

online-billpay

paperless billing & payment service



Customer Help Guide

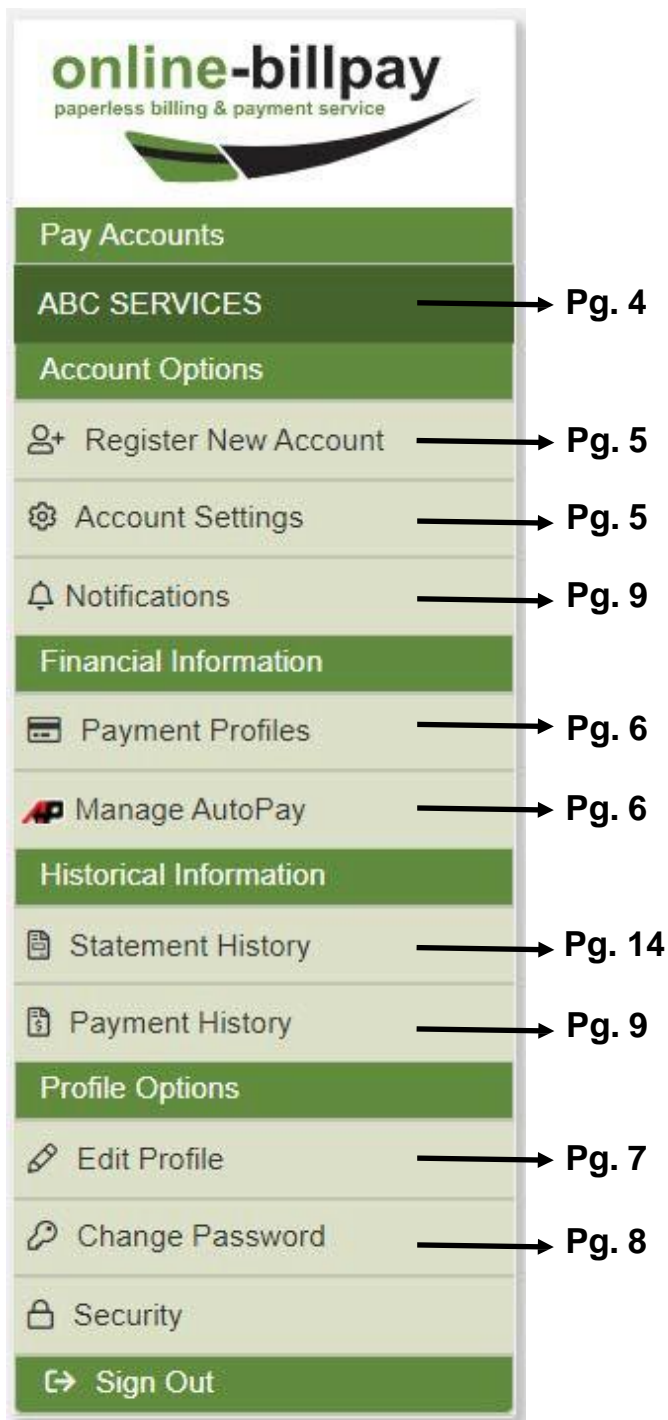


To use the Online-Billpay, you will need to register a service account using your account number and identification number. Both items can be found on your regular billing statement. The registration process is outlined in a separate help guide. This guide will cover everything you'll see after registration.

In this guide, we'll present a high-level survey of the major **Features**, then we'll outline the steps for specific common activities on the site.

Note: this guide is based on the default Online-Billpay settings. The service provider may have requested customizations for their customers which will not appear in this guide.

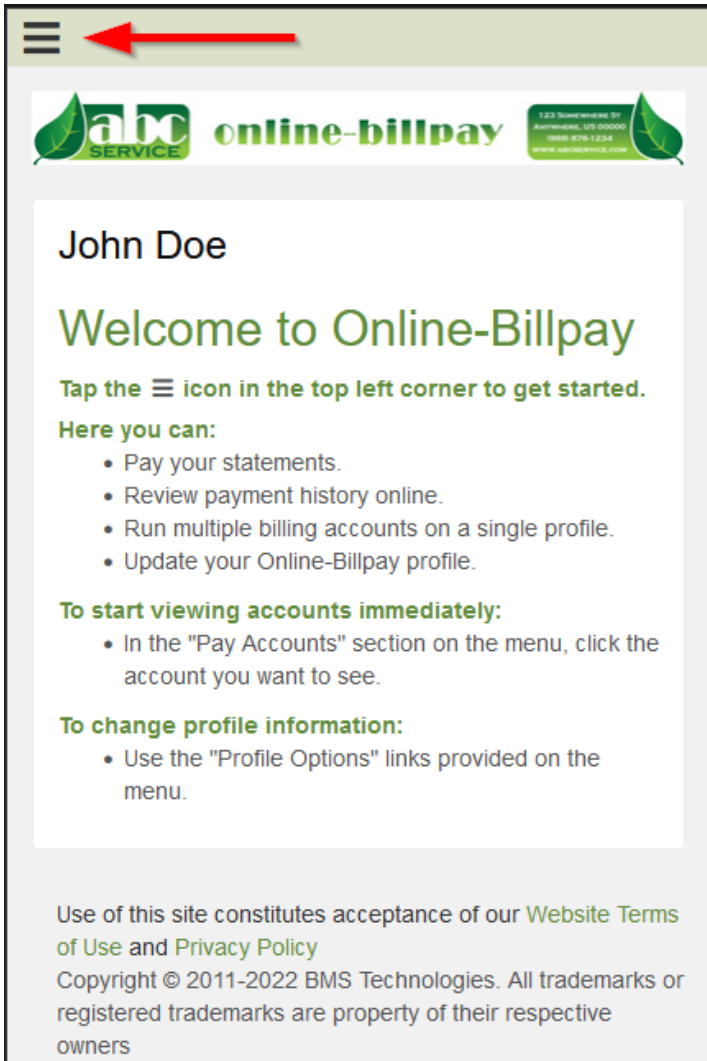
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Mobile View


If you are using a mobile device, the menu may be collapsed. You can click on the three horizontal lines in the top left corner to expand the menu. The layout of certain pages may be slightly different in the mobile view, but the features and functionality are the same.

Customer Portal

When you first log in you will be brought to this welcome page. It contains an overview of where to find the major features.



paperless billing & payment service



123 SOMEWHERE ST
ANYWHERE, US 00000
(999) 876-1234
WWW.ABCSERVICE.COM

- Pay Accounts
 - ABC SERVICES
- Account Options
 - Register New Account
 - Account Settings
 - Notifications
- Financial Information
 - Payment Profiles
 - Manage AutoPay
- Historical Information
 - Statement History
 - Payment History
- Profile Options
 - Edit Profile
 - Change Password
 - Security
 - Sign Out

John Doe

Welcome to Online-Billpay

Your email, johndoe123@johndoe.com, is not yet verified

Please check your inbox for a verification link [Resend](#)

Email verification is not required to view or pay your bill.
Please select your service provider from the menu to continue.

Here you can:

- Pay your statements.
- Review payment history online.
- Run multiple billing accounts on a single profile.
- Update your Online-Billpay profile.

To start viewing accounts immediately:

- In the "Pay Accounts" section on the menu, click the account you want to see.

To change profile information:

- Use the "Profile Options" links provided on the menu.

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Features


Pay Accounts

ABC SERVICES


Pay Accounts—Account Details

You can see the most current and relevant account information under the **Pay Accounts** heading.

When you click on a company name, you'll be taken to the **Account Details** page. On this page you'll be able to view recent statements and payments, change your paperless and email delivery settings, and make a payment.



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123 SOMEWHERE ST
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Pay Accounts

ABC SERVICES

Account Options

Register New Account

Account Settings

Notifications

Financial Information

Payment Profiles

Manage AutoPay

Historical Information

Statement History

Payment History

Profile Options

Edit Profile

Change Password

Security

Sign Out

Account #: 12-03401

Current Balance

\$71.14






Due Date
8/25/2022

Pay

Latest Statement Details

John Doe 123 MAIN ST ANYWHERE OR 55555	Account Number: 12-03401
Service Address 123 SOMEWHERE ST	Bill Date: 8/1/2022
	Due Date: 8/25/2022
	Statement Balance: \$72.14

Recent Statements

Bill Date	Download
8/1/2022	
7/1/2022	
5/1/2022	
4/1/2022	
3/1/2022	

[View All Statements](#)

Recent Payments


Pay Date	Company	Amount
8/20/2022	ABC SERVICES	\$72.35
5/3/2022	ABC SERVICES	\$65.10
3/22/2022	ABC SERVICES	\$18.10

[View Payment History](#)

Statement Delivery Settings

Paperless?	Receive Email Notifications?
Yes <input checked="" type="checkbox"/>	Yes <input checked="" type="checkbox"/>

AutoPay Enrollment

You can enroll this account in  AutoPay.

[Manage AutoPay](#)

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- Pay Accounts
- ABC SERVICES
- Account Options
- + Register New Account

Account Options—Register New Accounts

You have the option of adding more than one service account to a single Online-Billpay login. You can do this for the same service providers, and other companies that use Online-Billpay. For example, you may have water and garbage services through different providers. If both companies use Online-Billpay, you can add both accounts to a single login. You can do this through the **Register New Account** page.

Register New Account

Register an account

You will need the following items:

- Your Account Number
- The Identification Number found on your most recent statement

Account Number

Identification Number

- Account Options
- + Register New Account
- ⚙ Account Settings
- 🔔 Notifications

Account Options—Settings

This is where you can manage your Paperless Billing settings, cancel autopay, or unregister your service accounts.

Account Settings

By checking a box labeled "Paperless" below, you agree to no longer receive paper bills for that account.

By unchecking a box labeled "Emails", you agree to no longer receive email notifications when you have a new statement available for that account.

By checking a box labeled "Unregister", you agree to terminate your enrollment with online-billpay.com for that account.

Account	Paperless	Emails	Unregister
12-03401	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

Financial Information

 Payment Profiles

 Manage AutoPay

Financial Information—Payment Profiles

You have the option to store a payment profile for future use. This eliminates the need to enter payment information every time you make a payment.

This can be done through the **Payment Profiles** page. You can also store a payment profile when making a payment. See page 10.

Manage Payment Profiles

From here you can:

- Create new profiles
- Update profiles
- Remove profiles

[New Payment Profile](#)

Payment Profiles

You don't have any payment profiles.

Financial Information—Manage Autopay

You may also enroll in autopay. This will store your payment information and the account balance will be withdrawn from your bank account or credit card automatically on the service provider's schedule. You can also enroll in autopay while making a payment. See page 10.

Manage AutoPay

This page allows you to add or remove accounts from AutoPay, or change the payment profiles used.

Once signed up for AutoPay, your account will be charged automatically in the amount of your statement balance on your account's auto deduct date.

If you currently have an outstanding balance, please select Pay Accounts to pay your current balance and sign up for AutoPay from there.

Note: Signing up for AutoPay may not take effect until your next billing cycle.

Accounts		
Account	Company	Autopay
12-03401	ABC SERVICES	X

Showing 1 to 1 of 1 entries

- Profile Options
- Edit Profile
- Change Password
- Security
- Sign Out

Profile Options—Edit Profile

Using the **Edit Profile** page, you can update your name, email address, and billing address.

Note: Updating a billing address in Online-Billpay will **not** send the information to the service provider. It will only update the auto-fill information on the payment window. Customers must call their service provider to update the information for billing.

Edit Profile

Email Address *

Full Name *

Billing Address *

Billing Address 2

City *

State *

Zip Code *

Phone Number (optional)

Required fields are marked with * asterisks.

[Save Changes](#)

This information is used for Online-Billpay only. Please contact your service provider to change any information on your statement.

- Profile Options
- Edit Profile
- Change Password**
- Security
- Sign Out

Profile Options—Change Password

You may choose to change your password periodically through the **Change Password** page. If you've forgotten the password, you may also request a reset through the main login page by clicking the **Forgot Username or Password** link and entering the email address used to register.

Change Password

Passwords must meet the following requirements




- At least eight characters in length
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character:
!"#\$%&'()*+,-./:;<=>?@[^_`{|}~

Current Password

New Password

Confirm New Password

Change Password

- Account Options
-  Register New Account
-  Account Settings
-  Notifications 1 Unread




Notifications




The service provider may post **Notifications** on Online-Billpay. When you log in, you'll see a red indicator on the menu indicating there's a new message. Clicking on that the **Notifications** link will take you to a list of all notifications, old and new. Once read, you can choose to delete the notification.

Notifications

Filter by Read Status



All

 All **1**
 Read **0**
 Unread **1**

 Mark "Read"
 Mark "Unread"
 Delete

<input type="checkbox"/>	Title	Date
<input type="checkbox"/>	Holiday Announcement	12/19/2022 4:49:37 PM

Showing 1 to 1 of 1 entries

- Historical Information
-  Statement History
-  Payment History

Payment History

We will store at least two years of payment data on the site. This can be viewed by clicking on **Payment History**, under the **Historical Information** heading.

Payment History						
Date	Auth Code	Payment Method	Payment Type	Amount Paid	Status	
8/20/2022	152398	Credit Card	Online	\$72.35	Approved	
5/3/2022	412418	Credit Card	Online	\$65.10	Approved	
3/22/2022	8524c1	Credit Card	Online	\$18.10	Approved	

10
20
50

<
1
>

Common Activities

Make a Payment

- 1) Under **Pay Accounts**, click the name of the company you'd like to pay.
- 2) Click the **Pay** button.
- 3) You'll be taken to the **Payment** page. Select either the **Credit Card** or **E-Check** (ACH) tab and complete all fields on the form.
- 4) If you'd like to store your information for future use, check the "Save this payment information?" box.
- 5) If you'd like to store your information and enroll in AutoPay, check the "Enable AutoPay?" box.
- 6) Once all fields are complete, click the **Pay** button.

Note: If there has been a payment on this account in the last 24 hours, you will receive a popup message as a reminder, to avoid duplicate payments.

Pay Accounts
ABC SERVICES

Current Balance
\$71.14
Due Date
8/25/2022
Pay

Credit Card E-Check

Credit Card Info

Amount: 71.14 Card Number: [input]
Name on Card: John Doe
Expiration: 10 / 2022 Security Code [?]: [input]

Billing Address

Address: 123 MAIN ST City: ANYWHERE
State: Oregon Zip Code: 55555

Save this payment information? Enable AutoPay?

Pay \$71.14

Summary

Account	12-03401
Balance	\$71.14

Store Payment Information for Future Use

- 1) Navigate to the **Payment Profiles** page under **Financial Information**.
- 2) Click **New Payment Profile**.
- 3) Select either the **Credit Card** or **E-Check (ACH)** tab.
- 4) Complete all fields on the form.
- 5) Click **Save**.
- 6) You can also create a payment profile when you make a payment. See page 10.

The screenshot displays the 'Manage Payment Profiles' interface. At the top, a green header reads 'Manage Payment Profiles'. Below it, a section titled 'From here you can:' lists three actions: 'Create new profiles', 'Update profiles', and 'Remove profiles'. A green button labeled 'New Payment Profile' is positioned to the right. Below this is a 'Payment Profiles' section, which is partially obscured by a modal window titled 'Add New Payment Profile'. The modal has a close button (X) in the top right corner. It features two tabs: 'Credit Card' and 'ACH', with 'ACH' currently selected. The form fields include: 'Card Number' (text input with a refresh icon), a row of logos for American Express, VISA, Mastercard, and Discover, 'Name on Card' (text input with a refresh icon), 'Expiration' (two dropdown menus showing '10' and '2022'), 'CW2' (text input with a refresh icon), 'Billing Address' (text input showing '123 MAIN ST'), 'City' (text input with a refresh icon showing 'ANYWHERE'), 'State' (dropdown menu showing 'Oregon'), 'Zip Code' (text input with a refresh icon showing '55555'), and 'Profile Nickname' (text input with a refresh icon). At the bottom of the modal are 'Cancel' and 'Save' buttons.

Enrolling in AutoPay

- 1) Navigate to the **Manage AutoPay** page under **Financial Information**.
- 2) Click anywhere on the row for the account you want to enroll in AutoPay.
- 3) Click the **Enroll New Payment Profile**.
- 4) Select either the **Credit Card** or **E-Check (ACH)** tab and complete all fields on the form.
- 5) Click **Save**.

You can also enroll in AutoPay while making a payment. See page 10.

Note: If you already have a saved payment profile, you can select which profile you'd like to use for AutoPay and click **Enable AutoPay**.

Manage AutoPay

This page allows you to add or remove accounts from AutoPay, or change the payment profiles used.

Once signed up for AutoPay, your account will be charged automatically in the amount of your statement balance on your account's auto deduct date.

If you currently have an outstanding balance, please select Pay Accounts to pay your current balance and sign up for AutoPay from there.

Note: Signing up for AutoPay may not take effect until your next billing cycle.

Accounts		
Account	Company	Autopay
12-03401	ABC SERVICES	X

Showing 1 to 1 of 1 entries

ABC SERVICES 12-03401

Enroll New Payment Profile

Stored Payment Options Manage Payment Profiles

No payment profiles are available.

Adding Service Accounts to Your Existing User

- 1) You will need the **Account Number** and **Identification Number** for the account to be added.
- 2) Under the **Account Options** heading, click **Register New Account**.
- 3) Enter the **Account Number** and **Identification Number**. Then click **Register Account**.
- 4) You'll receive a confirmation message and an option to enroll the account for **Paperless Billing**.

Register New Account

Register an account

You will need the following items:

- Your Account Number
- The Identification Number found on your most recent statement

Account Number

Identification Number

Register Account

✓ **New account is added.**






Sign account up for paperless?

YES - Go paperless NO - Paper statements

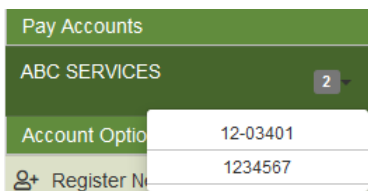
View Statements

- 1) Under Pay Accounts, click the name of the company you'd like to view.
- 2) Under **Recent Statements** there is a list of statements you can view. Click on the PDF icon for the statement you want to view.
- 3) Your browser may ask if you want to open the PDF. Click Open or Yes, depending on the browser.
- 4) You can click on **View All Statements** or use the **Statement History** page to see all of your statements on the site.

Note: The PDF will include any inserts sent with that statement and the back side of the PDF as additional pages.

Recent Statements	
Bill Date	Download
8/1/2022	
7/1/2022	
5/1/2022	
4/1/2022	
3/1/2022	

[View All Statements](#)



Viewing Another Registered Service Account

If you have registered multiple service accounts with the same service provider, you will see a number next to the name of the company indicating how many accounts are registered. Click on the number to expand a menu to select a specific account. You can also click on the company name to see an overview of all accounts registered with that service provider.

Managing Settings

You can change your Paperless and Email Settings and unregister service accounts through the **Account Settings** page.

- To remove an account from paperless billing, uncheck the **Paperless** box.
- To stop receiving new statement notification emails for an account, uncheck the **Emails** box.
- To remove an account from your user, check the **Unregister** checkbox.
- Click **Save Changes** to apply any changes.

Account Settings

[Change Email](#)

By checking a box labeled "Paperless" below, you agree to no longer receive paper bills for that account.

By unchecking a box labeled "Emails", you agree to no longer receive email notifications when you have a new statement available for that account.

By checking a box labeled "Unregister", you agree to terminate your enrollment with online-billpay.com for that account.

Account	Paperless	Emails	Unregister
12-03401	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

Save Changes
Discard Changes