

How to Schedule a Payment

G2G Cloud Solutions

Purpose

The purpose of this guide is to assist myG2G users in effectively managing scheduled payments. Users can utilize the scheduled payments feature to automate recurring transactions, view upcoming payments, and cancel scheduled payments when necessary. This guide provides step-by-step instructions on creating, viewing, and canceling scheduled payments, ensuring users can confidently manage their financial transactions within myG2G.

Tips

- When creating a scheduled payment, verify all details, such as the payment amount, frequency, and recipient, to avoid any errors.
- Regularly check the list of scheduled payments to ensure upcoming transactions are accurate and expected.
- If a scheduled payment is no longer needed or if the details need to be changed, be sure to cancel it promptly to prevent any unintended transactions.
- Keep the payment method and account information associated with scheduled payments up to date to avoid failed transactions.

Step-by-Step

To schedule a payment, From a web browser enter the following URL:
<https://www.oakgov.com/government/management-budget/reimbursement>

1. The following page should be displayed.
2. Click button, Make Scheduled (Recurring) Payments.

3. The follow page should be displayed.
 - Fill out the form with your credentials for your payment account.
 - Verify that your username is available.
 - Click, Register.

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4. A message of approval will show on screen. Clicking the Continue will bring you to the log in screen.

Access Oakland has approved your request for a Scheduled Payment account.

You will receive an e-mail with your login information within the hour. Please follow the instructions within the e-mail. Once you login, you will be required to change your password. Press Continue button to return to the logon page.

Scheduled Payment User Account Details

Username	AILEYL
First Name	Lonna
Last Name	Ailey
Email	oaktest@yahoo.com
Address Line 1	1200 N Telegraph Rd.
Address Line 2	
City	Pontiac
State	MI
Zip	48341
Phone	555-555-5555

Continue

5. Check your email inbox for the welcome email from G2G Cloud Solutions.
- Copy the temporary password.
 - Navigate to my.g2gcloud.com



G2G Cloud Solutions

From: donotreply@g2gcloud.com

To: oaktest@yahoo.com



Tue, Sep 3 at 4:57 PM ☆

myG2G Account Administration

G2G Cloud Solutions

Hello Lonna Ailey,

A new G2G Cloud Solutions account has been created for you. You can access this account at <https://qamy.g2gcloud.com>. Your temporary username and password is below. You will be prompted to change your password when you first login.

Username: AILEYL

Password: xmO7wYON

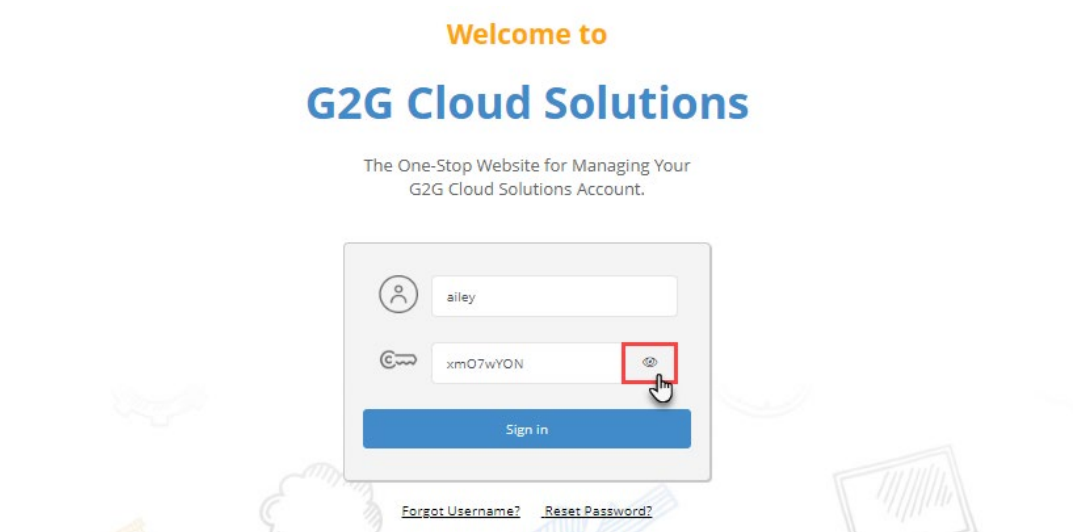
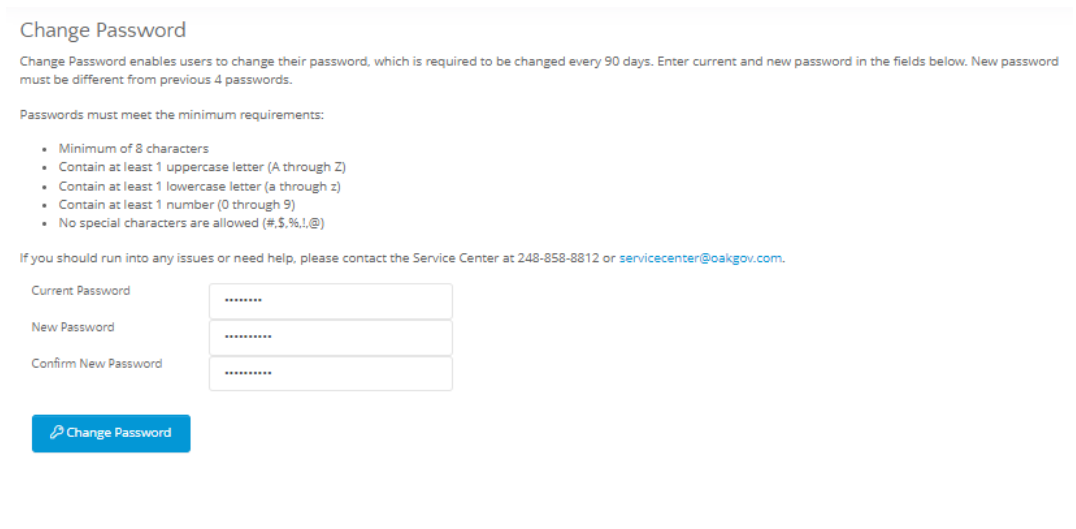

If you should have any issues with your account, please contact the Service Center at servicecenter@oakgov.com or 248-858-8812.

Regards,

G2G Cloud Solutions

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<p>6. The following page should be displayed.</p> <ul style="list-style-type: none">• Enter username and copy temporary password.• Click on the eye icon to view your password and confirm that you have entered it correctly.• Then, click "Sign In"	 <p>The screenshot shows the 'Welcome to G2G Cloud Solutions' page. It features a sign-in form with fields for username (filled with 'ailey') and password (filled with 'xmO7wYON'). A red box highlights the eye icon next to the password field, which is being clicked by a mouse cursor. Below the form is a blue 'Sign in' button. At the bottom, there are links for 'Forgot Username?' and 'Reset Password?'. The background has a light blue and white abstract design.</p>
<p>7. Upon signing in for the first time, you will be directed to change your password.</p> <ul style="list-style-type: none">• Copy the temporary password to Current Password field.• Create a unique password• Confirm the password• Click, Change Password	 <p>The screenshot shows the 'Change Password' page. It includes a heading 'Change Password' and a sub-heading 'Change Password enables users to change their password, which is required to be changed every 90 days. Enter current and new password in the fields below. New password must be different from previous 4 passwords.' Below this, it lists 'Passwords must meet the minimum requirements:' with a bulleted list: 'Minimum of 8 characters', 'Contain at least 1 uppercase letter (A through Z)', 'Contain at least 1 lowercase letter (a through z)', 'Contain at least 1 number (0 through 9)', and 'No special characters are allowed (#,\$,%,!,@)'. A note at the bottom says 'If you should run into any issues or need help, please contact the Service Center at 248-858-8812 or servicecenter@oakgov.com.' There are three password input fields labeled 'Current Password', 'New Password', and 'Confirm New Password', each with a masked password '*****'. A blue 'Change Password' button is at the bottom.</p>
<p>8. The home screen will be displayed, and a success message will briefly display.</p>	 <p>The screenshot shows the 'G2G Cloud Solutions' home screen. A dark sidebar on the left contains a menu with 'Home', 'Scheduled Payments', 'Profile', and 'Logout'. The main content area has the 'G2G Cloud Solutions' logo and the text 'To get started, choose from the options below.' Below this is a button labeled 'Scheduled Payments' with a hand cursor icon. A green success message banner at the top right says 'You have successfully updated your password.' The background is white with a light blue header bar.</p>

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<p>9. The Scheduled Payments screen will appear.</p>	<p>Attention! New Policies effective 10/01/22 could affect the balance you now owe to Reimbursement. Please contact our office prior to making a onetime payment or setting up a scheduled payment.</p> <p>Services are handled by phone, e-mail, mail, via on-line services and in person. For Circuit Court, please contact 248-858-0506 or e-mail reimbcircuit@oakgov.com. For Juvenile/Family Court, please contact 248-858-1130 or email reimbfamily@oakgov.com.</p> <p>To schedule a Scheduled payment, begin by selecting a product or service from the list below.</p> <div><div>Select a product to add ▼</div><div>Create</div></div> <p>Your Scheduled payments</p> <p>No Payments have been scheduled</p>
<p>10. Use the drop-down to select a product, then click Create.</p>	<p>Attention! New Policies effective 10/01/22 could affect the balance you now owe to Reimbursement. Please contact our office prior to making a onetime payment or setting up a scheduled payment.</p> <p>Services are handled by phone, e-mail, mail, via on-line services and in person. For Circuit Court, please contact 248-858-0506 or e-mail reimbcircuit@oakgov.com. For Juvenile/Family Court, please contact 248-858-1130 or email reimbfamily@oakgov.com.</p> <p>To schedule a Scheduled payment, begin by selecting a product or service from the list below.</p> <div><div><div>Select a product to add ▼</div><div>Select a product to add</div><div>Circuit Court Payment</div><div>Admin Payment</div><div>Family Court Payment</div></div><div>Create</div></div>

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11. The Scheduled Payment Registration Information screen will appear. Enter desired payment amount and all required information. Click **Submit**.



Scheduled Payment Registration Information

[Back To My Recurring Payments >](#)

Please enter scheduled payment registration information (Required fields are marked with an *).

Payment Option
☒ Credit Card ☐ Electronic Check

Customer Name :

Lonna Ailey

Payment Amount*:

45

Payment Description*:

Circuit Court Payment

Start Date*

09/05/2024

(MM/DD/YYYY)

Frequency *

Weekly

Total number of payments*

12

(0 until deactivated; weekly 52 payments; biweekly 26 payment; twice a month 24 payments; every four weeks 13 payments; monthly 12 payments; bimonthly 6 payments; quarterly 4 payments for a year.)

Additional Information
(Limit 400 characters)

Case Number 12345
(For example: Identify case number for Circuit Court & Admin Payment; children's name & case number for Family Court payment.)

Card Number *

41111111111111111111

Sample: 4123456789123456

Card Type *

Visa

Expiration Date *



Jan

2025

Security Code (CVV)*

111

3 or 4 digit code on card



The payment of: will be debited from your credit/debit card periodically as specified above, beginning on the above start date. You authorize Oakland County to debit your credit/debit card listed above for the payment amount. If this charge is dishonored, returned, or declined for any reason, your payment will be cancelled and you will be responsible for any returned item fee charged by the issuer of your credit/debit card. By checking the box and clicking the submit button below, you agree to the terms of this agreement and authorize this transaction from your credit/debit card. If you need to revoke this authorization at a later time, you may do so by logging in to Access Oakland with your customer id/password and selecting "My Recurring Payments" from the user menu.

☒ I accept the terms of this agreement.

Cancel

Submit

12. Scheduled Payment Confirmation will show. Click **Continue**.

Scheduled Payment Confirmation

[Back To My Recurring Payments >](#)

Thank you for setting up Recurring payments. Please print this page for your records.
Your payment number is: 4868925 Date: Sep 4, 2024

Billing Address
Lonna Ailey
1200 N Telegraph Rd.
Pontiac MI 48341
Phone: 555-555-5555

Payment Amount: \$45.00
Service Fee Amount: \$2.50
Payment Description: Circuit Court Payment
Start Date: 09/05/2024
Total Payments: 12
Pay period: Weekly
Active Indicator: Y

The payment of: \$47.50 will be debited from your credit/debit card periodically beginning from the above start date. You authorize Oakland County to debit your credit/debit card listed above for the payment amount. If this item is dishonored for any reason, your order/payment will be cancelled and you will be responsible for any returned fee charged by your credit/debit card. If you need to revoke this authorization, you may do so by logging in with your customer id/password and selecting "My Recurring Payments" from the user menu.
Please print this page for your records.

Continue

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13. The Scheduled Payments screen will show, and newly scheduled payment should be visible.


Attention! New Policies effective 10/01/22 could affect the balance you now owe to Reimbursement. Please contact our office prior to making a onetime payment or setting up a scheduled payment.

Services are handled by phone, e-mail, mail, via on-line services and in person. For Circuit Court, please contact 248-858-0506 or e-mail reimbcircuit@oakgov.com. For Juvenile/Family Court, please contact 248-858-1130 or email reimbfamily@oakgov.com.

To schedule a Scheduled payment, begin by selecting a product or service from the list below.


Select a product to add

Your Scheduled payments

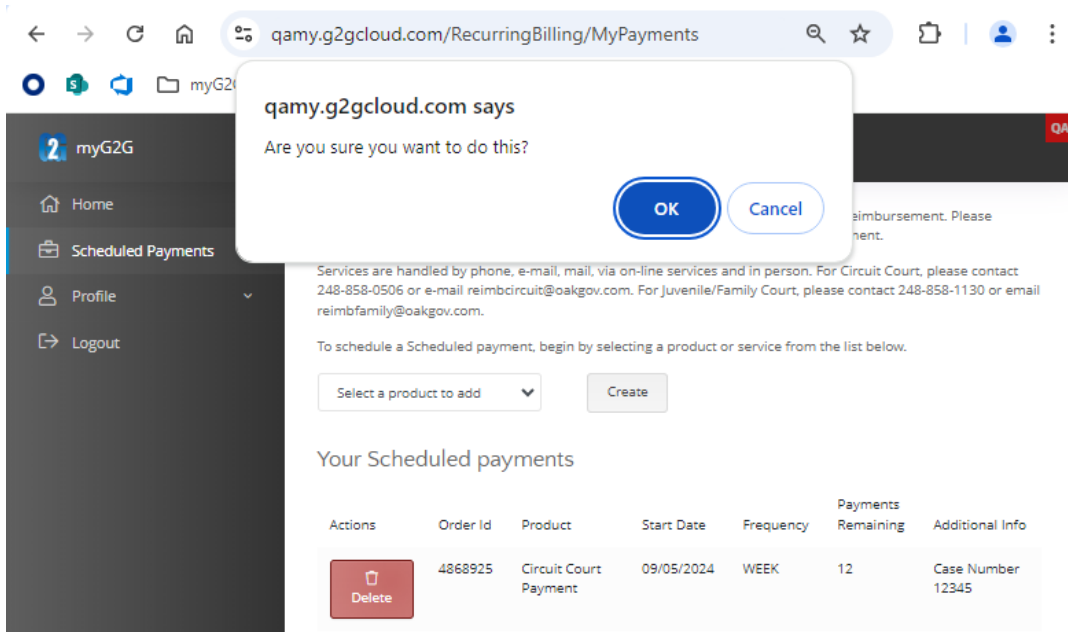
Actions	Order Id	Product	Start Date	Frequency	Payments Remaining	Additional Info
 Delete	4868925	Circuit Court Payment	09/05/2024	WEEK	12	Case Number 12345

14. To remove a scheduled payment, click on the Delete icon.

Your Scheduled payments

Actions	Order Id	Product	Start Date	Frequency	Payments Remaining	Additional Info
 Delete	4868925	Circuit Court Payment	09/05/2024	WEEK	12	Case Number 12345

15. A pop-up message asking for confirmation will appear, click **OK**.



The screenshot shows a web browser window with the address bar displaying qamy.g2gcloud.com/RecurringBilling/MyPayments. A confirmation pop-up is displayed in the center, asking "Are you sure you want to do this?" with "OK" and "Cancel" buttons. The background shows the "myG2G" sidebar with options: Home, Scheduled Payments, Profile, and Logout. The main content area displays the same "Your Scheduled payments" table as in the previous steps, with a "Delete" button highlighted for the first entry.

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<p>16. Confirm this the correct scheduled payment, then click Delete.</p>	<div><h3>Scheduled Payment Registration Confirmation</h3><p>Back To My Recurring Payments ></p><p>Click on the delete button to delete the scheduled payment: (Required fields are marked with an "**")</p><table><tr><td>Customer Name :</td><td>Lonna Ailey</td></tr><tr><td>Payment Amount*:</td><td>\$45.00 Plus Convenience Fee: \$2.50</td></tr><tr><td>Payment Description*:</td><td>Circuit Court Payment</td></tr><tr><td>Start Date *</td><td>09/05/2024</td></tr><tr><td>Frequency *</td><td>WEEK</td></tr><tr><td>Total number of payments *</td><td>12 (0 = until deactivated or #) <small>(Weekly 52 payments; biweekly 26 payment; twice a month 24 payments; monthly 12 payments; bimonthly 6 payments; quarterly 4 payments for a year.)</small></td></tr><tr><td>Active Indicator:</td><td>Y</td></tr></table><p><input type="button" value="Cancel"/> <input type="button" value="Delete"/></p></div>	Customer Name :	Lonna Ailey	Payment Amount*:	\$45.00 Plus Convenience Fee: \$2.50	Payment Description*:	Circuit Court Payment	Start Date *	09/05/2024	Frequency *	WEEK	Total number of payments *	12 (0 = until deactivated or #) <small>(Weekly 52 payments; biweekly 26 payment; twice a month 24 payments; monthly 12 payments; bimonthly 6 payments; quarterly 4 payments for a year.)</small>	Active Indicator:	Y
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Active Indicator:	Y														
<p>17. An on-screen confirmation will appear.</p> <p>18. Click continue to return to the Scheduled Payments screen.</p>	<div><h3>Scheduled Payment Confirmation</h3><p>Back To My Recurring Payments ></p><p>Thank you for setting up Recurring payments. Please print this page for your records. Your payment number is: 4868925 Date: Sep 4, 2024</p><div>Billing Address Lonna Ailey 1200 N Telegraph Rd. Pontiac MI 48341 Phone: 555-555-5555</div><p>Payment Amount: \$45.00 Service Fee Amount: \$2.50 Payment Description: Circuit Court Payment Start Date: 09/05/2024 Total Payments: 12 Pay period: Weekly Active Indicator: N</p><p>The payment of: \$47.50 is canceled; there will be no charges on your credit/debit card.</p><p><input type="button" value="Continue"/></p></div>														

Support Resources

Questions should be directed to the **Oakland County IT Service Center**

- servicecenter@oakgov.com
- (248) 858-8812

When requesting assistance on this topic, place an incident with the Service Center

- Agency Incident Area: Application.G2G Cloud Solutions.Agency Support
- Citizen Incident Area: Application.G2G Cloud Solutions.Payment Support

Please provide as much detail as possible to help assist us in researching the issue prior to contacting you.