

## **Online Bill Pay FAQ – Frequently Asked Questions**

**[How to Register for an Online Bill Pay Account](#)**

**[How to Reset your Password](#)**

**[How to Change your Password](#)**

**[How to Change your Username](#)**

**[How to Add an Account to an existing User Id](#)**

**[How to Add Payment Methods](#)**

**[How to Update a Saved Credit Card](#)**

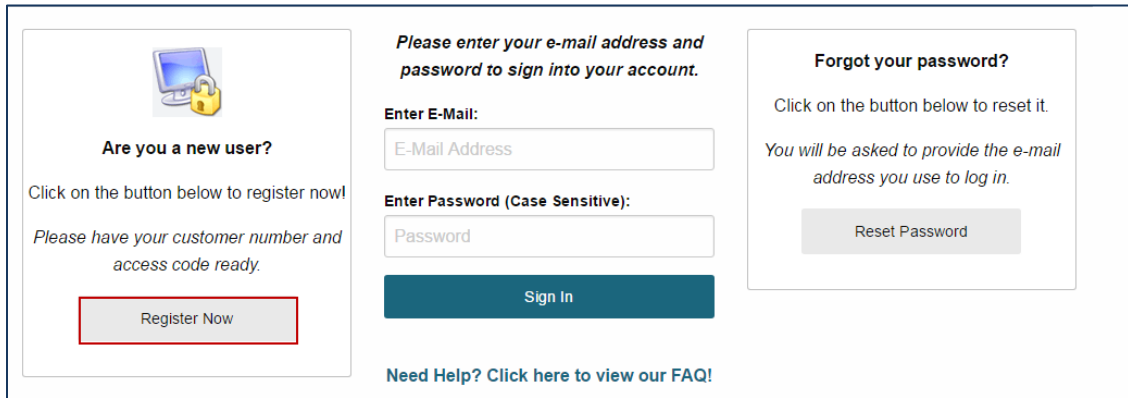
**[How to Change your Bill Delivery Option](#)**

**[How to Enroll in Automatic Payments](#)**

**[How to Modify Automatic Payments](#)**

## How to Register for an Online Bill Pay Account

1) From the Sign on page, in the “Are you a new user?” section click the “Register Now” button.



The screenshot shows a registration interface with three main sections:

- Are you a new user?**: Includes an icon of a laptop and a padlock, a "Register Now" button, and instructions: "Click on the button below to register now! Please have your customer number and access code ready."
- Sign In Section**: Contains the text "Please enter your e-mail address and password to sign into your account.", fields for "Enter E-Mail:" and "Enter Password (Case Sensitive):", a "Sign In" button, and a "Need Help? Click here to view our FAQ!" link.
- Forgot your password?**: Includes a "Reset Password" button and instructions: "Click on the button below to reset it. You will be asked to provide the e-mail address you use to log in."

2.) Fill in all of the fields on the “Online Bill Pay Registration” window and then select Register Now. **\*\*\*Please Note\*\*\***: Your Customer Number and Access Code can be found on your Statement or Invoice. An email will be sent to the e-mail address entered, to complete the registration process, click on the link in the email and sing into your new Online Bill Pay account.

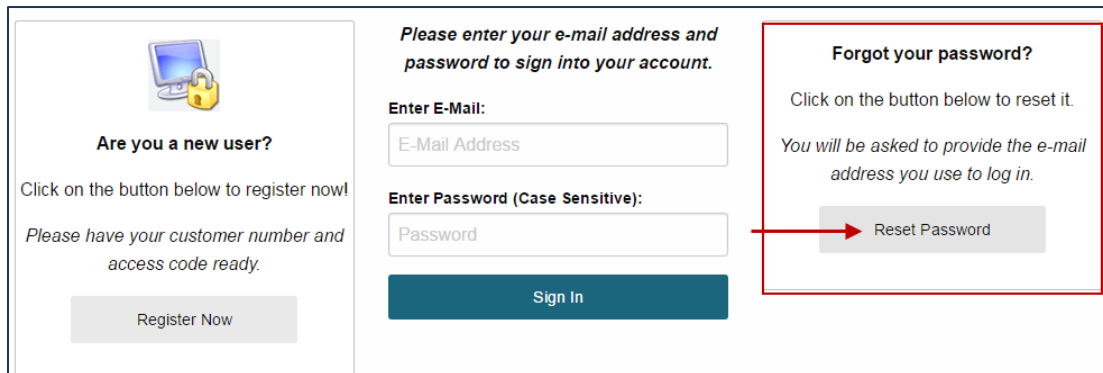


The screenshot shows the "Online Bill Pay Registration" window with the following fields and instructions:

- Header**: "Online Bill Pay Registration" in a red bar.
- Instruction**: "Please enter the customer number and access code found on your statement or invoice."
- Customer Number**: Three input fields separated by dashes.
- Customer Number Entry Instructions** (light blue box):
  - If your account number appears on your bill like: **01-125**  
Example: 01 - 125 - [ ]
  - If your account number appears on your bill like: **01-125-4** or **01-125 4**  
Example: 01 - 125 - 4
- Access Code**: A single input field.
- E-Mail Address**: A single input field.
- Confirm E-Mail Address**: A single input field.
- Password**: A single input field.
- Confirm Password**: A single input field.
- Buttons**: "Close" and "Register Now" buttons at the bottom.

## How to Reset your Password

1.) From the Sign on page, in the “Forgot your Password” section click the “Reset Password” button. Enter the email address associated with your account then click the “Reset” button and an email will be sent to the email address entered. Once the email is received click on the link in the email and follow the instructions for resetting your password.



**Are you a new user?**  
Click on the button below to register now!  
*Please have your customer number and access code ready.*  
[Register Now](#)

*Please enter your e-mail address and password to sign into your account.*

**Enter E-Mail:**

**Enter Password (Case Sensitive):**

[Sign In](#)

**Forgot your password?**  
Click on the button below to reset it.  
*You will be asked to provide the e-mail address you use to log in.*  
[Reset Password](#)

## How to Change your Password

1.) After logging into your account, select “User Options” and then select “Change Password”.



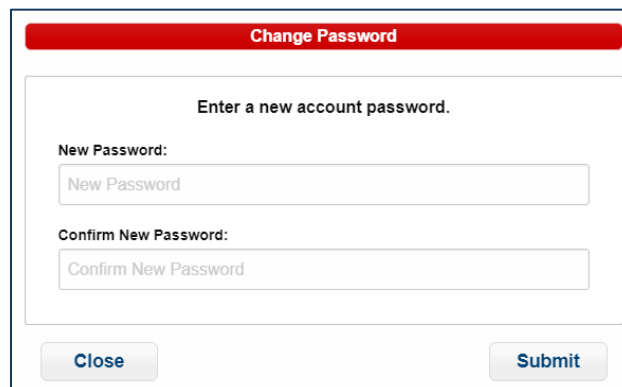
j.stevenson@mail.com **Billing** Services Help/FAQ Autopay Enrollment **User Options** Sign Off

**(01-153) STEVENSON: 6800 DAYTON RD, DENVER, NJ 07834** **Change Password** **\$830.68**

Change Username  
Payment Methods  
Manage Accounts

Date	PDF	Invoice #	Description	Inv Amt	Posted	t Amt
09-Jan-2018		5089	Invoice #5089	\$0.00		
01-Aug-2016		4577	Invoice #4577	\$0.00	\$0.00	\$0.00

2.) Enter a new password and confirm the new password. Click the “Submit” button to complete the request.



**Change Password**

Enter a new account password.

**New Password:**

**Confirm New Password:**

[Close](#) [Submit](#)

## How to Change your Username

1.) After logging into your account, select “User Options” and then select “Change Username”.



The screenshot shows the user account dashboard for j.stevenson@mail.com. The navigation bar includes 'Billing', 'Services', and 'Help/FAQ'. The 'User Options' menu is open, showing options: 'Contact', 'Change Password', 'Change Username', 'Payment Methods', and 'Manage Accounts'. 'Change Username' is highlighted with a blue box and a blue arrow points to it from the 'User Options' header. Below the menu, there is a table of invoices with columns: Date, PDF, Invoice #, Description, Inv Amt, Posted, and t Amt.

Date	PDF	Invoice #	Description	Inv Amt	Posted	t Amt
09-Jan-2018		5089	Invoice #5089	\$0.00		
01-Aug-2016		4577	Invoice #4577	\$0.00	\$0.00	\$0.00

2.) Enter the new e-mail address that will be used for the username and confirm the new e-mail Address. Click the “Submit” button to complete the request.

### Change Username

Enter a new, valid e-mail address for your username. You will then be logged out and a validation e-mail will be sent to you. Click the validation link to complete the process.

**NOTE:** If you do not see the e-mail be sure to check your junk/spam folder.

New E-Mail Address:

Confirm New E-Mail Address:

## How to Add an Account to an Existing User Id

1.) Log into your existing account. Select “User Options” and then select “Manage Accounts”.



The screenshot shows the user account dashboard for j.stevenson@mail.com. The navigation bar includes 'Billing', 'Services', and 'Help/FAQ'. The 'User Options' menu is open, showing options: 'Contact', 'Change Password', 'Change Username', 'Payment Methods', and 'Manage Accounts'. 'Manage Accounts' is highlighted with a blue box and a blue arrow points to it from the 'User Options' header. Below the menu, there is a table of invoices with columns: Date, PDF, Invoice #, Description, Inv Amt, Posted, and t Amt.

Date	PDF	Invoice #	Description	Inv Amt	Posted	t Amt
09-Jan-2018		5089	Invoice #5089	\$0.00		
01-Aug-2016		4577	Invoice #4577	\$0.00	\$0.00	\$0.00

2.) A “Manage Accounts” window will display listing all accounts currently associated with your user id. Click the “Add” button to link a new account.

**Manage Accounts**

Below are all of the accounts that you manage. From here you can add a new account or remove any that you no longer manage.

In order to turn off autopay you must click the "Billing Options" button for the account you wish to modify.

STEVENSON (01-153)  
6800 DAYTON RD  
DENVER, NJ 07834  
Autopay Status: **Not Enrolled**

Close Remove Add

3.) Enter the “Customer Number” and “Access Code” found on your invoice or statement and click the “Add” button to complete the request.

**Add An Account**

Please enter the customer number found on your statement or invoice.

Customer Number:

Customer Number Entry Instructions

If your account number appears on your bill like: 01-125

01 - 125 -

If your account number appears on your bill like: 01-125-4 or 01-125 4

01 - 125 - 4

Access Code:

Access Code

Cancel Add

## How to Add Payment Methods

1.) After logging into your account, select “User Options” and then select “Payment Methods.”

j.stevenson@mail.com Billing Services Help/FAQ Autopay Enrollment User Options Sign Off

(01-153) STEVENSON: 6800 DAYTON RD, DENVER, NJ 07834

Show 10 entries

Contact  
Change Password \$830.68  
Change Username  
Payment Methods  
Manage Accounts

Date	PDF	Invoice #	Description	Inv Amt	Posted	t Amt
09-Jan-2018		5089	Invoice #5089	\$0.00		
01-Aug-2016		4577	Invoice #4577	\$0.00	\$0.00	\$0.00

2.) A “Payment Method” window will display listing any current payment methods associated with the user id. Select the “Add” button to add a new payment method. Enter the new payment method information, and then click the “Add Payment” button to complete the request.

**Payment Methods**

Below are the current payment methods you have saved for your account. From here you can add a new payment method or remove those you no longer wish to use.

There are no payment methods associated with your username.

[Close](#) [Add](#)

**Add A Payment Method**

Please enter the account information below.

First Name:  Mid. Init:

Last Name:

Billing Address (Line 1):

Billing Address (Line 2):

City:

State:  Zip Code:

Account Type:

[Cancel](#) [Add Payment](#)

## How to Update a Saved Credit Card

1.) After logging into your account, select “User Options” and then select “Payment Methods”.

jackaristanemail@email.com **Billing** Services Help/FAQ Autopay Enrollment **User Options** Sign Off

**Contact**

**Change Password** \$381.97

**Change Username**

**Payment Methods**

**Manage Accounts**

(10-505) ARISTAN: 920 BALSAM DR, NEWMAN, CA 95360

Show 10 entries

Date	PDF	Description
09-Feb-2018		STATEMENT BALANCE 02-09-18

it 97

2.) Click the "Modify" button from the Payment Methods window. \*\*\*Please Note\*\*\*: If there are multiple credit cards associated with your account, first click on the credit card that needs to be modified, and then select the "Modify" button.

**Payment Methods**

Below are the current payment methods you have saved for your account. From here you can add a new payment method or remove those you no longer wish to use.

**VISA**

Jack Aristan  
920b Balsam Dr  
Newman, CA 95360  
Expires: 12/19  
xxxx-xxxx-xxxx-4160

[View Autopay Enrollment](#)

3.) Enter the new credit card information. You will always need to select an expiration date when you modify a credit card. When finished, click the "Modify" button to complete the request.

**Manage Payment Methods**

You have selected to modify this payment method. Please update the information below and then select Modify.

First Name:  Mid. Init:

Last Name:

Billing Address (Line 1):

Billing Address (Line 2):

City:

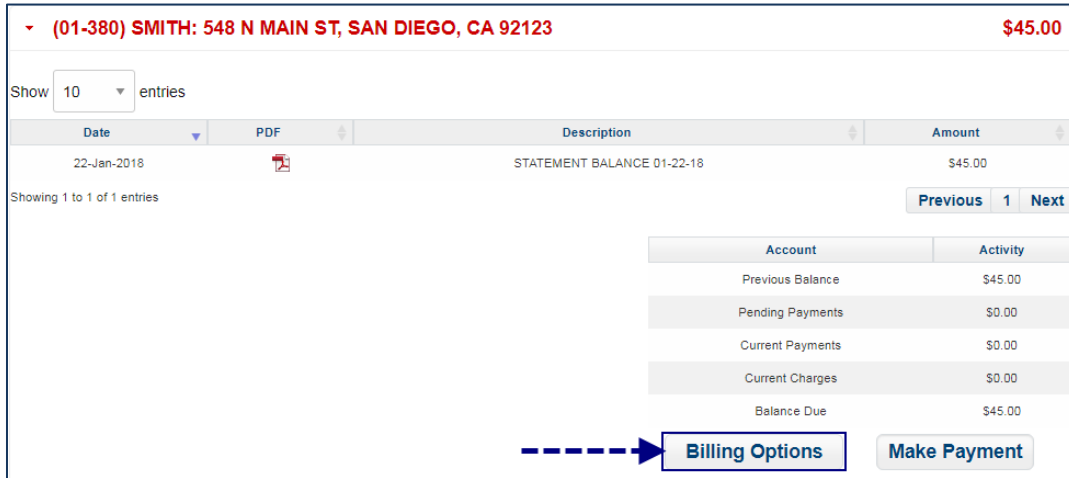
xxxx-xxxx-xxxx-4160

State:  Zip Code:

Expiration Month:  Expiration Year:

## How to Change your Bill Delivery Options

1.) After logging into your account, click the "Billing Options" button. \*\*\*Please Note\*\*\*: You will only see the Billing Options button and be able to change your bill delivery options if your Online Bill Pay account is the admin for the specific account number.



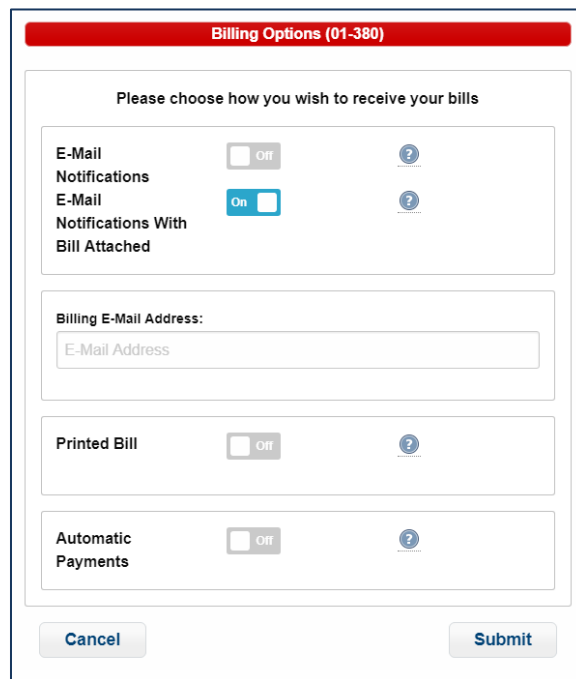
The screenshot shows a bill statement for account (01-380) SMITH: 548 N MAIN ST, SAN DIEGO, CA 92123 with a balance due of \$45.00. The statement lists a single entry for 22-Jan-2018: STATEMENT BALANCE 01-22-18 for \$45.00. A summary table on the right shows: Previous Balance \$45.00, Pending Payments \$0.00, Current Payments \$0.00, Current Charges \$0.00, and Balance Due \$45.00. At the bottom, a blue dashed arrow points to a button labeled "Billing Options".

2.) A "Billing Options" window will display that lists up to three different options for bill delivery. Click the "On/Off" switch beside the option to toggle that option on and off. Click the "Submit" button to save any changes made. \*\*\*Please Note\*\*\*: If the text on the switch says "On" then that option is turned on. If the text says "Off" then that option is turned off.

**E-mail Notifications Only** – Receive an email when your bill is ready to be viewed online.

**E-Mail Notifications with Bill Attached** – Receive an email with your bill attached in PDF format.

**Printed Bill** – A printed paper bill is mailed to the account holder.



The "Billing Options (01-380)" window prompts the user to "Please choose how you wish to receive your bills". It contains the following options:

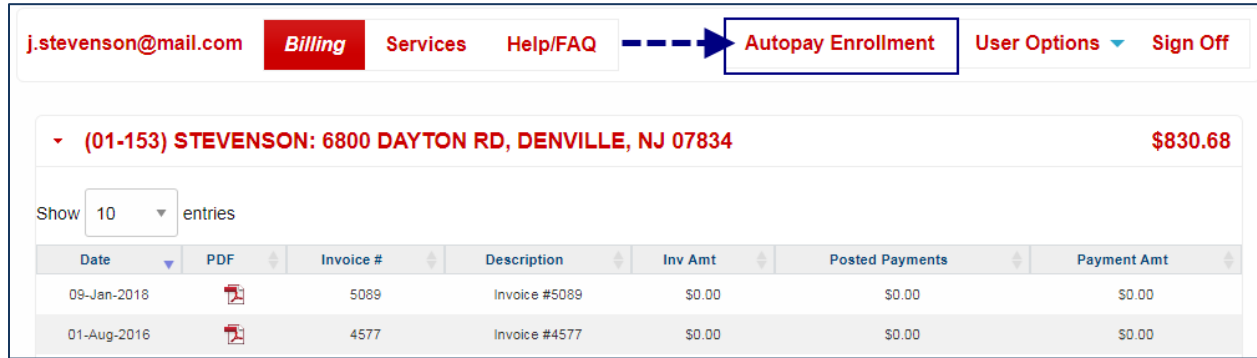
- E-Mail Notifications**: Switch is set to "Off".
- E-Mail Notifications With Bill Attached**: Switch is set to "On".
- Billing E-Mail Address:** A text input field labeled "E-Mail Address".
- Printed Bill**: Switch is set to "Off".
- Automatic Payments**: Switch is set to "Off".

At the bottom of the window are "Cancel" and "Submit" buttons.



## How to Enroll in Automatic Payments

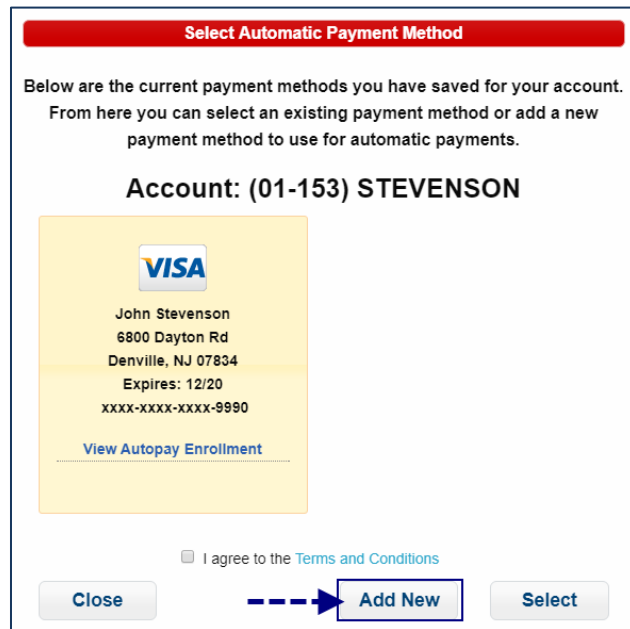
1.) After logging into your account, click the "Autopay Enrollment" button.



The screenshot shows the top navigation bar with the user's email 'j.stevenson@mail.com', a 'Billing' button, and links for 'Services', 'Help/FAQ', 'Autopay Enrollment' (highlighted with a dashed arrow), 'User Options', and 'Sign Off'. Below the navigation bar, the account name '(01-153) STEVENSON: 6800 DAYTON RD, DENVILLE, NJ 07834' and a balance of '\$830.68' are displayed. A table below shows a list of invoices with columns for Date, PDF, Invoice #, Description, Inv Amt, Posted Payments, and Payment Amt.

Date	PDF	Invoice #	Description	Inv Amt	Posted Payments	Payment Amt
09-Jan-2018		5089	Invoice #5089	\$0.00	\$0.00	\$0.00
01-Aug-2016		4577	Invoice #4577	\$0.00	\$0.00	\$0.00

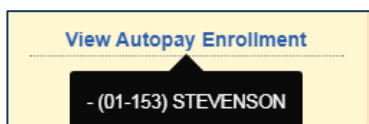
2.) A "Select Payment Method" window will display **\*\*\*Please Note\*\*\***: If there are existing saved payment methods, they will display on this window. If you would like to use one of these payment methods for automatic payments then please skip to step 5. Otherwise, click the "Add New" button to add a new payment method that will be used with the automatic payment process.



The screenshot shows a window titled 'Select Automatic Payment Method'. It contains the text: 'Below are the current payment methods you have saved for your account. From here you can select an existing payment method or add a new payment method to use for automatic payments.' The account name 'Account: (01-153) STEVENSON' is displayed. A yellow box shows a VISA card with the name 'John Stevenson', address '6800 Dayton Rd, Denville, NJ 07834', expiration 'Expires: 12/20', and card number 'xxxx-xxxx-xxxx-9990'. Below the card is a link 'View Autopay Enrollment'. At the bottom, there is a checkbox 'I agree to the Terms and Conditions' and three buttons: 'Close', 'Add New' (highlighted with a dashed arrow), and 'Select'.

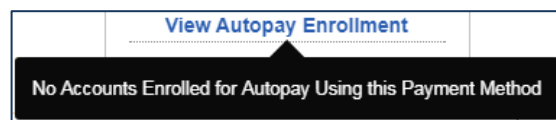
**\*\*\*Please Note\*\*\***: If you hover your mouse over the View Autopay Enrollment anywhere you see payment methods, a list will display showing any accounts enrolled in Autopay using this payment method, a message will also display if there are no accounts enrolled in autopay using this payment method.

Enrolled:



The screenshot shows a tooltip with a yellow background. It contains the text 'View Autopay Enrollment' and a list of accounts: '- (01-153) STEVENSON'.

No Enrollments:



The screenshot shows a tooltip with a white background. It contains the text 'View Autopay Enrollment' and a message: 'No Accounts Enrolled for Autopay Using this Payment Method'.

3.) Enter the payment method information and then check the box beside “I agree to the Terms and Conditions”. Once the Terms and Conditions are checked, click the “Add Payment” button.

**Add A Payment Method**

Please enter the account information below.

First Name: John Mid. Init: I

Last Name: Stevenson

Billing Address (Line 1): 6800 Dayton Rd

Billing Address (Line 2): Address (Line 2)

City: Denville

State: New Jersey Zip Code: 07834

Account Type: VISA

Credit Card Number: 9999-9999-9999-9999 Security Code: 123

Expiration Month: December Expiration Year: 2020

I agree to the Terms and Conditions

Cancel Add Payment

5.) If there is a saved payment method on the account you would like to use for Automatic payments, when you select the “Autopay Enrollment” option the “Select Automatic Payment Method” window will display showing all available payment methods. Select the Payment method to be used and then click on “I agree to the Terms and Conditions” and click the “Select” button. \*\*\*Please Note\*\*\*: if only one payment method is saved it is automatically highlighted for selection. After clicking Select, you are now enrolled in automatic payments.

**Select Automatic Payment Method**

Below are the current payment methods you have saved for your account. From here you can select an existing payment method or add a new payment method to use for automatic payments.

**Account: (01-153) STEVENSON**

**VISA**

John Stevenson  
6800 Dayton Rd  
Denville, NJ 07834  
Expires: 12/20  
xxxx-xxxx-xxxx-9990

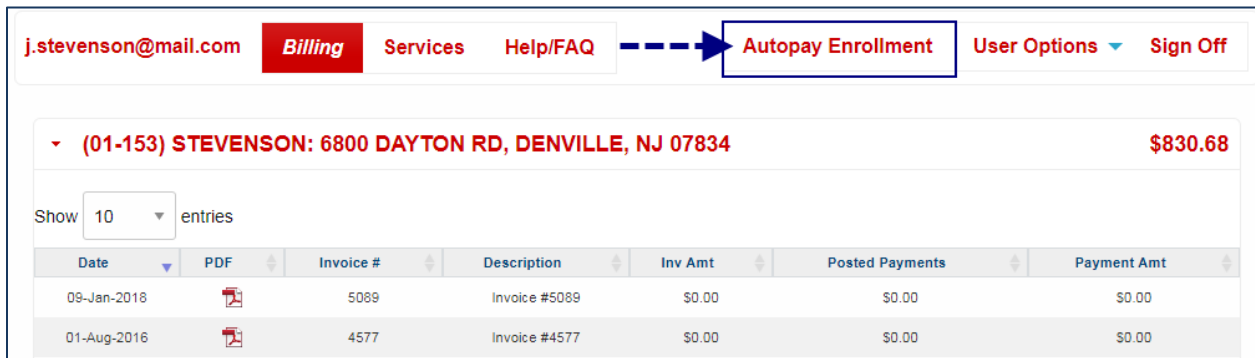
[View Autopay Enrollment](#)

I agree to the Terms and Conditions

Close Add New Select

## How to Modify Existing Automatic Payments

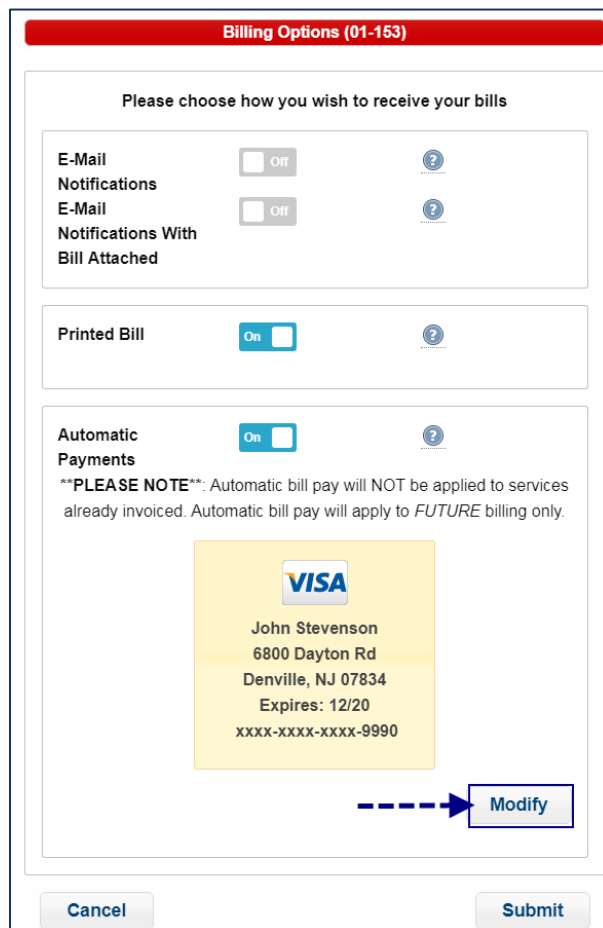
1.) After logging into your account, click the “Autopay Enrollment” button.



The screenshot shows the top navigation bar of a web application. The user's email address is `j.stevenson@mail.com`. The navigation menu includes **Billing**, **Services**, **Help/FAQ**, **Autopay Enrollment** (highlighted with a dashed arrow), **User Options**, and **Sign Off**. Below the navigation bar, the account information is displayed: **(01-153) STEVENSON: 6800 DAYTON RD, DENVILLE, NJ 07834** with a balance of **\$830.68**. A table below shows a list of invoices with columns for Date, PDF, Invoice #, Description, Inv Amt, Posted Payments, and Payment Amt. Two invoices are listed: one from 09-Jan-2018 (Invoice #5089) and one from 01-Aug-2016 (Invoice #4577), both with amounts of \$0.00.

Date	PDF	Invoice #	Description	Inv Amt	Posted Payments	Payment Amt
09-Jan-2018		5089	Invoice #5089	\$0.00	\$0.00	\$0.00
01-Aug-2016		4577	Invoice #4577	\$0.00	\$0.00	\$0.00

2.) The “Billing Options” window will display. Click the “Modify” button in the Automatic Payments section.



The screenshot shows the **Billing Options (01-153)** window. The title bar is red with white text. The main content area is titled **Please choose how you wish to receive your bills**. There are three sections for selecting bill delivery methods:

- E-Mail Notifications**:  Off
- E-Mail Notifications With Bill Attached**:  Off
- Printed Bill**:  On
- Automatic Payments**:  On

Below the **Automatic Payments** section, there is a **\*\*PLEASE NOTE\*\***: Automatic bill pay will NOT be applied to services already invoiced. Automatic bill pay will apply to *FUTURE* billing only.

A yellow box displays the following information:



- VISA** logo
- John Stevenson
- 6800 Dayton Rd
- Denville, NJ 07834
- Expires: 12/20
- xxxx-xxxx-xxxx-9990

A dashed arrow points to a **Modify** button. At the bottom of the window, there are **Cancel** and **Submit** buttons.

3.) The “Select Automatic Payment Method” window will display. From here you can click the “Add New” button to add a new payment method or select a different saved payment method to use for your Automatic Payments and click the “Select” button. Remember to check the box beside “I agree to the Terms and Conditions”.

**Select Automatic Payment Method**

Below are the current payment methods you have saved for your account.  
From here you can select an existing payment method or add a new payment method to use for automatic payments.

 John Stevenson 6800 Dayton Rd Denville, NJ 07834 Expires: 12/20 xxxx-xxxx-xxxx-9990 <a href="#">View Autopay Enrollment</a>	 John Stevenson 6800 Dayton Rd Denville, NJ 07834 Expires: 12/20 xxxx-xxxx-xxxx-0090 <a href="#">View Autopay Enrollment</a>
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I agree to the [Terms and Conditions](#)

**Close**      **Add New**      **Select**