

## **Frequently Asked Questions about the Canals E Permits ACA Payment Portal**

### **General:**

**Q1: What is the Canal E-Permits Payment Portal?** The online payment portal is a secure website where you can make your Canal Real Property Annual Occupancy Permit payments using various payment methods such as credit cards, debit cards, and electronic bank transfers from your checking or saving account.

**Q2: How do I access the payment portal?** You can access the payment portal by visiting the website [Canals Online Payment Portal](#) and Sign In with your account credentials. If you do not have an account, you will need to register first.

### **Account and Registration:**

**Q3: How do I register for an account?** To register for an account, click on the '[CREATE AN ACCOUNT](#)' link on the Sign In page and follow the instructions to enter your personal information and create a username and password.

**Q4: I forgot my password. How can I reset it?** If you forget your password, click on the '[Forgot Password](#)' link on the Sign In page. You will be prompted to enter your email address to receive a password reset link.

### **Payment Methods:**

**Q5: What payment methods are accepted?** We accept major credit cards (Visa, MasterCard, and Discover), debit cards, and electronic bank transfers from checking and savings accounts.

**Q6: Can I save my payment information for future use?** No, the system will NOT save your payment information for future use for security purposes. When you return to pay your invoice the following year, you must re-enter the card information.

### **Security:**

**Q7: Is my payment information secure?** Yes, our payment portal uses advanced encryption technologies to ensure that your payment information is secure. We comply with industry standards to protect your data.

**Q8: How can I be sure that my transaction is secure?** Look for security indicators such as the padlock icon in your browser's address bar and ensure the URL begins with "https://". These indicate that the connection is secure.

### **Fees and Charges:**

**Q9: Are there any fees for using the payment portal?** The payment portal itself does not charge fees for transactions. However, your financial institution may charge fees for certain types of payments or transfers.

#### **Transactions and Receipts:**

**Q10: Will I receive a receipt for my payment?** Yes, you will receive an electronic receipt via email once your payment is successfully processed. You can also view and print a receipt from your account history by selecting the invoice number, accessing the Payments tab and clicking on “View Details”.

**Q11: How can I view my transaction history?** You can view your transaction history by logging into your account and navigating to the “My Records” section

**Q12: Can I access my Invoice to print a copy?** A Yes, you can access a copy of your invoice and print it from the Online Payment Portal by accessing “My Records”, selecting the Invoice number you would like to view/print, click on the “Record Info” drop-down arrow and choose “Attachments”

#### **Additional Features:**

**Q13: Can I set up automatic payments?** No, we will not be enabling automatic payment for recurring charges at this time.

**Q14: Is there a mobile app for the payment portal?** No, there is no mobile app available. Accessing the website on a Cell phone will have limited viewing. Future Online Portal updates will include a more user-friendly mobile web view.

#### **Troubleshooting:**

**Q15: What should I do if my payment is declined?** If your payment is declined, check that your payment information is correct and that you have sufficient funds. If the issue persists, contact your bank or payment provider.

**Q16: Who can I contact for help with the payment portal?** You can contact our Canals customer support team via email at [CanalPermits@Canals.ny.gov](mailto:CanalPermits@Canals.ny.gov)