

How do I add an account in Customer Portal?

Description:

In order to use the Customer Portal's features, you will need to add an account to your Customer Portal account. This process needs to be done once for all account(s) you wish to add.

Background Information:

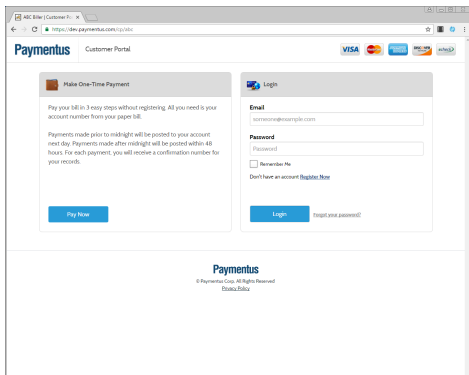
You can link multiple Billing accounts to a given Customer Portal account. Simply repeat the process in this document for each account you wish to add.

Prerequisites:

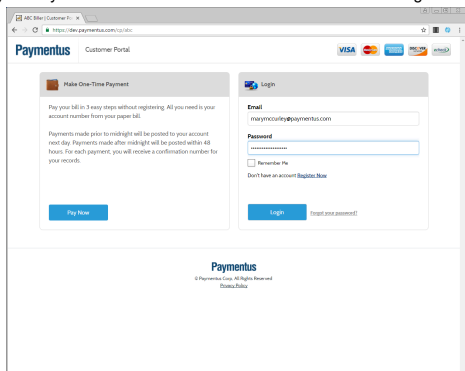
- Your Customer Portal Email and Password that you created previously
- Your Billing Account number
- Additional information required such as Street Number, PIN, Zip Code, etc.

Step-By-Step Guide:

1) Open the Customer Portal

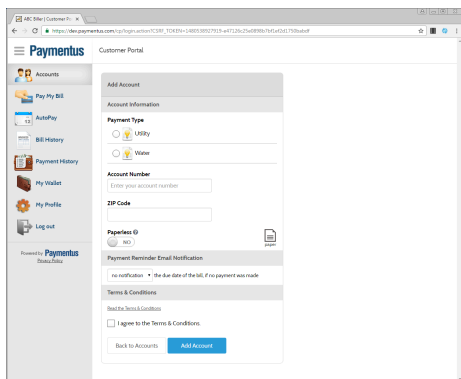


2) Enter your Customer Portal Email and Password on the right side of the screen. Click the Login button.

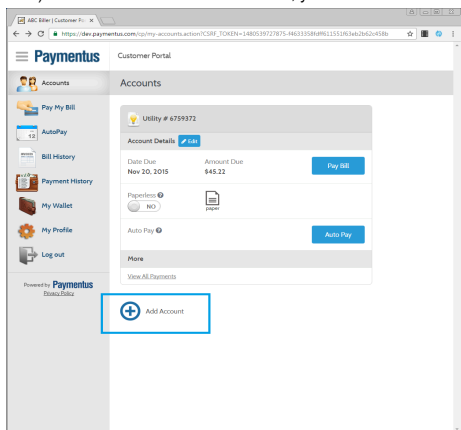


3) Depending on if you have an existing account added, your Customer Portal page will be different:

a) If this is your first account, you will automatically be taken to the Add Account screen. It will look like the screen below.. Continue to Step 4



b) If this is a second or more account, you will need to click on the "Add Account" button at the bottom of the screen



4) Fill in the required information and click the "Add Account" button. Depending on the setup, required information may vary.

The screenshot shows the 'Add Account' form in the Paymentus Customer Portal. The form includes the following fields and options:

- Account Information**
- Payment Type:** Radio buttons for 'Utility' (selected) and 'Water'.
- Account Number:** Text input field containing '6759372'.
- ZIP Code:** Text input field containing '12345'.
- Paperless:** Radio buttons for 'No' (selected) and 'Yes'.
- Payment Reminder Email Notification:** Text area containing 'no notification * the due date of the bill, if no payment was made'.
- Terms & Conditions:** A checkbox labeled 'I agree to the Terms & Conditions' which is checked.
- Buttons: 'Back to Accounts' and 'Add Account'.

5) You will see an Account Created page. Click "Back to Accounts" to proceed.

The screenshot shows the 'Account Created' confirmation page. It displays the following information:

- Payment Type:** Utility
- Account Number:** 6759372
- Paperless:** No
- Button: 'Back to Accounts'

6) You will be taken back to the accounts screen where you can see your newly added account

The screenshot shows the 'Accounts' screen in the Paymentus Customer Portal. It displays the following information for the newly added account:

- Utility # 6759372**
- Account Details** (with a '# Link' icon)
- Date Due:** Nov 20, 2015
- Amount Due:** \$45.22
- Buttons: 'Pay Bill' and 'Auto Pay'.
- Paperless:** Radio buttons for 'No' (selected) and 'Yes'.
- Auto Pay:** Radio buttons for 'No' (selected) and 'Yes'.
- Buttons: 'More' and 'View All Payments'.
- Button: 'Add Account' (with a plus icon).

7) You can either click the "Add Account" button at the bottom to add another account or click "Log out" to end the session