

InvoiceCloud Security – Frequently Asked Questions

What is InvoiceCloud?

InvoiceCloud is a secure online billing and payment system used by municipalities and utilities across the country. It allows residents to safely view and pay bills online, set up automatic payments, and choose paperless billing.

Is InvoiceCloud secure?

Yes. InvoiceCloud uses industry-leading security standards to protect your personal and financial information. It meets or exceeds the same security requirements used by banks and major payment processors.

How is my payment information protected?

InvoiceCloud protects your information in several ways:

- Advanced encryption protects your data while it's being transmitted and stored
- Tokenization replaces your actual card or bank account number with a secure token
- Your full payment details are never visible to municipal staff

This means sensitive information is not stored in a readable form.

Does InvoiceCloud meet payment industry standards?

Yes. InvoiceCloud is:

- PCI DSS Level 1 compliant (the highest level of payment card security)
 - NACHA compliant for ACH and e-check payments
 - Regularly reviewed through independent third-party security audits
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Can municipal employees see my credit card or bank account number?

No. For security reasons, full credit card and bank account numbers are never visible to municipal staff. Only masked or partial information is displayed.

Is my personal information shared or sold?

No. InvoiceCloud does not sell or share personal information for advertising or unrelated third-party purposes. Your information is used only to process your bill and payments.

What if someone tries to access my account?

InvoiceCloud uses:

- Secure login controls
- Optional multi-factor authentication
- Continuous monitoring to detect unusual activity

These measures help prevent unauthorized access.

Do I have to use InvoiceCloud to pay my bill?

No. InvoiceCloud is provided as a convenient option, but existing payment methods (such as mail or in-person payments) remain available, if applicable.

What should I do to keep my account secure?

Residents can help protect their accounts by:

- Using a strong, unique password
 - Not sharing login information
 - Logging out when using a shared or public computer
 - Keeping contact information up to date for payment reminders
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Who do I contact if I have questions or concerns?

If you have questions about your bill or payments, please contact Finance Department at (559) 935- 1533.