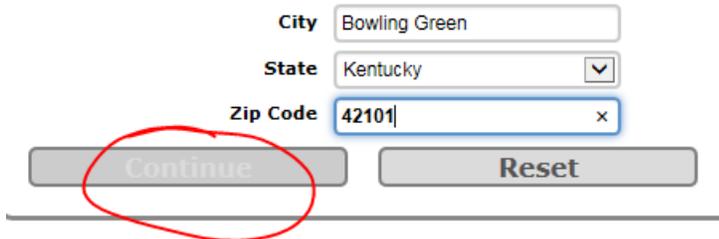


Cannot Make a Payment from PAY NOW – Continue button will not enable

Some are experiencing difficulty using PAY NOW to pay their bill.

The Continue Button is grayed out – it will not enable.



The image shows a form with three input fields: City (Bowling Green), State (Kentucky), and Zip Code (42101). Below the fields are two buttons: Continue and Reset. The Continue button is grayed out and circled in red, indicating it is disabled. The Reset button is also grayed out.

The common cause seems to be when autofill populates some or all of the required fields.

Developers are working on this issue.

Two things you can try to pay your bill online...

1. Try typing each character in the field completely. Once one of the fields is completely typed in, select your autofill for the rest of the form. The Continue button should enable.

(*Example:* If your name is Lisa and you begin typing **Li**, then the computer tries to autofill the rest of the field for you – **Lisa**; try typing the entire name **Lisa**, then accept the autofill for the other fields.)

If this fails, please type all the data in each of the required fields, not allowing autofill to populate anything. (Required fields are in **bold text**.)

OR

2. Use Manage My Account instead of Pay Now.

You need to register to create an online account. Then you can view your current and past bills, your payment and usage history, and pay your bill.