet Explorer
2. Click Alt T and select “Internet Options”.
3. Select the “Advanced” tab.
4. Scroll down to the “Security” section.
5. Locate and check “Use TLS 1.2”.
6. Then, press the “OK” button.

Google Chrome

1. Open Google Chrome
2. Click Alt F and select “Settings”.
3. Scroll down and select “Show advanced settings...”
4. Scroll down to the Network section and click on “Change proxy settings...”
5. Select the “Advanced” tab.
6. Scroll down to the “Security” section.
7. Locate and check “Use TLS 1.2”.
8. Then, press the “OK” button.

FireFox:

1. Open FireFox
2. Type in “about:config” in the URL bar and press Enter
3. Scroll down to “security.tls.version.max” and press enter
4. Set the value to 3
5. Then, press the “OK” button.

Opera:

1. Open Opera
2. Click Ctrl+F12
3. Click on “Security”
4. Click on “Security Protocols...”

5. Check on “Enable TLS 1.2”
6. Press the “OK” button.
7. Then, press the “OK” button.

Safari:

There are no options for enabling SSL protocols. If you are using Safari version 7 or greater, TLS 1.2 are automatically enabled.

3. Pay-By-Phone: You may also use the Automated Pay-By-Phone System while you are updating your browser. It’s fast, easy and free. You must have your account number and credit/debit card information to process the payment.

- Call 704-878-3564
- Follow the prompts to determine English (1) or Spanish (2)
- Push 1 to make a payment