

# Customer Portal

*User Guide – Version 1.1*

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# Paymentus

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## 1. Introduction

The Paymentus Customer Portal is the main channel used by Billers for their customers. It is an easily customizable channel and its individual features can be tailored for the specific needs of customers. There are many different flavors of the Customer Portal, each specifically designed for a different market segment and its particular needs. Each Customer Portal account is unique to that particular biller. Note that you cannot reuse the same accounts across multiple billers.

### Customer Portal enables you to:

- Link your profile to multiple accounts or services that they have with a particular biller.
- Make payments to a single account or to multiple accounts at the same time.
- Manage your bills and view your payment and bill history.
- Set up recurring payments and manage the frequency with which you make payments.
- Add payment methods to a wallet and use them to easily make payments.
- Enroll into paperless eBills.
- Opt to receive notifications via various means, such as email, text, or phone.

**Paymentus** Customer Portal

### Accounts

Utility # 6777779  
ZIP Code: 12345

Account Details [Edit](#)

Date Due	Amount Due	<a href="#">Pay Bill</a>
Nov 14, 2018	\$53.11	

Paperless [?](#)  
 Yes [eBill](#) [View Bill](#)

AutoPay [?](#) [AutoPay](#)

[Add to Apple Wallet](#)

[Add to Android pay](#)

**More**

[View All Payments](#)  
[View Consumption](#)

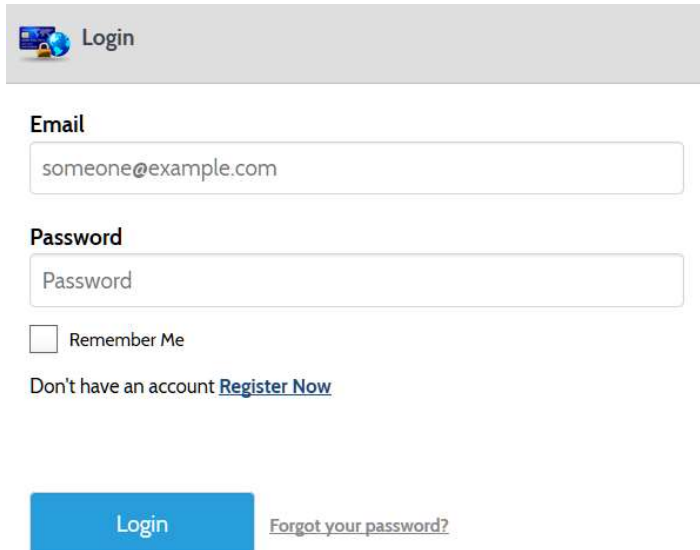
Powered by **Paymentus**  
[Privacy Policy](#)  
[Privacy Notice to California Residents](#)  
[Website Conditions of Use](#)  
[Payment Authorization Terms](#)

Last login was on  
Jan 13, 2021, 12:31:46 PM

[+](#) Add Account

## 2. How To: Create a New Account in Customer Portal

1. On the **Customer Portal** home page, select **Register Now**.




The screenshot shows a login/register form on a grey background. At the top left is a 'Login' button with a user icon. Below it are two input fields: 'Email' containing 'someone@example.com' and 'Password' containing 'Password'. There is a 'Remember Me' checkbox and a link for 'Don't have an account Register Now'. At the bottom, there is a blue 'Login' button and a link for 'Forgot your password?'.

2. Enter all of the required information:
  - **Email Address**
  - **Password**  
**Note:** Ensure that the password created adheres to the requirements on screen.
  - **First and Last Name**
  - **Phone Number**
  - **ZIP Code**
3. Select a **Security Question** from the drop-down list.

4. Then, enter your answer in the **Security Answer** field.

**Note:** If multiple security questions are required, ensure that all questions are unique and that all are answered.

 **New Account Information**

**Email Address**

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

**Password**

**Re-enter password**

**First Name**

**Last Name**

**Phone Number**

**ZIP Code:**

**Security Question 1**

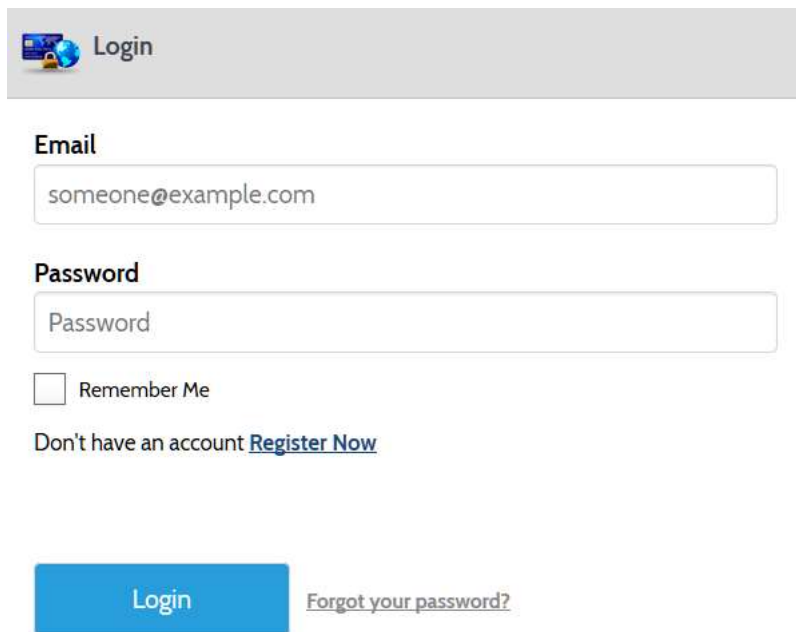
 ▼

**Security Answer 1**

5. Select **Enroll**. You are now registered with a new account for the Customer Portal. To log in, see [How To: Login to Customer Portal](#).

### 3. How To: Login to Customer Portal

1. On the Customer Portal home page, enter your **Email** address and **Password**.  
Alternatively, if you do not have an account, select **Register Now** to create a new one.  
If you have an account and experience issues with logging in, select **Forgot your password?** to recover your login.
2. (Optional) When provided with the option, select **Remember Me** to save your login in the current browser for future use.

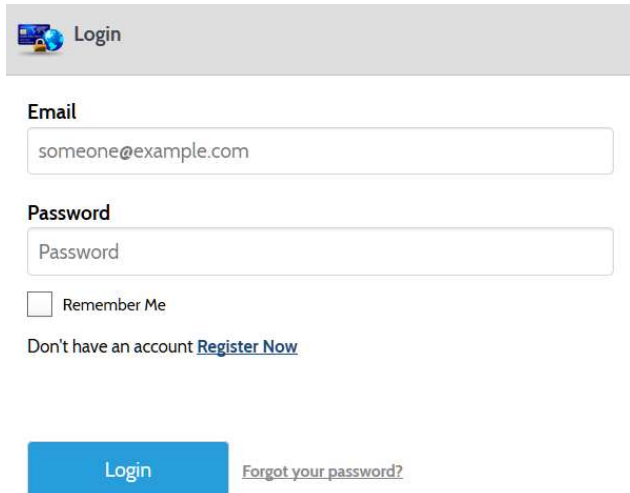


The screenshot shows a login form on a grey background. At the top left is a small icon of a globe and a person, followed by the text "Login". Below this are two input fields: "Email" containing "someone@example.com" and "Password" containing "Password". Under the password field is a checkbox labeled "Remember Me". Below the checkbox is the text "Don't have an account [Register Now](#)". At the bottom left is a blue button labeled "Login", and to its right is a link labeled "Forgot your password?".

3. Select **Login**.

## 4. How To: Reset Your CP Login Password

1. On the **Customer Portal** home page, select **Forgot your password?** besides **Login**.



Login

Email

someone@example.com

Password

Password

Remember Me

Don't have an account [Register Now](#)

Login [Forgot your password?](#)

2. When prompted, enter your Customer Portal login email address and select **Continue**.



Please enter your e-mail address

Email Address

testing@paymentus.com

Continue

3. (Optional) If prompted, enter the answers to your security questions in the fields provided below each question.



Provide answers to security questions

Email Address

testing@paymentus.com

What is your zip code?

12345

What is your first pet name?

fido

Reset Password

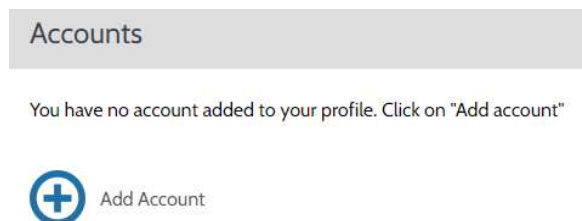
4. Then, select **Reset Password**. A temporary password will be sent to the email address entered. Follow the instructions provided in the email.



## 5. Accounts Menu

### 5.1 How To: Add a New Account

1. On the **Accounts** page, select **Add Account** to add an account to your profile.



2. Then, select a **Payment Type** and enter your **Account Number** and **ZIP Code**.  
**Note:** The account number is generally a unique number that identifies the account and is provided on the bill.
3. (Optional) Select **Paperless** if you want to receive eBill in your email.
4. (Optional) In the **E-Bill Notification Preferences for New Bills** section, select whether to:
  - a. **Receive email notifications**
  - b. **Receive SMS notifications**
  - c. **Receive phone notifications**
5. (Optional) In the **Bill Summary Notifications** section, select whether:
  - a. You want to receive notifications and be able to pay your bills via email. Select **Secure PDF eBill** and enter a secure password which you will use to unlock and view your PDF eBill attachment.
  - b. You want to receive notifications and be able to pay your bills via text messages. Select **Bill Summary - Pay by Text** and enter a mobile number the bills can be sent to.
  - c. If the above are selected, in the **Select Payment Method for Bill Summary Notifications** section that opens, select an existing payment method or select **Add new** to add a new payment method.  
**Note:** This payment method will automatically be used for all future payments made via PDF or SMS.

6. Read and agree to the **Payment Authorization Terms** by selecting the checkbox next to it.


**Note:** You must agree to the terms in order to proceed with adding the account.


Add Account

---

Account Information

Payment Type


 Utility


 Water

---


Account Number


ZIP Code


Paperless 

Yes  ebill

---


E-Bill Notification Preferences For New Bills 


Receive email notification 


Receive SMS notification 

Receive phone notification

---

Bill Summary Notifications 

Secure PDF eBills 

Bill Summary - Pay By Text 

---

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

7. Select **Add Account**. The **Account Created** confirmation displays all the relevant account information.


### Account Created

Payment Type	Payment On Account
Account Number	6759375
Paperless	Yes

[Back to Accounts](#)



8. Select **Back to Accounts**. Your account is now available on the **Accounts** page.

### Accounts

 **Payment On Account # 6759370**

**Account Details** [Edit](#)

Date Due	Amount Due
<b>Dec 11, 2016</b>	<b>\$15.09</b>

Paperless   Yes  ebill [View Bill](#)

AutoPay	Frequency	Payment Method
	Bi-Weekly	<b>CREDIT</b>
AutoPay	Frequency	Payment Method
	Bill amount on the due date	<b>CREDIT</b>
AutoPay	Frequency	Payment Method
	Monthly - fixed amount	<b>CREDIT</b>

**More**

[View All Payments](#)

[View Consumption](#)



From here, you can:

- Edit your account information
- Add additional accounts
- View your bill
- View your payment history
- View your consumption statistics

## 5.2 How To: Edit Your Account Details

1. On the **Accounts** page, select **Edit** under any of the accounts to edit the account details.
2. In the **Accounts Details** pop-up window that opens:
  - a. Select **Paperless** to receive eBill in your email.
  - b. In the **E-Bill Notification Preferences for New Bills** section, select whether to:
    - i. **Receive email notifications**
    - ii. **Receive SMS notifications**
    - iii. **Receive phone notifications**
  - c. In the **Bill Summary Notifications** section, select whether:
    - i. To receive notifications and be able to pay your bills via a secure PDF in your email, select **Secure PDF eBill**. For details on how to enroll into Pay-by-PDF, see
    - ii. To receive notifications and be able to pay your bills via text messages. Select **Bill Summary - Pay by Text** and enter a mobile number the bills can be sent to.
    - iii. If the above are selected, in the **Select Payment Method for Bill Summary Notifications** section that opens, select an existing payment method or select **Add new** to add a new payment method.

**Note:** This payment method will automatically be used for all future payments made via PDF or SMS.

Account Details

Account Information

Payment Type Utility

Account Number 677779

Date Authenticated Nov 12, 2018

Paperless **Yes**

E-Bill Notification Preferences For New Bills

Receive email notification

Receive SMS notification

Receive phone notification

Bill Summary Notifications

Secure PDF eBills

Bill Summary - Pay By Text

Cancel Save Remove Account

3. Select **Save** to save your changes. Your account will be updated with the latest edits.

## 5.3 How To: Remove an Account

1. On the Accounts page, select **Edit** under any of the accounts available on the list.

The screenshot shows a grey account card. At the top left is a lightbulb icon. The title is "Payment On Account # 6759370". Below the title are two buttons: "Account Details" and "Edit" (with a pencil icon). At the bottom, there is a table with two columns: "Date Due" and "Amount Due".

Date Due	Amount Due
Dec 11, 2016	\$15.09

2. In the **Accounts Details** pop-up window that displays, select **Remove Account**.

The screenshot shows a dark grey "Account Details" pop-up window with a close button (X) in the top right. It contains several sections: "Account Information" (a header), "Payment Type" (Payment On Account with a lightbulb icon), "Account Number" (6759370), "Date Authenticated" (Jul 7, 2020), "Paperless" (Yes with a radio button and a green leaf icon labeled "ebill"), and "Bill Summary Notifications" (with two unchecked checkboxes: "Secure PDF eBills" and "Bill Summary - Pay By Text"). At the bottom are three buttons: "Cancel", "Save", and "Remove Account" (with a trash can icon).

3. Then, when prompted, select **Confirm** to proceed with the account removal. The account will no longer be available on the **Accounts** page, in the list of available accounts.

The screenshot shows a dark grey "Account # 6759370" confirmation dialog with a close button (X) in the top right. It contains three lines of text: "Please confirm removal of this account.", "Please note all AutoPay schedules associated with this account will also be removed.", and "Multiple users still using this account, so paper suppression is unchanged." At the bottom are two buttons: "Cancel" and "Confirm".

## 5.4 How To: Enroll into Paperless eBills


By enrolling into paperless eBills, you will receive bill summary notifications via email, text, or phone. These notifications contain detailed information about your upcoming bill and due dates. Note that unlike the Pay-by-SMS and Pay-by-PDF features, these notifications do not offer you a direct means to make payments. Instead, they may include a link to one of our other channels such as ROTP and CP, where you can go and make payments.

1. On the **Accounts** page, in the **Accounts Details** section, select **Paperless** to enable or disable the paperless option.

**Note:** The **Paperless** button turns green (if initially disabled) and displays **Yes**, when enabled. Similarly, the **Paperless** button turns gray (if initially enabled) and displays **No**, when disabled.

Payment On Account # 6759372

Account Details [Edit](#)

Date Due	Amount Due	<a href="#">Pay Bill</a>
Apr 20, 2013	\$250.00	
Paperless <sup>?</sup>	 ebill	<a href="#">View Bill</a>
AutoPay	Frequency	Payment Method
	Weekly	<a href="#">CREDIT</a>
AutoPay	Frequency	Payment Method
	Monthly - bill amount	<a href="#">CREDIT</a>

2. In the **Accounts #xxxx** pop-up that displays, select at least one type of notification for new eBills.

**Note:** You can receive bill notifications by the following methods:

- a. Email notifications
- b. SMS (Text Message) notifications
- c. Phone notifications

Account #677779

Do you want to enable paperless?

Please select at least one type of notification for new ebills:

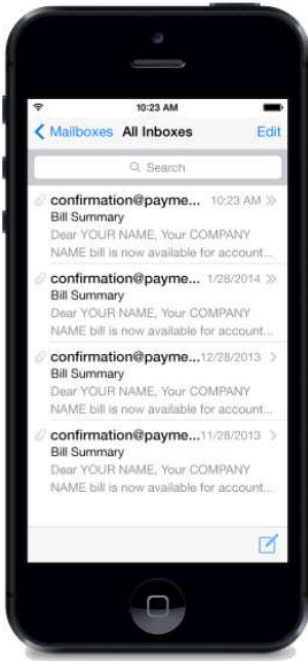
- Receive email notification
- Receive SMS notification
- Receive phone notification

Cancel Confirm

3. Select **Confirm** to update your account details. You will receive your next bill summary via the notification type selected.



## 5.5 How To: Enroll into Pay-by-SMS/Pay-by-PDF



### Email Bill Summary

Receive an email bill summary which contains an encrypted and password protected PDF attachment. If this option is selected you will be required to enter a password required to access your PDF E-Bills.

### SMS Bill Summary

Receive your bill summary in an SMS message which allows you to pay the full amount, pay a different amount or stop SMS bill summary notifications. Please note that this disables SMS E-bill notification for new bills.

A mobile phone number is needed to receive SMS notifications.

1. On the **Accounts** page, select **Edit** under any of the accounts available on the list. Alternatively, select **Add Account** to add a new account.
2. Then, in the **Bill Summary Notifications** section, select one or both of the following:
  - **Secure PDF eBills:**

Secure PDF eBills ⓘ


Starting from your next bill and on, have your bill sent to your email and pay from a secure PDF attachment.

Create a Password to view your Secure PDF eBill attachment

Attachment Password

Enter an **Attachment password**. This password will be used to open the secure PDF eBill that you will receive in your email when your bill is ready. Once set, you can change your password by following the steps provided in [How To: Change Your Secure PDF Attachment Password](#).

- **Bill Summary – Pay by Text**

Bill Summary - Pay By Text 

Starting from your next bill and on, review and pay your balance via text message.

\* Your profile has no mobile number.



Please enter it now:

Enter your mobile phone number. This mobile phone will be used to receive notifications when your eBill is ready and to make payments directly from it. Once set, you can change your mobile phone number by following the steps provided in [How To: Modify Your Contact Details](#)

3. Then, select a payment method from the existing list or add a new one. This payment method will be used when paying through the secure PDF or when paying via text messages.

#### Select Payment Method for Bill Summary Notifications

Selected payment method will be used to pay for Secure PDF eBills and/or Pay by Text.


-  \*\*\*\*\*5454 | Exp 03/28
-  \*\*\*\*\*4448 | Exp 02/22

 Add new

4. Select **Save** to complete enrolling into receiving eBill summary notifications.


## 5.6 How To: View Your Bill

- On the **Accounts** page, select **View Bill** on any of the accounts available on the list.

 Payment On Account # 6759370

Account Details Edit

Date Due	Amount Due
Dec 11, 2016	\$15.09

Paperless <span style="font-size: 0.8em;">?</span> <input checked="" type="checkbox"/> Yes	 ebill	<span style="background-color: #0070c0; color: white; padding: 5px 15px; border: none; cursor: pointer;">View Bill</span>
---	--	---


AutoPay	Frequency Bi-Weekly	Payment Method <span style="background-color: #0070c0; color: white; padding: 2px 5px; font-size: 0.8em;">CREDIT</span>
AutoPay	Frequency Bill amount on the due date	Payment Method <span style="background-color: #0070c0; color: white; padding: 2px 5px; font-size: 0.8em;">CREDIT</span>
AutoPay	Frequency Monthly - fixed amount	Payment Method <span style="background-color: #0070c0; color: white; padding: 2px 5px; font-size: 0.8em;">CREDIT</span>

[More](#)

[View All Payments](#)  
[View Consumption](#)

- Your current bill will display detailed information such as the **Bill Due date**, **Payment Amount**, etc.

[Bill History](#) > [View Bill](#) > Payment On Account # 6759370



30 West Beaver Creek Road, Suite 17  
 Richmond Hill, ON L4B 3K1  
 Email: [info@paymentus.com](mailto:info@paymentus.com)  
 Website: <http://www.paymentus.com>  
 Telephone: 1-800-420-1663

**Peter McCurley**

NC 28201

Account Information	
Account Number:	6759370
Bill Date:	06/20/17
Payment Due Date:	12/11/16
<b>Amount Due</b>	<b>\$15.09</b>

Back
Print
Pay Bill


From here, you can:

- Print your bill
- Pay your bill

## 5.7 How To: View Your Consumption

1. On the **Accounts** page, in the **More** section, select **View Consumption**.

The screenshot shows the account details for 'Payment On Account # 6759370'. It includes a 'Paperless' toggle set to 'Yes', an 'ebill' icon, and a 'View Bill' button. Below this, there are three rows of AutoPay settings, each with a 'Frequency' and a 'Payment Method' of 'CREDIT'. The first row is 'Bi-Weekly', the second is 'Bill amount on the due date', and the third is 'Monthly - fixed amount'. At the bottom, there is a 'More' section with links for 'View All Payments' and 'View Consumption'.

Payment On Account # 6759370		
Account Details <a href="#">Edit</a>		
Date Due	Amount Due	
Dec 11, 2016	\$15.09	
Paperless <sup>?</sup>		<a href="#">View Bill</a>
<input checked="" type="checkbox"/> Yes	ebill	
AutoPay	Frequency	Payment Method
	Bi-Weekly	<b>CREDIT</b>
AutoPay	Frequency	Payment Method
	Bill amount on the due date	<b>CREDIT</b>
AutoPay	Frequency	Payment Method
	Monthly - fixed amount	<b>CREDIT</b>
<b>More</b>		
<a href="#">View All Payments</a>		
<a href="#">View Consumption</a>		

2. Your consumption details will be displayed.

## 5.8 How To: Add Your Bill to Android Pay/Apple Wallet (See Wallet Menu)


To add a pass to your wallet, you must open the email link provided to you from a mobile device.

1. On the **Accounts** page, depending on your mobile device, select:
  - a. **Add to Android Pay**
  - b. **Add to Apple Wallet**
2. When prompted, select **Confirm** to enable the pass on your mobile device. An email will be sent to your email address.
3. On your mobile device, click and download the link provided to you in the email. The pass will automatically be added to your device's wallet application.

### Accounts

Utility # 6777779  
ZIP Code: 12345

Account Details [Edit](#)

Date Due Nov 14, 2018	Amount Due \$53.11	<a href="#">Pay Bill</a>
Paperless <a href="#">?</a> <input checked="" type="checkbox"/> Yes		<a href="#">View Bill</a>
AutoPay <a href="#">?</a>		<a href="#">AutoPay</a>

[Add to Apple Wallet](#)

[Add to Android Pay](#)

More

[View All Payments](#)

[View Consumption](#)

## 6. Pay My Bill Menu

### 6.1 How To: Pay Your Bill


1. From the navigation panel, select **Pay My Bill**.
2. Select an account from the accounts list.

Alternatively, if there are no accounts available in your profile, select **Add New**. Then, follow the steps provided in [How To: Add a New Account](#).


Once added, the account will be displayed in the list.

Select an Account


---

 Payment On Account # 6759370


---

 Payment On Account # 6759371


---

 Payment On Account # 6759372

---

 Payment On Account # 6759375

---

 Add new

---

[Continue](#)

3. Select **Continue**.
4. (Optional) Modify the payment amount as required.

**Note:** Depending on the bill you are trying to pay, you may or may not have the ability to modify the payment amount.

Payment Details

Payments

Add / Remove	Payment Type	Account Number	Date Due	Amount Due	Payment Amount	Payment Date ?
-	Payment On Acco...	6759374	Apr 20, 2013	\$10.00	10.00	<input checked="" type="radio"/> Now <input type="radio"/> Later

My Wallet

\*\*\*\*\*4448 | Exp 02/22

---

\*\*\*\*\*5454 | Exp 03/28

---

Add new

Back

Continue

5. Select whether you want to **Pay Now** or **Pay Later**.

- If you select **Pay Later**, select the **Select date** field or the icon and select a future date from the Date Picker.

Payment Details

Payment Components

Description	Payment Type	Amount Due	Date Due	Payment Amount
6759372	Payment On Account	\$250.00	Apr 20, 2013	10.00

**Payment Date**

Now
  Later

**Schedule payment for**

Select date

Bill Summary

Accounts

My Wallet

\*\*\*\*\*4448 | E

---

\*\*\*\*\*5454 | E

---

\*\*\*\*\*2432

---

\*\*\*\*\*9721

---

PayPal  
Date added:

---

Interac Online  
Date added:

---

Add a Payment Method

◀

2021
▼

January
▼

▶

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

▼ First Available Date
▼ Due Date
- Clear

**Note:** If the future date that you selected is after the bill due date, a warning message will be displayed. Late payment fees may apply if you continue to make a payment with your originally selected date.

Schedule payment for


11/27/2018



**Warning:** Payment date is after due date

- Then, select a payment method from the available list.  
Alternatively, if there are no payment methods available, select **Add new**. Then, follow the steps provided in [How To: Add a Payment Method to My Wallet](#).  
Once added, the payment method displays in the list.
- Select **Continue**.
- On the **Review and Confirm** page, ensure that all the information on the page is accurate. To change any information, select **Back** and edit the information, as required.

Review and Confirm

Payment Method  \*\*\*\*\*4448

Payment Date Now (01/12/2021)

Payment Amount \$10.00	+	Processing Fee \$1.50	=	Total Amount \$11.50
---------------------------	---	--------------------------	---	-------------------------

By clicking the PAY button, you agree to the service fee charged by Paymentus to be added to this payment and authorize the payment.

[Back](#) [Pay \\$11.50](#)

- Select **Pay** to submit the payment.  
**Note:** Paymentus charges a processing fee (For example, \$1.50 for Credit Cards, \$1.00 for Debit Card).



10. The **Payment Receipt** screen displays confirming that the payment was successful.

**Note:** The payment submission process might take some time.

An email notification will be sent to your email address, containing all of the transaction details.

**Payment Receipt**

Your payment has been accepted.

---

Confirmation # 434528003

---

Payment Type Payment On Account

---

Account # 6759372

---

Payment Components 6759372 Payment On Account \$10.00

---

Status Accepted

---

Payment Date Jan 12, 2021 – 10:23:28 AM

---

Payment Method Visa \*\*\*\*\*4448

---

Payment Amount \$10.00

---

Processing Fee \$1.50

---

Total Amount Charged \$11.50

---

[Print](#) [Make another payment](#) [Back to Payment History](#)

From here, you can:


- Make another payment
- Print the page
- View your Payment History

## 7. AutoPay Menu

### 7.1 How To: Add an AutoPay Schedule

1. From the navigation panel, select **AutoPay**.
2. On the **AutoPay** page, select **Add a Schedule** to create a payment schedule for your account.  
**Note:** A schedule might already be created for you by an agent. These schedules can only be edited and modified by an agent.

### AutoPay

 **Invoice Payments # 6759371**  
You can not edit this schedule, it was created by another user


---

**Schedule # 7454417**

Frequency	Next Payment
Monthly - fixed amount	Dec 1, 2020
Created By	Start Date
Other User	Jul 25, 2020

---

**Payment Details**

Payment Method	Payment Amount
	\$28.00

---

**Notification Details**

Notify Me by	Preview
Phone	




3. Select an account for which you want to create a schedule. If one does not exist in the list, select **Add new**. Then, follow the steps provided in [How To: Add a New Account](#).


**Note:** If a schedule already exists for an account, that account is no longer eligible for AutoPay.

Select an Account


Account is not eligible for AutoPay

 Payment On Account # 6759370

---


 Payment On Account # 6759371

---


 Payment On Account # 6759372

---

Account is not eligible for AutoPay

 Payment On Account # 6759375

---

 Add new


---

4. Select **Continue**.


5. Select the payment method you want to use for the schedule. This is the payment method that will be charged when the schedule is executed. If one does not exist in the list, select **Add new**. Then, follow the steps provided in [How To: Add a Payment Method to My Wallet](#).

Payment Method


My Wallet

 \*\*\*\*\*4448 | Exp 06/27


---

 \*\*\*\*\*5454 | Exp 03/28


---

 \*\*\*\*\*2432


---

 \*\*\*\*\*9721

Add a Payment Method

 Add new

---

6. Select **Continue**.
7. Select a **Frequency** for your bill payment schedule.  
**Note:** Depending on the frequency selected, you must also select a **Schedule Day**.
8. (Optional) For frequencies that require a date, select the *End Date (Optional)* field or select the  icon to select a future date from the Date Picker. The schedule will no longer execute after this date.

9. (Optional) Modify the payment amount, as required.

**Note:** Depending on the bill you are trying to pay, you may or may not have the ability to modify the payment amount.

### Payment Details

**Frequency**

Bi-Monthly                       Monthly - fixed amount

---


Bi-Weekly                               Weekly

---

Monthly - bill amount               Bill amount on the due date


---

**Schedule Day**

01 

Please note that the first payment will be scheduled to be processed in 1-2 months, if schedule day is greater than the last day of the schedule month then the last day of the month is used for the schedule day.

**End Date (Optional)**

Select end date 

**Payment Amount**

23.11

**Total Amount**

23.11

**Payment Type**

Visa

**Account Number**

\*\*\*\*\*4448

10. Then, select one of the following ways to receive schedule notification:
  - a. Email Notification: Receive email reminders.
  - b. SMS Notification: Enter a **Mobile number** to receive text message reminders.
  - c. Phone Notification: Enter a **Phone number** to receive phone call reminders.
11. (Optional) Select how many days in advance you want to receive a reminder that your automatic payment will execute. By default, **Do not remind me** is selected.

Schedule Notification Preferences ⓘ

Receive email notification ⓘ

---

Receive SMS notification ⓘ

---

Receive Phone notification

Do not remind me ▾ in advance of a scheduled payment

- Do not remind me
- Remind me 2 days
- Remind me 3 days
- Remind me 4 days

12. Read and agree to the **Schedule Payment Authorization Terms** by selecting the checkbox next to it.

13. Then, select **Create AutoPay**. The **Schedule Created** confirmation displays all the relevant schedule information.

Your schedule will now be available on the main **AutoPay** page along with all other schedules.

Schedule Created	
Confirmation #	9715465
Payment Type	Invoice Payments
Account #	6759371
Payment Method	Visa *****4448
Start Date	Jan 12, 2021
Frequency	Bi-Monthly
Schedule Day	1
Payment Amount	\$10.00
Total Amount	\$10.00
Next Payment Date	Mar 1, 2021

Print


Back to AutoPay

From here, you can:

- Print your schedule confirmation
- Go back to the **AutoPay** main page

## 7.2 How To: Edit an AutoPay Schedule

1. From the navigation panel, select **AutoPay**.

 Payment On Account # 6759371


---

Schedule # 9729531 [Edit](#)

Frequency	Next Payment
Bi-Weekly	Jan 24, 2021
Created By	Start Date
You	Jan 13, 2021

---

Payment Details [Edit](#)

Payment Method	Payment Amount
 *****5454	\$10.00

---

Notification Details

Notification not enabled



2. On the **AutoPay** page, select **Edit**:

- Under any of the schedules to edit the schedule details (e.g. Frequency, Schedule Day, End Date, Payment Amount, Schedule Notification Preferences).

**Note:** A schedule might already be created for you by an agent. These schedules can only be edited and modified by an agent.

### Schedule Details ✕

**Frequency**

Bi-Monthly  Monthly - fixed amount

---

Bi-Weekly  Weekly

---

Monthly - bill amount  Bill amount on the due date


---

**Schedule Day**

Sunday ▼


Please note that the first payment will be scheduled to be processed in 1-2 weeks.

**End Date (Optional)**

02/06/2021 

**Payment Amount**


10.00

Schedule Notification Preferences 


Do not remind me ▼ in advance of a scheduled payment.

- Under the **Payment Details** section, change the payment method used for the schedule or add a new one, as required.


**Payment Method** ✕

 \*\*\*\*\*2432


---

 \*\*\*\*\*9721


---

 \*\*\*\*\*4448 | Exp 06/27

---

 \*\*\*\*\*5454 | Exp 03/28

---


 Add new

---

- Select **Confirm**. The schedule will be updated with the latest edits.

### 7.3 How To: Remove an AutoPay Schedule

- From the navigation panel, select **AutoPay**.

 Payment On Account # 6759371

---

Schedule # 9729531


---

Frequency	Next Payment
Bi-Weekly	Jan 24, 2021
Created By	Start Date
You	Jan 13, 2021

---

Payment Details

---

Payment Method	Payment Amount
 *****5454	\$10.00

---

Notification Details

Notification not enabled

2. On the **AutoPay** page, select **Edit** under any of the schedules.

**Note:** A schedule might already be created for you by an agent. These schedules can only be edited and modified by an agent.

**Schedule Details** ✕

**Frequency**

Bi-Monthly  Monthly - fixed amount

---

Bi-Weekly  Weekly

---

Monthly - bill amount  Bill amount on the due date


---

**Schedule Day**

Sunday ▼


Please note that the first payment will be scheduled to be processed in 1-2 weeks.

**End Date (Optional)**

02/06/2021 

**Payment Amount**

10.00

Schedule Notification Preferences 

Do not remind me ▼ in advance of a scheduled payment

3. Select **Remove Schedule**.

4. Then, when prompted, select **Confirm** to proceed with the schedule removal. The schedule is no longer available on the **AutoPay** page, in the list of available schedules.

**Payment On Account 6759371** ✕

Reference number: 9729531

Please confirm removal of this schedule.


---

## 8. Bill History Menu

### 8.1 How To: View Your Bill History

1. From the navigation panel, select **Bill History**.
2. On the **Bill History** page, you can view a list of all bills for all of the accounts available in your profile.

#### Bill History

 Download History

 Search

1-14 of 14

Account Info	Statement Balance	Date Due	Bill Status	Action
Mobile # 6759372	\$335.08	Mar 11, 2019	Paid Dec 15, 2020	<a href="#">View Bill</a>
Mobile # 6759370	\$311.09	Feb 28, 2019	Paid Nov 5, 2020	<a href="#">View Bill</a>
Payment On Account # 6759372	\$45.22	Nov 21, 2011	Paid Nov 22, 2011	<a href="#">View Bill</a>
Payment On Account # 6759375	\$41.17	Nov 21, 2011		<a href="#">Pay Bill</a> <a href="#">View Bill</a>
Payment On Account # 6759371	\$23.11	Sep 28, 2011	Paid Nov 3, 2011	<a href="#">View Bill</a>

3. Select **View Bill** on any of the bills in the list to view more details about it (e.g. Bill Due date, Payment Amount, etc.).

Alternatively, select **Pay Bill** and continue with the payment flow. For details on how to pay your bill, see **Step 5** in the [How To: Pay Your Bill](#).

30 West Beaver Creek Road, Suite 17  
Richmond Hill, ON L4B 3K1  
Email: [info@paymentus.com](mailto:info@paymentus.com)  
Website: <http://www.paymentus.com>  
Telephone: 1-800-420-1663

**Mary McCurley**  
10 First St.  
Charlotte NC 28210

#### Account Information

Account Number: 6759372

Bill Date: 04/04/13

Payment Due Date: 04/20/13

Amount Due \$250.00

Back

Print

Pay Bill

From here, you can:

- Print your bill
- Pay your bill

## 8.2 How To: Download Your Bill History

1. From the navigation panel, select **Bill History**.
2. On the **Bill History** page, you can view a list of all payments made to different accounts from your profile.

Bill History

Download History Search 1-14 of 14

Account Info	Statement Balance	Date Due	Bill Status	Action
Mobile # 6759372	\$335.08	Mar 11, 2019	Paid Dec 15, 2020	<a href="#">View Bill</a>
Mobile # 6759370	\$311.09	Feb 28, 2019	Paid Nov 5, 2020	<a href="#">View Bill</a>
Payment On Account # 6759372	\$45.22	Nov 21, 2011	Paid Nov 22, 2011	<a href="#">View Bill</a>
Payment On Account # 6759375	\$41.17	Nov 21, 2011		<a href="#">Pay Bill</a> <a href="#">View Bill</a>
Payment On Account # 6759371	\$23.11	Sep 28, 2011	Paid Nov 3, 2011	<a href="#">View Bill</a>

3. Select **Download History** to download your payment history as a CSV file to your computer.  
**Note:** A *customer-bill-report.csv* file will be downloaded to your computer which you can then open using any software that opens such file formats (e.g. Excel).

	A	B	C	D	E	F	G
1	Account Number	Payment Type	Amount Due	Date Due	Date Enrolled	Suspended	Paper Suppression
2	6759371	Payment On Account	150	04/20/2013	12-07-2020 15:28	N	N
3	6759371	Payment On Account	23.11	3-07-2012	12-07-2020 15:28	N	N
4	6759371	Payment On Account	23.11	11/21/2011	12-07-2020 15:28	N	N
5	6759371	Payment On Account	23.11	09/28/2011	12-07-2020 15:28	N	N
6	6759371	Payment On Account	23.11	11-07-2010	12-07-2020 15:28	N	N

## 8.3 How To: Search/Filter Your Bill History

1. From the navigation panel, select **Bill History**.
2. On the **Bill History** page, you can view a list of all payments made to different accounts from your profile.
3. Select **Search** to narrow down your payment history list, and search for a specific **Account Number** or by a specific **Payment Type**.

The screenshot shows the 'Customer Portal' interface. At the top left, it says 'Customer Portal'. Below that is a header for 'Bill History'. There are two buttons: 'Download History' and 'Search'. A table with four columns is visible: 'Account Info', 'Statement Balance', 'Date Due', and 'Bill Status'. The table contains two rows of data. On the right side, a search dropdown menu is open, showing 'Account #' with an input field 'Enter your account number'. Below that, 'Payment Type:' is shown with a dropdown menu containing options: '--SELECT--', '--SELECT--', 'Payment On Account', 'Invoice', and 'Bill Payment'. A 'Feedback' button is visible on the far right edge of the search dropdown.

4. Select **Search** again. The search results will be updated to display only the bills that fit your search criteria.

The screenshot shows the 'Customer Portal' interface with the 'Bill History' page. The 'Search' button is highlighted. The table now shows five rows of filtered results. The columns are 'Account Info', 'Statement Balance', 'Date Due', 'Bill Status', and 'Action'. The 'Action' column contains 'View Bill' buttons for the first four rows and 'Pay Bill' and 'View Bill' buttons for the fifth row. A filter message at the top right of the table reads: 'Bill History filtered by Payment Type and Account Number 6759371 1-5 of 5'.

Account Info	Statement Balance	Date Due	Bill Status	Action
Payment On Account # 6759371	\$150.00	Apr 20, 2013	Paid Nov 13, 2020	<a href="#">View Bill</a>
Payment On Account # 6759371	\$23.11	Mar 7, 2012	Paid Sep 28, 2011	<a href="#">View Bill</a>
Payment On Account # 6759371	\$23.11	Nov 21, 2011	Paid Feb 7, 2012	<a href="#">View Bill</a>
Payment On Account # 6759371	\$23.11	Sep 28, 2011	Paid Nov 3, 2011	<a href="#">View Bill</a>
Payment On Account # 6759371	\$23.11	Nov 7, 2010		<a href="#">Pay Bill</a> <a href="#">View Bill</a>

From here, you can select:

- **View Bill** to view your bill in more details
- **Pay Bill** to make a payment. For details on how to pay your bill, see **Step 5** in the [How To: Pay Your Bill](#).

## 9. Payment History Menu

### 9.1 How To: View Your Payment History

1. From the navigation panel, select **Payment History**.
2. On the **Payment History** page, you can view a list of all payments made to different accounts from your profile. The list also displays the status of the payments (e.g. Accepted, Failed, etc.).

Payment History						
Download History		Search		1-25 of 51084 <span style="margin-left: 10px;"> <input checked="" type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/> <input type="button" value="Next"/> </span>		
Account	Amount	Processing Fee	Date	Method	Action	
Accepted Payment On Account # 6759372	\$10.00	\$1.50	Jan 12, 2021 – 10:23:28 AM	VISA	<a href="#">View</a>	
Accepted Payment On Account # 6759370	\$15.09	\$1.50	Jan 6, 2021 – 3:31:52 PM	echeck	<a href="#">View</a>	
Accepted Payment On Account # 6759372	\$12.14	\$1.50	Jan 6, 2021 – 3:30:52 PM	VISA	<a href="#">View</a>	
Failed Payment On Account # 6759371	\$150.00	\$1.50	Jan 1, 2021 – 7:25:41 AM	VISA	<a href="#">View</a>	
Accepted Payment On Account # 6759370	\$15.09	\$1.50	Dec 31, 2020 – 12:52:37 PM	echeck	<a href="#">View</a>	
Accepted Payment On Account # 6759372	\$12.12	\$1.50	Dec 31, 2020 – 12:51:50 PM	VISA	<a href="#">View</a>	
Accepted Payment On Account # 6759370	\$15.09	\$1.50	Dec 29, 2020 – 6:22:03 PM	echeck	<a href="#">View</a>	
Accepted Payment On Account # 6759372	\$12.12	\$1.50	Dec 29, 2020 – 6:20:22 PM	VISA	<a href="#">View</a>	




3. Select **View** on any of the payment transactions in the list to view more details about that payment.

Payment Details	
Confirmation #	434528003
Account	6759372
Status	ACCEPTED
Channel	Web Channel
Payment Date	Jan 12, 2021 – 10:23:28 AM
Payment Type	Payment On Account
Payment Method	Visa *****4448
Payment Amount	\$10.00
Paymentus Fee	\$1.50
Total Amount Charged	\$11.50

[Back to Payment History](#)

- Alternatively, to view your payment history, on the **Accounts** page, in the **More** section, select **View All Payments**.

 Payment On Account # 6759370


---

Account Details [Edit](#)

---

Date Due	Amount Due
Dec 11, 2016	\$15.09

---

Paperless <sup>?</sup>	 ebill	<a href="#">View Bill</a>
<input checked="" type="radio"/> Yes		

---

AutoPay	Frequency	Payment Method
	Bi-Weekly	<a href="#">CREDIT</a>

---

AutoPay	Frequency	Payment Method
	Bill amount on the due date	<a href="#">CREDIT</a>

---

AutoPay	Frequency	Payment Method
	Monthly - fixed amount	<a href="#">CREDIT</a>

---

**More**

[View All Payments](#)

[View Consumption](#)

## 9.2 How To: Download Your Payment History

1. From the navigation panel, select **Payment History**.
2. On the **Payment History** page, you can view a list of all payments made to different accounts from your profile.

### Payment History

Download History

Payments filtered by Payment Type and Account Number 6777779 1-2 of 2

	Account	ZIP Code	Amount	Service Fee	Date	Method	Action
Accepted	Water # 6777779	12345	\$53.11	\$1.50	Nov 30, 2018 – 11:38:50 AM		<a href="#" style="color: #007bff; text-decoration: none; padding: 5px 10px;">View</a>
Accepted	Water # 6777779	12345	\$53.11	\$1.50	Nov 6, 2018 – 11:09:11 AM		<a href="#" style="color: #007bff; text-decoration: none; padding: 5px 10px;">View</a>

3. Select **Download History** to download your payment history as a CSV file to your computer.  
**Note:** A *payment-report.csv* file will be downloaded to your computer which you can then open using any software that opens such file formats (e.g. Excel).

	A	B	C	D	E	F	G	H	I	J
1	Confirmation	Payment Amount	Payment Type	Account Number	Payment Date/Time	Payment Method Type	Payment Method	Channel	Originator	Status
2	434528003	10	Payment On Account	6759372	1-12-2021 10:23	Visa	*****4448	Web Channel	idoe@paymentus.com	Accepted
3	431891517	15.09	Payment On Account	6759370	1-06-2021 15:31	Savings Account	*****9789	Agent Dashboard	paymentus	Accepted
4	431939903	12.14	Payment On Account	6759372	1-06-2021 15:30	Visa	*****4448	Web Channel	idoe@paymentus.com	Accepted
5	428777259	150	Payment On Account	6759371	1-01-2021 7:25	Visa	*****4448	Scheduled Payment Channel	scheduler	Failed
6	428467371	15.09	Payment On Account	6759370	12/31/2020 12:52	Savings Account	*****9789	Agent Dashboard	paymentus	Accepted
7	428467366	12.12	Payment On Account	6759372	12/31/2020 12:51	Visa	*****4448	Web Channel	idoe@paymentus.com	Accepted
8	427194260	15.09	Payment On Account	6759370	12/29/2020 18:22	Savings Account	*****9789	Agent Dashboard	paymentus	Accepted

## 9.3 How To: Search/Filter Your Payment History

1. From the navigation panel, select **Payment History**.
2. On the **Payment History** page, you can view a list of all payments made to different accounts from your profile.
3. Select **Search** to narrow down your payment history list, and search for a specific **Account Number** or by a specific **Payment Type**.

Customer Portal

Payment History

Download History Search Payments filtered by Payment Type 1-25 of 51084 1 2 3 4

Account	Amount	Processing Fee	Date	Method
Accepted Payment On Account # 6759372	\$10.00	\$1.50	Jan 12, 2021 – 10:23:28 AM	VISA
Accepted Payment On Account # 6759370	\$15.09	\$1.50	Jan 6, 2021 – 3:31:52 PM	echeck
Accepted Payment On Account # 6759372	\$12.14	\$1.50	Jan 6, 2021 – 3:30:52 PM	VISA
Failed Payment On Account # 6759371	\$150.00	\$1.50	Jan 1, 2021 – 7:25:41 AM	VISA

Search

Account #  
Enter your account number

Payment Type:  
 Payment On Account  
 --SELECT--  
 Payment On Account  
 Invoice  
 Bill Payment

Feedback

4. Select **Search** again. The search results will be updated to display only the payments that fit your search criteria.

Payment History

Download History Search Payments filtered by Payment Type and Account Number 6777779 1-2 of 2

Account	ZIP Code	Amount	Service Fee	Date	Method	Action
Accepted Water # 6777779	12345	\$53.11	\$1.50	Nov 30, 2018 – 11:38:50 AM	MasterCard	View
Accepted Water # 6777779	12345	\$53.11	\$1.50	Nov 6, 2018 – 11:09:11 AM	echeck	View

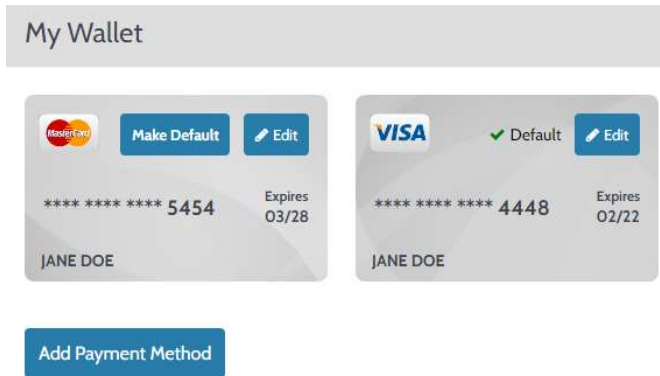
From here, you can select **View** to view your bill in more details.

## 10. My Wallet Menu

### 10.1 How To: Add a Payment Method to My Wallet

1. From the navigation panel, select **My Wallet**.

**Note:** If you do not currently have any saved payment methods to your wallet, the wallet displays as empty.



2. Select **Add Payment Method**.

The 'Add Payment Method' modal is open. It has tabs for 'Credit', 'Debit', 'E-Check', and 'Digital Wallets'. Under 'Credit', there are logos for VISA, MasterCard, AMERICAN EXPRESS, and DISCOVER. The form has the following fields:

- Card Number: A text input field with the placeholder 'Card number'.
- CVV: A text input field with the placeholder 'CVV'.
- Expiration Date: Two dropdown menus, one for 'MM' and one for 'YYYY'.
- Card Holder Name: A text input field with the placeholder 'Card holder name'.

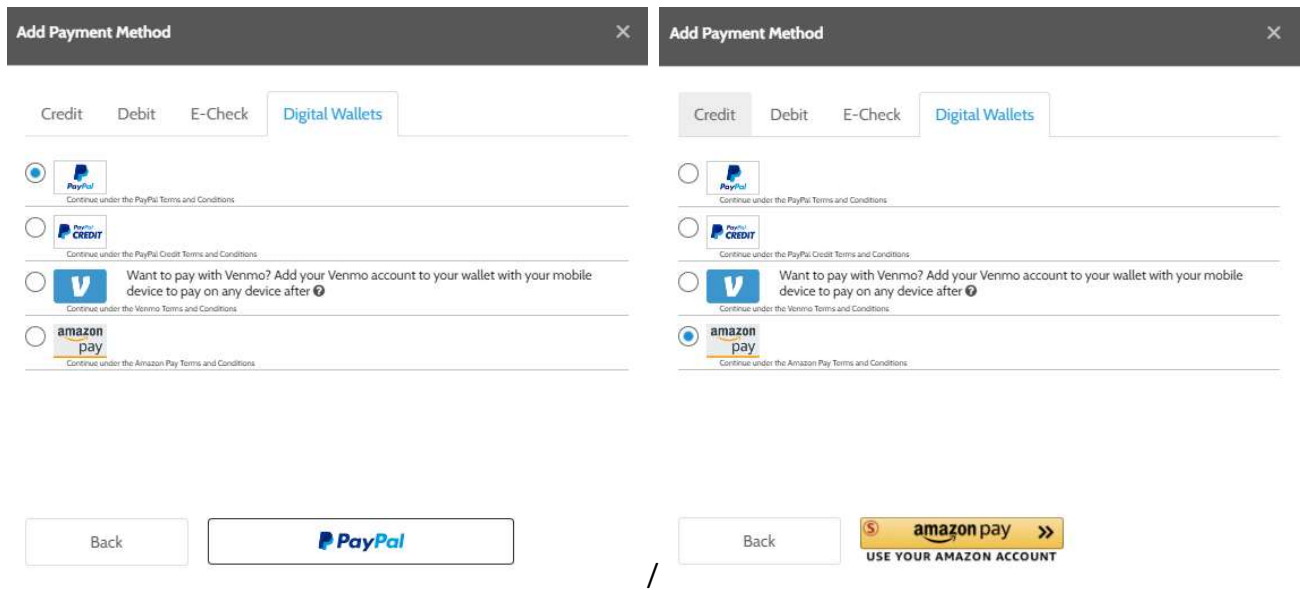
Below the fields, there is a link: [Click to read the Payment Authorization Terms](#). There are two checkboxes:

- I authorize payment and agree to the Payment Authorization Terms
- Set as default payment method

At the bottom, there are two buttons: 'Back' and 'Add'.

3. Enter all of the required payment method information (e.g. Card Number, CVV, Expiration Date, Card Holder Name, Routing Number, etc.)
4. Read and agree to the **Payment Authorization Terms** by selecting the checkbox next to it.
5. (Optional) Select **Set as default payment method** to use it as the default payment method for all future payments.

Alternatively, for all Digital Wallets such as **PayPal**, **PayPal Credit**, **Amazon Pay**, or **Venmo**, select the corresponding button. You will be redirected to the third party's website.



- In the pop-up window that opens, log in using your credentials and select the payment method of your choice.

The image shows two overlapping windows from the Paymentus checkout process. The background window is the PayPal login screen, which includes the PayPal logo, a greeting "Hi, Paymentus!", and a "Pay with" section. It lists three payment options: "CREDIT UNION 1" (Checking \*\*\*\*0348), "PayPal Credit" (Pay over time for your purchase, with a "See terms" link), and "The Bank Card" (Credit \*\*\*\*8672). There is also a link to "Add a debit or credit card". Below this is a consent statement and a blue "Agree & Pay" button.

The foreground window is titled "Your Amazon Pay Wallet" and prompts the user to "Select a payment method to use". It displays a list of payment methods under the heading "Payment method":

- Discover ...9424 (highlighted)
- Discover ...9424 (checked)
- Visa ...1111
- Visa ...5656 (marked with a red asterisk)
- Visa ...4545 (marked with a red asterisk)

At the bottom of this window are "Cancel" and "Use this Payment Method" buttons.

The **My Wallet** page will be updated with your newly added payment methods.

The "My Wallet" page displays three payment methods as cards:

- MasterCard:** Shows "Make Default" and "Edit" buttons. Card number: \*\*\*\* \* 5454. Expires 03/28. Name: JANE DOE.
- VISA:** Shows "Default" (checked) and "Edit" buttons. Card number: \*\*\*\* \* 4448. Expires 02/22. Name: JANE DOE.
- PayPal:** Shows a "Remove" button. Name: test-paypal@paymentus.com.

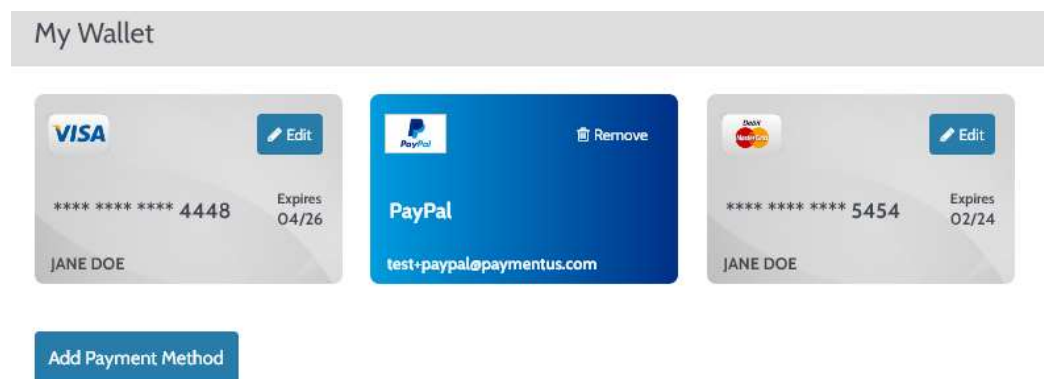
Below the cards is a blue "Add Payment Method" button.

## 10.2 How To: Edit an Existing Payment Method

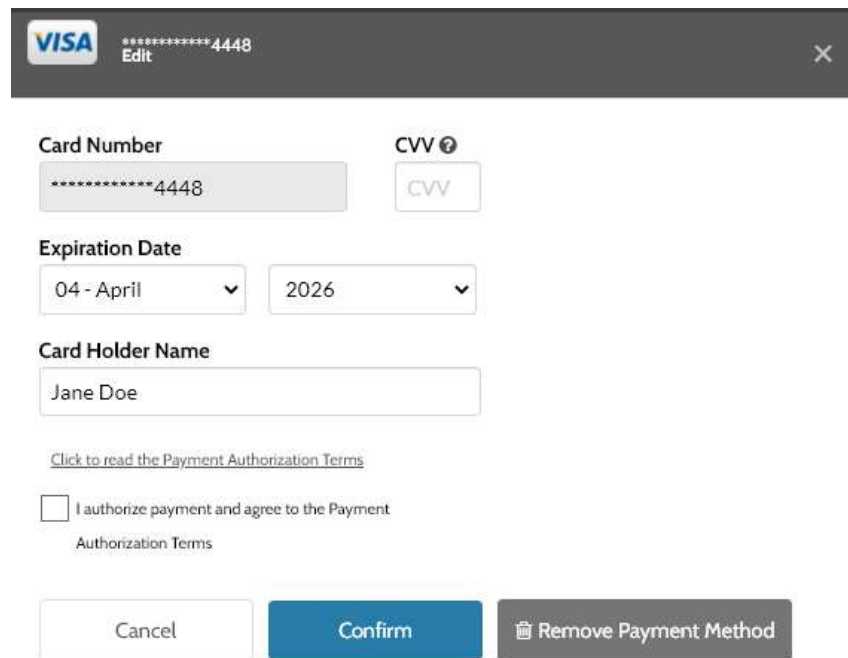
1. From the navigation panel, select **My Wallet**.

**Note:** If you do not currently have any saved payment methods to your wallet, the wallet displays as empty.

2. From the list of available payment methods saved to your wallet, select **Edit**.



3. In the pop-up window that opens, edit your payment method information as required.



4. Read and agree to the **Payment Authorization Terms** by selecting the checkbox next to it.
5. Then, select **Confirm**. Your payment method will be updated with the latest edits.



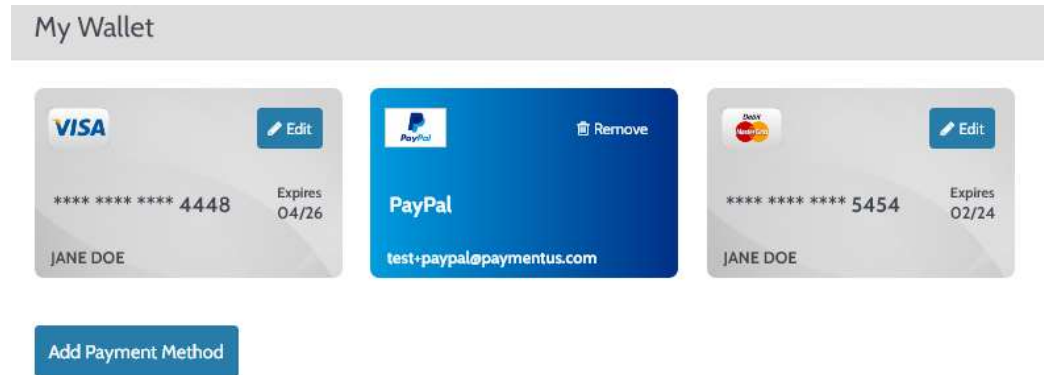
## 10.3 How To: Remove a Payment Method

1. From the navigation panel, select **My Wallet**.

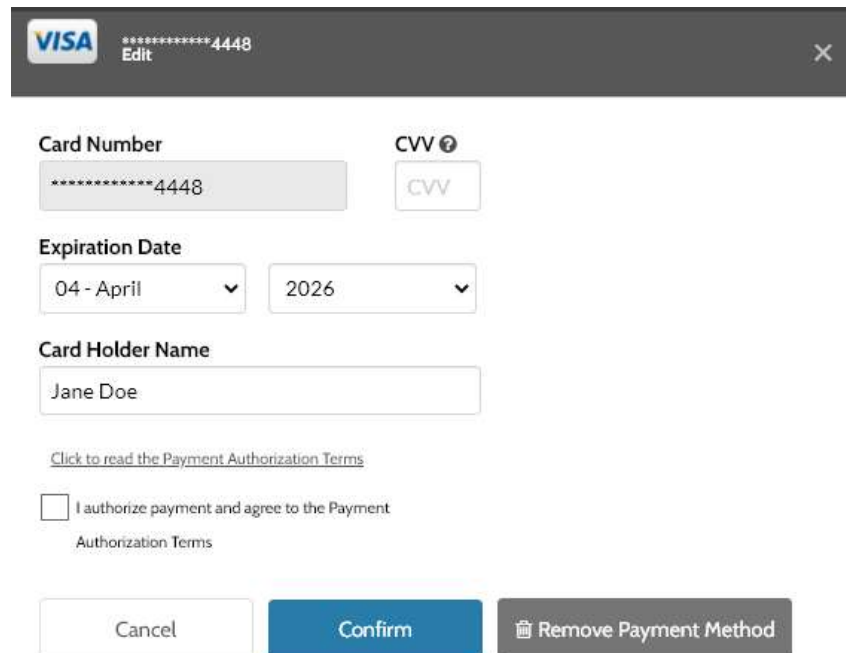
**Note:** If you do not currently have any saved payment methods to your wallet, the wallet displays as empty.

2. From the list of available payment methods saved to your wallet, select **Edit**.

Alternatively, select **Remove** directly on the saved wallet entry to remove the payment method from the list.



3. In the pop-up window that opens, select **Remove Payment Method**.



4. Then, when prompted, select **Confirm** to proceed with the payment method removal. The payment method is no longer available on the **My Wallet** page, in the list of available wallet entries.



Please confirm removal of this payment method.

Please note all AutoPay schedules associated with this payment method will be removed as well.

---

Cancel

## 11. My Profile Menu

### 11.1 How To: Change Your Login Password

1. From the navigation panel, select **My Profile**.
2. In the **Login Details** section, enter your **Current password** and then enter your **New password**.

**Note:** Ensure that the new password adheres to the requirements on screen.

#### General Details

**First Name**

**Last Name**

**Email Address**

**Phone Number**

**Mobile Number**

**ZIP Code:**

**Attachment Password**  
  
You have attachment password set.  
This password is used for opening bill summary email attachments.

#### Login Details

**User ID:**  
  
Your User Id has to be alphanumeric or dash, underscore or a valid email address.  
If you want to change your user id [click here](#)

**Current password**

**New password**

**Re-enter new password**

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

#### Security Questions [Edit](#)

**Security Question 1**  
What is your zip code?

**Security Answer 1**

[Save Changes](#)

3. Select **Save Changes**. The **Details** confirmation page displays all your profile information.

Details	
User Id	[REDACTED]
First Name	Jane
Last Name	Doe
Email Address	jdoe@paymentus.com
Phone Number	(555) 555-5555
ZIP Code:	12345
Security Question 1	What is your zip code?
Security Answer 1	*****

[Back to My Profile](#)

## 11.2 How To: Edit Your Contact Details

1. From the navigation panel, select **My Profile**.
2. In the **General Details** section, edit your contact information as required.

### General Details

**First Name**

Jane

**Last Name**

Doe

**Email Address**

jdoe@paymentus.com

**Phone Number**

(555) 343-7777

**Mobile Number**

**ZIP Code:**

12345

**Attachment Password**

Attachment Password

This password is used for opening bill summary email attachments.

- Once you are done, select **Save Changes**. The **Details** confirmation page displays all your profile information.

Details	
User Id	
First Name	Jane
Last Name	Doe
Email Address	jdoe@paymentus.com
Phone Number	(555) 555-6767
ZIP Code:	12345

[Back to My Profile](#)

## 11.3 How To: Change Your User ID

1. From the navigation panel, select **My Profile**.
2. In the **Login Details** section, select **click here**.

**Note:** The **User ID** field, which was previously grayed out, is now unlocked and can be edited.

Login Details

User ID:

Your User Id has to be alphanumeric or dash, underscore or a valid email address.

If you want to change your user id [click here](#)

3. Enter a new **User ID**.

**Note:** The new User ID must be alphanumeric and may contain a dash or an underscore, or it can be a valid email address.

4. Enter your **Current password**.

**Note:** You must enter your current password to change your ID.

5. Select **Save Changes**. The **Details** confirmation page displays all your profile information.

Details

User Id

---

First Name

Jane

---

Last Name

Doe

---

Email Address

jdoe@paymentus.com

---

Phone Number

(555) 555-5555

---

ZIP Code:

12345

---

Security Question 1

What is your zip code?

---

Security Answer 1

\*\*\*\*\*

---

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## 11.4 How To: Edit Your Security Questions

1. From the navigation panel, select **My Profile**.
2. In the **Security Questions** section, select **Edit**.

Security Questions [Edit](#)

Security Question 1  
What is your zip code?

Security Answer 1  
.....

3. In the **Security Questions** pop-up window that opens, enter your **Current Password**.
  4. Select a **Security Question** from the drop-down list.
  5. Then, enter your **Security Answer** to the selected question.
  6. Select **Save Changes** to save the edits made to the profile.
- The **Details** confirmation page displays all your profile information.

Details

User Id

First Name Jane

Last Name Doe

Email Address jdoe@paymentus.com

Phone Number (555) 555-5555

ZIP Code: 12345

Security Question 1 What is your zip code?

Security Answer 1 .....

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## 11.5 How To: Change Your Secure PDF Attachment Password

1. From the navigation panel, select **My Profile**.
2. In the **General Details** section, enter a new **Attachment Password** to be used for your bill summary email attachments, also known as PDF eBills.

**Note:** Ensure that the new password adheres to the requirements on screen.

General Details

**First Name**

**Last Name**

**Email Address**

**Phone Number**

**Mobile Number**

**ZIP Code:**

**Attachment Password**

You have attachment password set.  
This password is used for opening bill summary email attachments.

3. Select **Save Changes** to save the edits made to the profile. The **Details** confirmation page displays all your profile information.

Details

User Id XXXXXXXXXX

---

First Name Jane

---

Last Name Doe

---

Email Address jdoe@paymentus.com

---

Phone Number (555) 555-5555

---

ZIP Code: 12345

---

Security Question 1 What is your zip code?

---

Security Answer 1 \*\*\*\*\*

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