

How to Log In for Online Payments

There are two ways to access your account:

1. If you have previously registered, you will use your email and password in the upper right hand corner under Sign In.

If you have forgotten your password, select Sign In and then select “Forgot Your Password” under the blue Sign In box. They will email you a link for a new password.

2. If you have not previously registered, enter your account number:
 - a. **Only enter the five digits to the left of the dash** as it appears on your bill.
 - i. If your account number appears as 05217-36 on your bill, enter only the 05217) and
 - b. **A portion of your name** (3 consecutive letters as they appear on your bill).

If you have registered previously, select Sign In and enter your email and password from here.

The screenshot shows the Town of Salem InvoiceCloud portal. The browser address bar displays the URL: invoicecloud.com/portal/(S(fmad3drzgkz412eez3qbr0yrl))/2/customerlocator.aspx?iti=42&bg=d8dddbb0-7ebd-40dd-a736-3e7c09f6b2ad&vsii=104&return=Site.aspx%3fG%3d88f2d39b-66d4-49c. The page has a header with the Town of Salem logo and navigation links: Sign In, Contact Us, and a list of quick links (Apps, IC-Home, 192.168.0.9/i450/a..., N_SIGHT PLUS, IC-Biller Prtl, WS-Dashboard-em..., WS - Customer Portal, TOS Website, User acct/TOS Web, Salem to IC link, USPS, USA C). The main content area is titled 'Please Locate Your Account' and includes a 'Return to previous page' link. Below the title, it says 'Water/Sewer Utility Bill' and 'Search our files for your invoices using the fields below. Required fields are marked with a *.' There is a link for 'Need help finding your invoice?'. Two input fields are present: 'Account Number *' and 'Customer Name *'. A 'Search Invoices' button is at the bottom. A blue arrow points to the 'Sign In' link in the top right corner, and another blue arrow points to the 'Account Number' input field.

If you have not registered in the past, enter your account number and a portion of your name to the left from here.

Below is a sample of screen filled in correctly.

Please Locate Your Account


Water/Sewer Utility Bill

Search our files for your invoices using the fields below. Required fields are marked with a *.

[Need help finding your invoice?](#)

Account Number *

Customer Name *

 Search Invoices

Select Search Invoices.

Please note that there may be more invoices outstanding than what shows on the first page.

Instructions for how to Pay your Invoice(s) can be found [here](http://www.salemnh.gov/paybillsonline) (www.salemnh.gov/paybillsonline).