

Revenue Recovery Online Portal Self Help Guide

Revenue Recovery Online Portal will give you the ability to set up payment reminders for already established payment plans, set up to receive paperless billing via email and also the ability to view previous statements, payment history and a link to make your payments. Payment arrangements cannot be set online, you will need to contact Revenue Recovery directly at (916) 875-7589 to set up payment arrangements.

Register to Create a Profile

- Register and create a profile before you can login.
- If you have a current profile for My Utilities, the Username or email address and password may be used to login to the Revenue Recovery Portal
- To create a profile, click the register button at the bottom of the screen
- A username will need to be created
- Complete all the fields then select the 'Register' Button
- Once registration is complete you can log in with the Username and Password created.

Log In

Your Single Sign On profile allows you to access the following County of Sacramento services: My Utilities and Revenue Recovery Online.

Username or email address

Password

Remember me [Forgot Password?](#)

* If you do not currently have an on-line profile, please click the "Register" link below to create your online access.

[Log In](#)

New user? [Register](#)

Linking Accounts

- In order to allow access to the account, your DRR account number must be linked to the profile by entering the account number, last 4 digits of your SSN, and Date of Birth (mm/yyyy) associated to the account.

If you are unable to link your account, contact Revenue Recovery at (916)875-7589

Revenue Recovery Online

HOME MY PROFILE FAQ CONTACT US LOG OUT

Manage Revenue Recovery Account(s)

WELCOME to the Revenue Recovery Online Portal!
The Revenue Recovery Online Portal allows you to view your Revenue Recovery billing history, make payments, enroll in paperless billing and set payment reminders.

Link a Revenue Recovery Account
To start, link your Revenue Recovery account by entering your Account Number, the last 4 digits of your social security number and the month and year of your date of birth.

i Add your Revenue Recovery account to get started.

* Account Number ?

* Last 4 of SSN

*
Date of birth (mm/yyyy)

Account Found, please click Link to continue

If you are unable to link your account [Contact Us](#).

Pay now
View payments
View billing history
Revenue Recovery account(s)
Set reminders
Go Paperless

Revenue Recovery (916) 875-7589
Monday - Friday

- After account number, last 4 of SSN and DOB (mm/yyyy) has been entered, a message appears saying 'Account Found, please click link to continue'.
- After clicking Link, a window appears asking to authorize linking account to the profile. Click 'Submit' to Continue.

Link Account Details

I authorize linking this account to my profile.

12345678

How did you hear about us?

County Website

- A confirmation email is sent to the email address on file confirming that the account has been linked to the profile.
- Once the account has been linked, select your account number and you will be redirected to the home page.
- If you have more than one account linked to your profile, use the drop down box in the top left hand corner to navigate between the accounts.
- Only accounts that share the same SSN and Date of Birth can be linked to the same profile.

Revenue Recovery Online

HOME MY PROFILE FAQ CONTACT US LOG OUT

Account Overview Hi Kim

Account 12345678

Your account is past due. Please pay immediately to avoid further action or contact our office at (916) 875-7589 to set payment arrangements.

Billing

Statement Date 04/23/2021

Account Balance \$467.00

Amount Due \$300.00

Due Date 05/10/2021

Go Paperless View Statement

Total Due \$300.00 **DUE NOW**

- Pay now
- View payments
- View billing history
- Revenue Recovery account(s)
- Set reminders
- Go Paperless
- Revenue Recovery (916) 875-7589
- Monday - Friday 7:30 am - 5:00 pm
- Contact Us

Home Screen

- The home screen will show the information from the last statement date, total account balance, amount due and due date. Click the 'DUE NOW' to make a payment or to see payment options.
- On the right hand corner of the Home screen are the following options:
 - o Pay now
 - o View Payments
 - o View billing history
 - o Revenue Recovery account(s)
 - o Set reminders
 - o Go Paperless
 - o Revenue Recovery Contact Information

Revenue Recovery Online

HOME MY PROFILE FAQ CONTACT US LOG OUT

Pay Now

Account 12345678

Your account is past due. Please pay immediately to avoid further action or contact our office at (916) 875-7589 to set payment arrangements.

To keep your account current, the full payment due must be posted to the account by the due date on the billing statement. **There is no grace period.**

- Debit card, credit card, or electronic check payments may take 3-5 business days to post.
- Revenue Recovery accepts payments from third-parties. For example, a friend or relative may bring in, mail, or use their credit card to make a payment on your account. They will need your Revenue Recovery (DRR) account number.
- Any form of payment paid to Revenue Recovery and dishonored for any reason will be assessed a \$53.00 dishonored payment fee.

Account Balance: \$467.00

Amount Due: \$300.00

Date Due: 05/10/2021

Pay with Credit Card or E-Check

Credit Card and E-Check payments processed by Payment Express.

A \$2.50 processing fee is required for credit card transactions; a \$0.95 processing fee is required for E-Check transactions.

Pay with Credit Card or E-Check

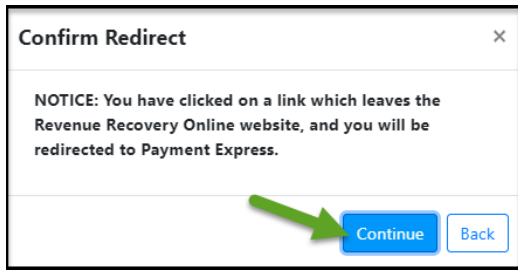
Other Payment Options

- Pay at County Office – Cash, Check, Money Order/Cashier's Check, Debit Card and Credit Card
- Pay with Cash at CVS or 7-Eleven – Get a PayNearMe barcode to make a cash payment at these retail establishments
- Pay by Mail – Check or Money Order/Cashier's Check
- Pay by Phone – Credit Card or E-Check (844) 428-5629

- Pay now
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Pay Now

- Confirm the account number you would like to make a payment on
- Click 'Pay with Credit Card or E-Check' to make a payment online
- Confirm that you will be redirected to Payment Express by clicking 'Continue'



- o A new window opens up to Payment Express where the account number and name is already populated. Click 'Pay Now' to make a payment.

View Payments

- Shows the last 10 payments received within the last 12 months only
- Selection can be made at the bottom selecting to show 5 or 10 items per page



Revenue Recovery Online

HOME MY PROFILE FAQ CONTACT US LOG OUT

Payment History

Account 12345678

Your payment history for the last 12 months for each account linked to your profile.

Account 12345678

Payment Date	Amount	Payment Type
11/12/20	\$50.00	Credit Card
10/13/20	\$50.00	Credit Card

Items per page: 10 1 - 2 of 2 < >

- Pay now
- View payments**
- View billing history
- Revenue Recovery account(s)
- Set reminders
- Go Paperless

Revenue Recovery (916) 875-7589
Monday - Friday
7:30 am - 5:00 pm
[Contact Us](#)

View Billing History

- Shows statements and billing notices for the last 12 months only
- Only shows 10 items per page
- Shows date of the statement
- Due date of the statement
- Amount due of the statement
- Allows to view a copy of any statement by clicking the red Adobe icon
- Opens the statement in a new window, gives options to print or download page
- Populates with the last date statement was viewed

Revenue Recovery Online

HOME MY PROFILE FAQ CONTACT US LOG OUT

Billing History

Account: 12345678

Your Billing History will display initial billing notices and statements generated within the past 12 months.

Account: 12345678

Date	Due Date	Amount Due	Billing Type	View Billing	Date Viewed
04/23/2021	05/10/2021	\$300.00	Statement		06/21/2021
03/23/2021	04/10/2021	\$250.00	Statement		06/23/2021
02/23/2021	03/10/2021	\$200.00	Statement		
01/23/2021	02/10/2021	\$150.00	Statement		
12/23/2020	01/10/2021	\$100.00	Statement		
11/23/2020	12/10/2020	\$50.00	Statement		
10/23/2020	11/10/2020	\$50.00	Statement		
09/23/2020	10/10/2020	\$50.00	Statement		
09/23/2020	10/10/2020	\$50.00	Statement		
09/11/2020	10/10/2020	\$50.00	Billing Notice		06/23/2021

Items per page: 10 1 - 10 of 10

Pay now
View payments
View billing history
Revenue Recovery account(s)
Set reminders
Go Paperless

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Monday - Friday 7:30 am - 5:00 pm
Contact Us

Statements can only be viewed after they are generated. When enrolled in paperless billing an email is sent when the statement is available to be viewed

Revenue Recovery Account(s)

- Manage accounts linked to profile
- Link additional accounts or Remove accounts (unlink)
- List of accounts linked to profile

Revenue Recovery Online

HOME MY PROFILE FAQ CONTACT US LOG OUT

Manage Revenue Recovery Account(s)

Link or Unlink Revenue Recovery Accounts

The Revenue Recovery Online Portal allows you to view your Revenue Recovery billing history, make payments, enroll in paperless billing and set payment reminders.

[Link Another Account](#) [Remove Account\(s\)](#)

Account Number

12345678

Pay now
View payments
View billing history
Revenue Recovery account(s)
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Go Paperless

Revenue Recovery (916) 875-7589
Monday - Friday 7:30 am - 5:00 pm
Contact Us

Set Reminders

- Click the turn on button to set payment reminders
- Select how many days before the due date to receive payment reminder
- Select reminder preference
- A confirmation box appears after hitting 'Submit' to confirm your selection
- A follow up confirmation email is sent to the email on file confirming that payment reminders have been set with a link to the portal and Revenue Recovery contact number to call with any questions
- To turn off payment reminders, click the turn off button
- A green message appears that says 'You have turned off Payment Reminders'

Revenue Recovery Online

HOME MY PROFILE FAQ CONTACT US LOG OUT

Payment Reminders

Account: 12345678

One of your accounts is past due. Please pay immediately to avoid further action or contact our office at (916) 875-7589 to set payment arrangements.

Payment Reminder Settings

X OFF Set up payment reminders and receive an email reminder to view and pay your bill.

Turn ON

Payment is Due Reminder.

Days before the due date: 7

Reminder preference: email

Submit Cancel

Pay now

View payments

View billing history

Revenue Recovery account(s)

Set reminders

Go Paperless

Revenue Recovery (916) 875-7589

Monday - Friday 7:30 am - 5:00 pm

Contact Us

Go Paperless

- Click the turn on button to enroll the account in paperless statements
- A message appears confirming "You have enrolled in Paperless Statements"
- A confirmation email is sent to the email on file explaining the process.

Revenue Recovery Online

HOME MY PROFILE FAQ CONTACT US LOG OUT

Paperless Statements

Account: 12345678

Your account is past due. Please pay immediately to avoid further action or contact our office at (916) 875-7589 to set payment arrangements.

Paperless Statement Settings

X OFF You are not enrolled in paperless statements. Go Paperless and receive your statements by email.

Turn ON

Pay now

View payments

View billing history

Revenue Recovery account(s)

Set reminders

Go Paperless

Revenue Recovery (916) 875-7589

Monday - Friday 7:30 am - 5:00 pm

Contact Us

(Once enrolled in paperless, all Statements and Initial Billing Notices will no longer be mailed, an email will be sent to the email address on file when a new statement is available to view)

- To turn paperless billing off, click the turn off button.
- A new window will open asking to select any option that applies
 - o I prefer to get my statement in the mail
 - o I am not receiving my paperless statements in my inbox or junk folder
 - o I often forget to pay without the paper statement
 - o I have trouble logging in
 - o I don't want to pay the service charge for credit card payments
 - o A box to add additional details
- After selecting an option, a green message appears that says 'You have turned off Paperless Statements'
- A confirmation email is sent to the address on file that says the paperless statements have been cancelled.

The screenshot displays the 'Revenue Recovery Online' interface. At the top, there are navigation links: HOME, MY PROFILE, FAQ, CONTACT US, and LOG OUT. The main heading is 'Paperless Statements'. Below this, the account number '12345678' is shown. A blue information box states: 'Your account is past due. Please pay immediately to avoid further action or contact our office at (916) 875-7589 to set payment arrangements.' A green success message says: 'You have enrolled in Paperless Statements.' Under 'Paperless Statement Settings', there is a toggle switch currently set to 'ON' and a 'Turn OFF' button with a green arrow pointing to it. The text below the toggle says: 'You are enrolled in paperless statements. Your statement will be sent to the following email address: densonk@saccount'. A modal window is open, titled 'Please select an option to cancel paperless statements. Select all that may apply:'. It contains several radio button options: 'I prefer to get my statement in the mail', 'I am not receiving my paperless statements in my inbox or junk folder', 'I often forget to pay without the paper statement', 'I have trouble logging in', and 'I don't want to pay the service charge for credit card payments'. There is also an 'Additional Details' text area and 'Submit' and 'Cancel' buttons. On the right sidebar, a red box highlights the 'Enrolled in Paperless' status, with other options like 'Pay now', 'View payments', 'View billing history', 'Revenue Recovery account(s)', 'Set reminders', and 'Revenue Recovery (916) 875-7589'.

My Profile

- Manage Revenue Recovery Online Account
 - o Use this to link multiple accounts to your profile, or remove link to accounts
- Edit Account and Password
 - o Use this to change Username, Password, email address or phone number
- Payment Reminders
 - o To set payment reminders
- Paperless Billing
 - o To enroll in Paperless billing

The screenshot shows the 'Revenue Recovery Online' website with the 'MY PROFILE' tab selected in the navigation bar. The page title is 'My Profile'. There are four main sections for profile management: 'Manage Revenue Recovery Online Account', 'Edit Account and Password', 'Payment Reminders', and 'Paperless Billing'. On the right side, there is a sidebar with utility links: 'Pay now', 'View payments', 'View billing history', 'Revenue Recovery account(s)', 'Set reminders', and 'Enrolled in Paperless'. At the bottom right, there is contact information for Revenue Recovery, including the phone number (916) 875-7589, hours of operation (Monday - Friday, 7:30 am - 5:00 pm), and a 'Contact Us' link.

Revenue Recovery Online

HOME **MY PROFILE** FAQ CONTACT US LOG OUT

My Profile

[Manage Revenue Recovery Online Account](#)
Have multiple accounts? Link them into one profile to manage payments and notifications.

[Edit Account and Password](#)
Manage the password and security questions you use to sign in to your account.

[Payment Reminders](#)
Set up a friendly bill payment reminder.

[Paperless Billing](#)
Enroll in paperless billing.

- Pay now
- View payments
- View billing history
- Revenue Recovery account(s)
- Set reminders
- Enrolled in Paperless

Revenue Recovery
(916) 875-7589
Monday - Friday
7:30 am - 5:00 pm
[Contact Us](#)

FAQ

- Frequently Asked Questions

Contact Us

- Lists hours of operation
- DRR email address for correspondence
- Individual phones numbers for Collections, Spanish, Victim Restitution, Refunds, Bankruptcies/Legal Unit & fax numbers

The screenshot shows the 'Revenue Recovery Online' website. At the top, there is a dark blue header with the title 'Revenue Recovery Online' and a navigation menu with links for 'HOME', 'MY PROFILE', 'FAQ', 'CONTACT US' (highlighted in red), and 'LOG OUT'. Below the header, the page title 'Contact Us' is displayed. The main content area contains the following text: 'When contacting Revenue Recovery, be prepared to provide your DRR account number and daytime phone number.' It lists 'Hours: 7:30 AM - 5:00 PM, Monday - Friday (except holidays)' and 'Email: DRRMail@saccounty.net'. A section titled 'For specific questions:' lists several phone numbers for different services: Statements, payments, charges, etc. - (916) 875-7589; Spanish Line - (916) 875-7589 Press #1; Victim Restitution - (916) 875-7815; Refunds - (916) 875-7815; Bankruptcies/Legal Unit - (916) 875-0555; and Fax: (916) 854-9014 or (916) 854-9142. A note at the bottom of the main content area says 'For more information regarding making a payment, please refer to the [Pay Now](#) page.' On the right side, there is a vertical sidebar with several utility links: 'Pay now', 'View payments', 'View billing history', 'Revenue Recovery account(s)', 'Set reminders', and 'Enrolled in Paperless'. At the bottom of the sidebar, there is a contact card for 'Revenue Recovery (916) 875-7589' with the hours 'Monday - Friday 7:30 am - 5:00 pm' and a 'Contact Us' link.

Log Out

- Logs out of Portal & return to the Log in screen