Note: If you have already registered an account please click the PAY MY BILL >> LOG IN and click Sign In at the top of the page that opens.

**Table of Contents**

Register an online account .................................................................................................................. 2
Adding Payment Methods ................................................................................................................... 8
Auto Pay Registration ......................................................................................................................... 11
Paperless Registration ......................................................................................................................... 13
Pay By Text ......................................................................................................................................... 14
Register an online account
1. Click PAY MY BILL >> LOG IN at the top of the page. From the virtual site a payer clicks register now

Pay or View Bills

Pay online with One Time Pay, no registration required.
Create an account to be able to use extended features.

Pay Now

Register Now

You will need your 14 digit account number.
Enter only your last name in the Customer Name field.
2. On the account locator screen select *search invoices*

Please Locate Your Account

**Water and Sewer**

Search our files for your invoices using the fields below. Required fields are marked with a *.  
*Need help finding your invoice?*

- **Account Number** *
  - 3000000-2000000

- **Customer Name** *
  - smith

- **Secure Code** *
  - 8zffs

[Search invoices]
3. Once the search results displays the invoice, click the box in front of the bill and click *register selected invoices*.

4. The account registration screen appears. Complete the required fields and click complete registration.
Register

Please fill out this form to complete your registration. All required fields are marked with a *. Click here for information on linking accounts together.

Account Number *
101-01600-02

Email Address *

test@test.com

Confirm Email Address *

test@test.com

Create Password *


Confirm Password *


Secure Code *
63kub

63KUB

I would like to sign up for Paperless

I understand that at any time, I can print out my bill and/or decide to receive paper bills by editing my online profile. Please select the Invoice Types on the right you wish to go Paperless for.

Water Bills

In order to complete your enrollment, you must verify receipt of the Paperless Registration Information email which will be sent to your email address on record for each Invoice Type selected.

Registrant hereby acknowledges that he or she is the valid, authorized signatory for this account with full responsibility for decisions related to this account. Click to view Terms and Conditions.

Complete Registration
5. After completing the registration, the screen will be re-directed to the search results screen to login.

6. Login using the email address and password to register the account.
7. The user be directed to the registered account landing page.
Adding Payment Methods

1. From the Customer Portal home screen select My Profile > Payment Methods

2. The Saved Payment Methods screen will display to allow the user to select which method of payment to setup.
3. The user selects to add a new credit card or new bank account and save the information.
4. The saved information will display on the *Saved Payment Methods* screen in a truncated format.

![Saved Payment Methods screen](image-url)
Auto Pay Registration

1. To register for Auto Pay under My Profile selects *Auto Pay*.

2. On the *Auto Pay* setup select *New Auto Pay Setup*

3. Complete the Auto Pay setup by selecting *the account, payment method and invoice type* when applicable. Select *yes, put me on Auto Pay* and save the setup.
4. The Auto Pay Status will display waiting on email confirmation. The user must click on the link in the email confirmation notice to complete the registration. The user has the ability to resend or cancel the pending registration when needed.

**AutoPay**

Manage

View Fees Disclosure

Save trees, checks, stamps, and time. Sign up for AutoPay and pay invoices automatically on their AutoPay collection date. AutoPay will send you an email confirmation of your transaction as each invoice is paid. automatically.

<table>
<thead>
<tr>
<th>Account #</th>
<th>Type</th>
<th>Status</th>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>101-01600-02</td>
<td>Water Bills</td>
<td>Waiting on email confirmation.</td>
<td>XXXXXXXX1234</td>
</tr>
</tbody>
</table>
Paperless Registration

1. To register for Paperless in the Customer Portal under My Profile, select Paperless.

2. On the Paperless setup screen select yes and save my changes. Once changes are saved the status will display Resend/Cancel Pending Registration.

3. The user is sent a confirmation email, with a link to click to complete the Paperless registration.
Pay By Text

1. To register for Pay by Text in the Customer Portal>under My Profile>select Pay by Text

2. Select Email and Text
3. Enter the mobile number to receive the text messages and save.

Pay by Text

Your Accounts

How would you like to receive Invoice Notifications?  
Email and Text

Your Email Address
vjennings@invoicecloud.com

Your Mobile Phone Number *

001   555   5555

Standard data fees and text messaging rates may apply based on your plan with your mobile phone carrier. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud.

Save my changes

4. The customer will receive a text message and must respond OK to complete the registration.

Pay by Text

Your Accounts

Your information has been updated successfully.

Please check your mobile phone and read the details in order to complete the registration process.

How would you like to receive Invoice Notifications?  
Email and Text

Your Email Address
vjennings@invoicecloud.com

Your Mobile Phone Number *

901   555   5555

Standard data fees and text messaging rates may apply based on your plan with your mobile phone carrier. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud.