



**Maury County Water System**

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**Customer Portal User Guide**

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## Overview

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Maury County Water System's Customer Portal (Portal) allows you to manage certain aspects of your accounts online, including making payments, checking billing and payment histories, and enrolling in services such as E-bill and account alerts.

Portal allows users with multiple accounts to manage all of their accounts from a single portal sign-on.

## Using Portal

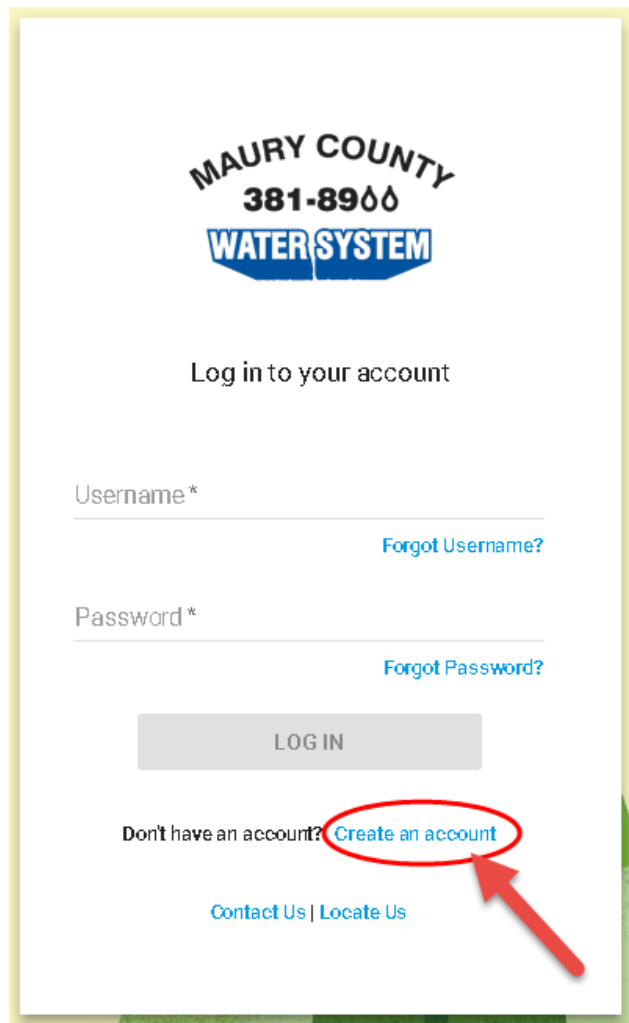
### Customer Login

You will access the customer Portal by clicking a link on the Maury County Water Systems website.

Click the link to display the **Portal Login** screen.

### Create an Account

To create an account, click the **Create an account** link from the **Portal Login** screen.



MAURY COUNTY  
381-8900  
WATERSYSTEM

Log in to your account

Username\* [Forgot Username?](#)

Password\* [Forgot Password?](#)

LOG IN

Don't have an account? [Create an account](#)

[Contact Us](#) | [Locate Us](#)

**Portal Login Screen**

After clicking **Create an Account**, the **Create an Account** screen displays. Enter your information in the fields shown in the sample screenshot below.


### Create an account

Account Number\*  
\_\_\_\_\_

Username\*  
\_\_\_\_\_

E-mail\*  
\_\_\_\_\_

E-mail (Confirm)\*  
\_\_\_\_\_

Password\*   
\_\_\_\_\_

Password (Confirm)\*  
\_\_\_\_\_

**Validate account number using:**

Latest Bill Amount

Phone Number (Home, Business, Mobile or Others)

**CREATE MY ACCOUNT**

**Already have an account? [Log in](#)**

**Create an Account Screen**

- **Account Number:** You will need your account number, which can be found on your bill. It will be the numbers to the left of the dash in a Service ID. (For example, if the Service ID is 12345-001, the account number is 12345).

*Note: If you have more than one account number associated with your Customer ID Number (CID), you can create your portal account using any of those account numbers. When you log into Portal, you will see all of your accounts listed in the main Account List screen. You can then select any of your accounts from the list to manage.*

- **Username:** Your username can consist of letters, numbers, at signs (@), underscores ( \_ ), and periods. Other special characters and spaces are not allowed.
- **Email:** A confirmation email will be sent to the address specified here. Your portal username cannot be used until the account is activated by clicking the link included in the confirmation email.
- **Email (Confirm):** Confirm the email you entered in the field above. The email must match exactly the email entered in the previous field.
- **Password:** The password must contain 6 characters or more. It must also contain the following:
  - at least one lowercase letter
  - at least one uppercase letter
  - at least one number
  - at least one special character

The actual password will not display as you enter it.

- **Password (Confirm):** Enter the password again to confirm that no errors were made in the first entry. The password must match exactly the password entered in the previous field.

Validate the account number using one of the following:

- **Latest Bill Amount:** Enter the total amount listed on your most recent bill. The last two numbers entered will automatically be assigned to a decimal position. (For example, if you type '51648' it will appear in the field as '516.48'.)
- **Phone Number:** Enter the last four digits of your phone number. This validates against the primary phone number associated with your account at the utility.

After entering the information, click **Create My Account**.

An email is sent to the address specified in the **Email** field. Open your email and click the included link to activate your customer account.

## Logging into an Existing Account

To log into an existing account, enter your username and password in the empty fields, and click the **Log In** button.

**MAURY COUNTY**  
**381-8900**  
**WATER SYSTEM**

Log in to your account

**1**  
Username\* [Forgot Username?](#)

**2**  
Password\* [Forgot Password?](#)

**3**

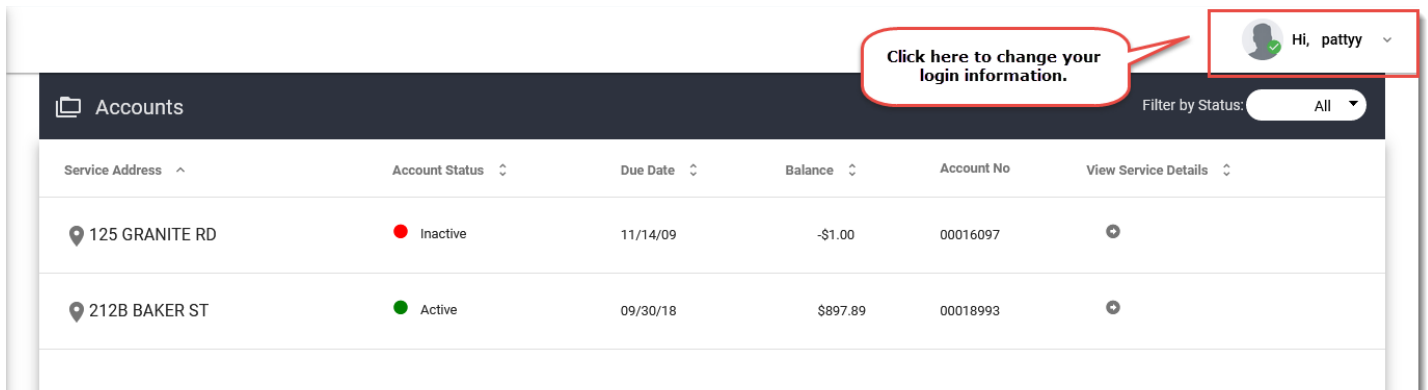
Don't have an account? [Create an account](#)

[Contact Us](#) | [Locate Us](#)

**Login Screen**

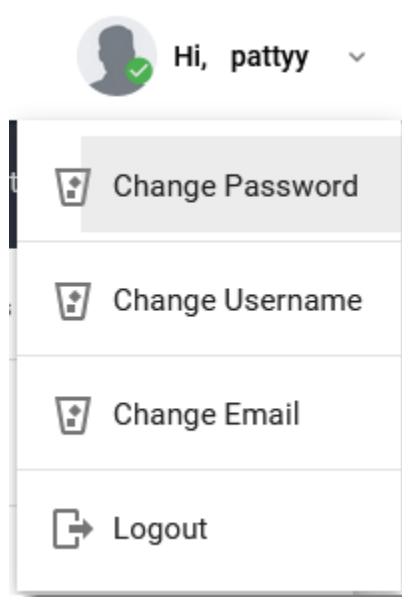
# Login Changes

Once you are logged into your online account, you can change your login information by clicking the greeting icon in the top right corner.



## Change Login Information Icon

Click the greeting icon to display a drop-down menu.




## Change Login Drop-Down Menu

The options in the drop-down menu perform the following operations:

- **Change Password:** Enables you to change your login password.

If you select **Change Password** you will be brought to a new screen that prompts you for the **Old Password** (your current password), the **New Password** (what you

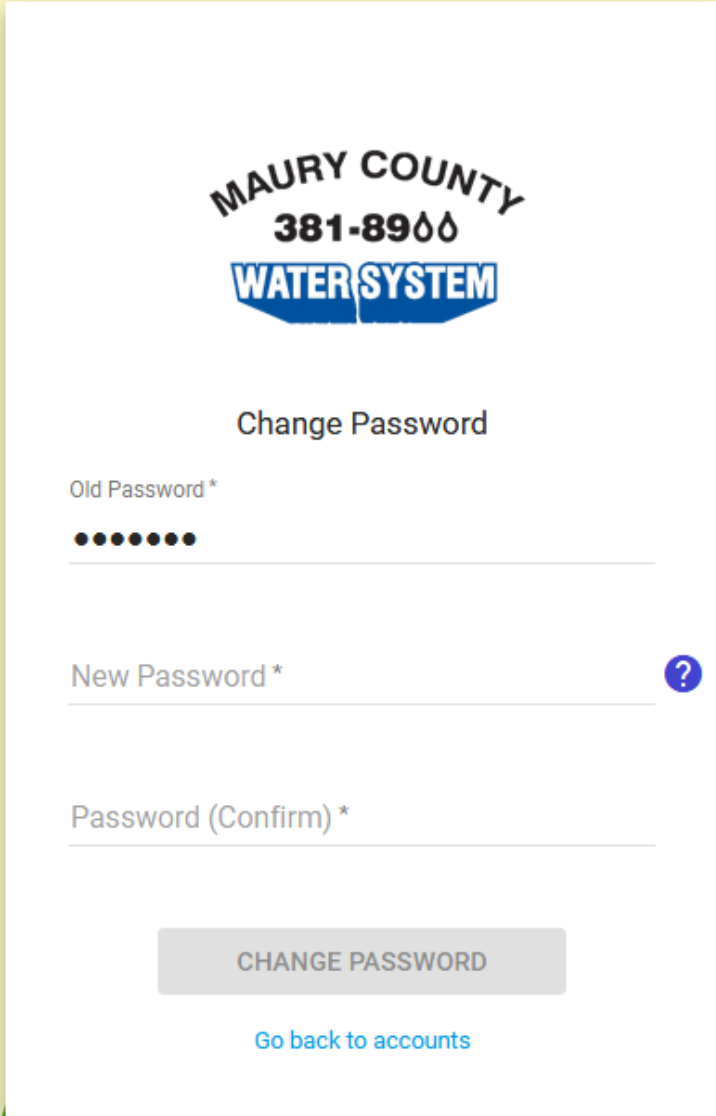


want your password to be changed to), and to confirm your new password, **Password (Confirm)**. Clicking the  icon reveals the password's requirements:

**Password** must contain the following:

- at least one lowercase letter
- at least one uppercase letter
- at least one number
- at least one special character
- 6 characters or more

Once you have correctly entered information in the three fields, click **Change Password**. To cancel and return to the accounts screen, click the **Go back to accounts** link.




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WATER SYSTEM

Change Password

Old Password \*

●●●●●●●

New Password \* 

Password (Confirm) \*

CHANGE PASSWORD

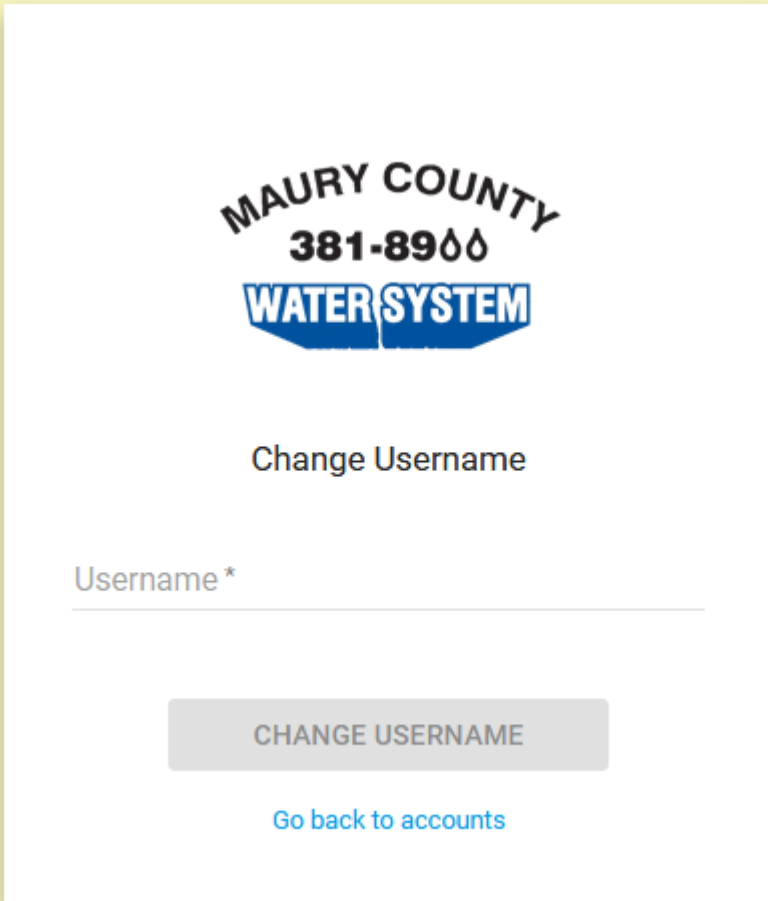
[Go back to accounts](#)

**Change Password Screen**

- **Change Username:** Enables you to change your username.

If you select **Change Username**, you will be brought to a new screen that prompts you to enter your new username. Your username can consist of letters, numbers, at signs (@), underscores ( \_ ), and periods. Other special characters and spaces are not allowed.

To complete changing your username, click **Change Username**. To cancel and return to the accounts screen, click the **Go back to accounts** link.



**Change Username Screen**

- **Change Email:** Enables you to change the email associated with your portal account.

The current email displays above the **New Email** field. Enter the new email you want in the **New Email** field.

Reenter the new email in the **Confirm Email** field. The two fields must match exactly.

For identification purposes, enter your Portal login password in the **Password** field.

To complete changing your email, click **Change Email**. To cancel and return to the accounts screen, click the **Go back to accounts** link.

**MAURY COUNTY**  
**381-8900**  
**WATER SYSTEM**

Change E-mail

Your current e-mail is: patty@sedata.com

New E-mail \*

testuser@gmail.com

Confirm E-mail ^

testuser@gmail.com

Password \*

.....

**CHANGE E-MAIL**

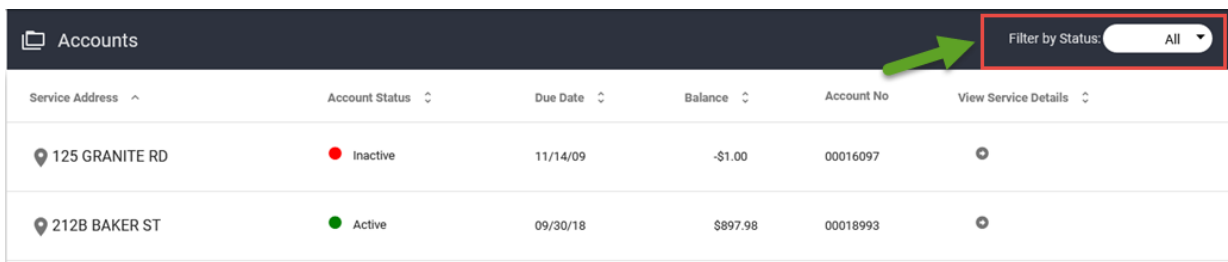
[Go back to accounts](#)

**Change Email Screen**

## Accounts Screen

A list of your accounts displays on the main account screen. From here, you also see the account's **Service Address, Account Status, Due Date, Balance, and Account No.** Click on the account you wish to manage.

To filter the display based on account status, click the **Filter by Status** drop-down menu. Select whether to view **All, Active, Inactive, or New** accounts.

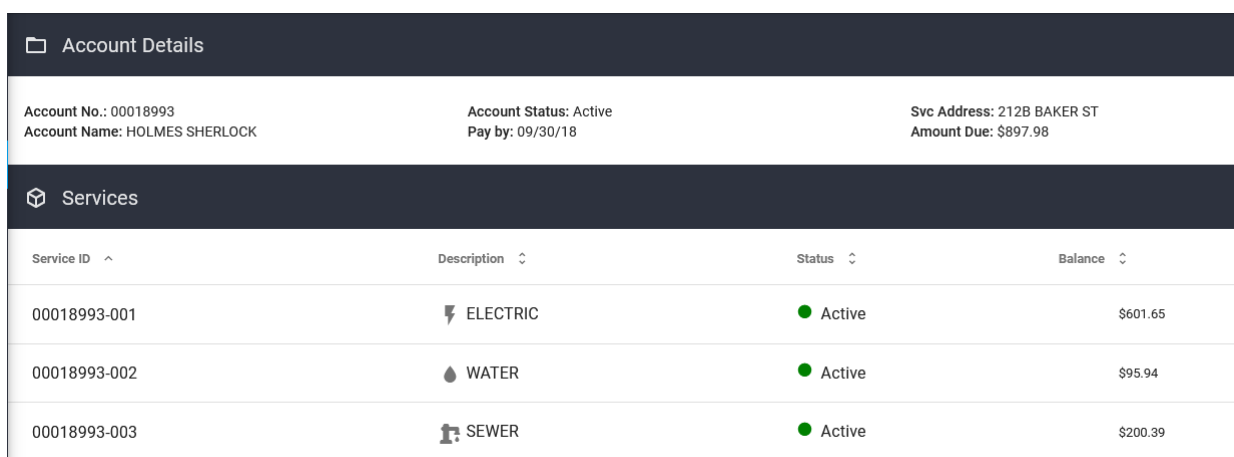


Service Address	Account Status	Due Date	Balance	Account No	View Service Details
125 GRANITE RD	Inactive	11/14/09	-\$1.00	00016097	
212B BAKER ST	Active	09/30/18	\$897.98	00018993	

**Accounts List Screen**


## Service Details

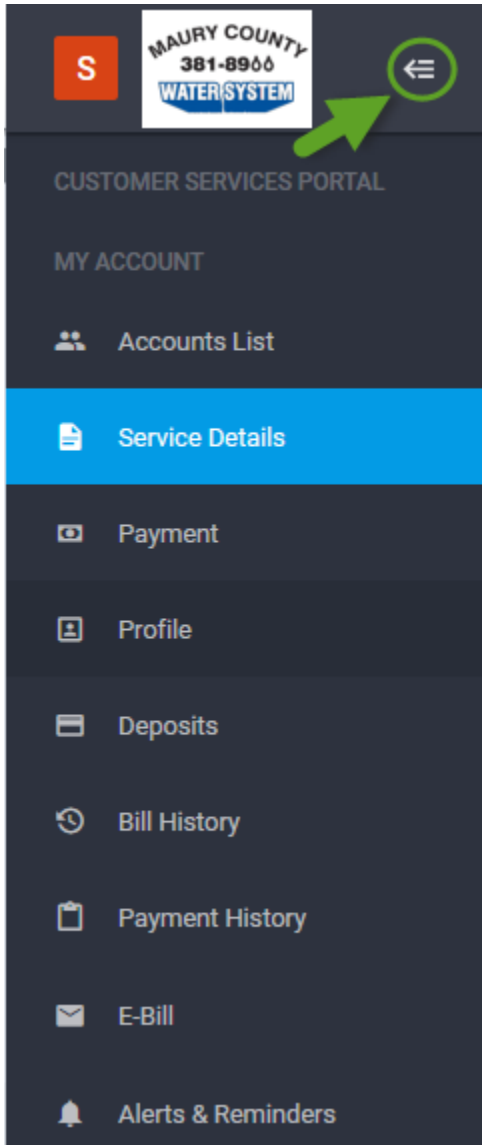
Upon selecting an account from the Accounts list, Portal displays the **Service Details** tab. A list of the account's services displays in the center of the screen, along with each service's **ID, Description, Status, and Balance.**



Service ID	Description	Status	Balance
00018993-001	ELECTRIC	Active	\$601.65
00018993-002	WATER	Active	\$95.94
00018993-003	SEWER	Active	\$200.39

**Service Details Tab**

Placing your mouse over the sidebar to the left of the screen will expand it with a list of features. The expanded sidebar can be pinned to the screen by clicking the  icon in the top right corner. In the image below, the icon's location is circled in green.



**Features Sidebar**

You can easily navigate through the Portal account by clicking on the various tabs in the sidebar.

## Payment

Balances can be paid by clicking the **Payment** tab. This will bring up a list of services along with your account's **Total Amount Due** and due date. You have the option to pay by credit card or e-check. Depending on how you intend to pay, click the **Pay with Credit Card** or **Pay with E-Check** button.

The screenshot shows the 'Payment Review' page in the Customer Services Portal. The left sidebar contains navigation options: MY ACCOUNT, Accounts List, Service Details, Payment (highlighted), Profile, Deposits, Bill History, Payment History, Usage Charts, Payment Drafts, and E-Bill. The main content area is titled 'Payment Review' and includes a 'PAY BY ACCOUNT' section. A red banner contains a note: 'Note: The payee on your financial statement for the transaction will be listed as "SEDC Payment."'. Below this is a table of services:

Service ID	Description	Status	Due Date	Balance
00018993-001	ELECTRIC	Active	09/30/18	\$601.65
00018993-002	WATER	Active	09/30/18	\$95.94
00018993-003	SEWER	Active	09/30/18	\$200.39

Below the table, it states: 'Total Amount Due for services checked above is \$897.98. Due on 09/30/18.' At the bottom, there are two buttons: 'PAY WITH CREDIT CARD' and 'PAY WITH E-CHECK'.

### Payment Tab

## Pay with Credit Card

If you choose to pay with a credit card, a dialog appears in which you can enter your card information and process a payment.

The dialog lists the amount due on each service. The total due on all services has been calculated and entered in the **Total** field. Your utility may charge a **Convenience Fee**, which will be added to the payment amount.

- **Total:** The full amount due is the default amount for this field, but you can edit the amount in order to pay more or less than what is due. The last two numbers entered will automatically be assigned to a decimal position. (For example, if you type '51648' it will appear in the field as '516.48'.)

The payment amount entered in the **Total** field plus the **Convenience Fee** appears as the **Total Payment Amount**.

Service	Balance	Payment Amount
00018993-001	\$601.58	601.58
00018993-002	\$95.94	95.94
00018993-003	\$200.39	200.39

Total: 897.91

Convenience Fee: \$1.00

Total Payment Amount: \$898.91

This field can be edited to pay more or less than what is due.

### Pay with Credit Card Dialog – Part 1

Scroll down to enter credit card information. The fields indicated with an asterisk in Portal are required.

- **Name:** Enter the cardholder's name as it is printed on the credit card.
- **Credit Card Number:** Enter the 13- to 16-digit card number. The card number should not be entered with spaces. Once you press the [Tab] key or click the mouse out of the field, all but the last four digits of the card number will display as asterisks.
- **Card Security Code:** Enter the 3- or 4-digit card security code (CVV code).
- **Expiration Date:** Select the card's expiration date from Portal's calendar. The calendar can be accessed by clicking either the calendar icon to the left of the field or the down arrow to the right of it.
- **Zip:** Enter the zip code for the credit card's billing address.
- **Save Profile:** To have Portal save the credit card information for future use, drag the **Save Profile** button to the right. The button's color will change from gray to blue.
- **Delete Credit Card Info:** This button will appear if you have previously saved your credit card information. Click the button to remove this saved profile. The next time you process a payment, the credit card fields will no longer auto-populate.

- **Pay Now:** To process a payment, click the **Pay Now** button at the bottom right side of the dialog. A second dialog will appear that prompts you to confirm the payment. The dialog may also remind you that a convenience fee will be added to the payment amount.
- **Cancel:** Press the **Cancel** button to cancel the payment and close the **Pay with Credit Card** dialog.

The screenshot displays a web form for entering credit card information. At the top, a dark grey header bar contains the text "Credit Card Number: \*\*\*\*\*". Below this, the form fields are as follows:

- Name \***: A text input field with a red underline and the error message "Credit card name is a required field" below it.
- Credit Card Number**: A text input field with a red underline and the error message "Credit Card is a required field!" below it.
- Card Security Code**: A text input field located to the right of the credit card number field.
- Expiration Date**: A date selector with a calendar icon, showing "01 / 2018".
- Zip \***: A text input field with a red underline and the error message "Zip Code is a required field!" below it.
- Save Profile**: A toggle switch currently in the "off" position.
- DELETE CREDIT CARD INFO**: A red button located at the bottom right of the form area.

At the bottom of the dialog, there are two buttons: "CANCEL" and "PAY NOW".

**Pay with Credit Card Dialog – Part 2**



## Pay with E-Check

If you choose to pay with an e-check, a dialog appears in which you can enter your bank account information and process a payment.

The dialog lists the amount due on each service. The total due on all services has been calculated and entered into the **Total** field. Your utility may charge a **Convenience Fee**, which will be added to the payment amount.

- **Total:** The full amount due is the default amount for this field, but you can edit the amount in order to pay more or less than what is due. The last two numbers entered will automatically be assigned to a decimal position. (For example, if you type '51648' it will appear in the field as '516.48'.)

The payment amount entered in the **Total** field plus the **Convenience Fee** appears as the **Total Payment Amount**.

Scroll down to enter the bank account information. The fields indicated with an asterisk in Portal are required.

- **First Name:** Enter the first name of the bank account holder.
- **Middle Name:** Enter the middle name of the bank account holder.
- **Last Name:** Enter the last name of the bank account holder.
- **Suffix:** If the bank account holder has a suffix, click the suffix field to select the appropriate one from the drop-down menu.
- **Bank Routing Number:** Enter the 9-digit routing number. Once you press the [Tab] key or click the mouse out of the field, all but the last four digits of the routing number will display as asterisks.
- **Bank Account Number:** Enter the bank account number. Once you press the [Tab] key or click the mouse out of the field, all but the last four digits of the bank account number will display as asterisks.
- **Account Type:** Under **Account Type**, click the circle beside **Savings** or **Checking**, depending on what type of bank account you are using.
- **Save Profile:** To have Portal save the bank account information for future use, drag the **Save Profile** button to the right. The button's color will change from gray to blue.
- **Delete Echeck Info:** This button will appear if you have previously saved bank account information. Click the button to remove this saved profile. The next time you process a payment, the bank account fields will no longer auto-populate.

- **Pay Now:** To process the payment, click the **Pay Now** button at the bottom right side of the dialog. A second dialog will appear that prompts you to confirm the payment. The dialog may also remind you that a convenience fee will be added to the payment amount.
- **Cancel:** Press the **Cancel** button to cancel the payment and close the e-check dialog.

## Payment Receipt

For successful credit card and e-check payments, the **Payment Receipt** dialog will open with your **Confirmation Number**.

Payment Receipt

**Payment Complete**

Thank you for your payment.

This page serves as your receipt and provides you with a Confirmation number.

Please save this information for your records.

**Confirmation Number: 260401**

Account	Amount
00018993	\$0.01

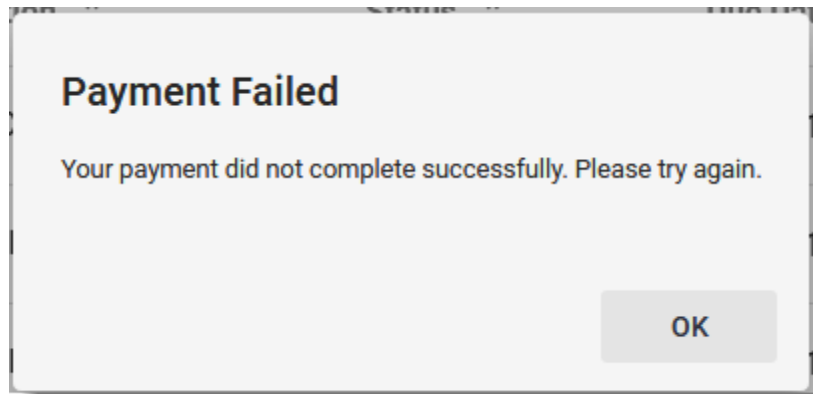
<b>Total:</b>	\$0.01
<b>Convenience Fee:</b>	\$1.00
<b>Total Payment Amount:</b>	\$1.01

### Payment Receipt Dialog

To exit the dialog, click the **X** in the top right corner. The system will bring you back to the **Accounts** screen.

## Payment Failed

If the payment does not go through, the **Payment Failed** dialog will display. Press the **OK** button to be brought back to the **Payment** screen. From this screen, you can try again or select another payment method.



**Payment Failed Dialog Example**

## Profile

You can view and edit personal information by going to the **Profile** tab. Profiles are broken into sections: **Account Profile**, **Contact Information**, **Spouse Information**, and **Billing Address**. *Note that changes made to your profile information will not be updated until they are reviewed by the utility.*

The screenshot shows a profile management interface with an 'EDIT' button in the top left. The profile is divided into four main sections:

- Account Profile:** Contains the field 'Account Profile Name \*' with the value 'HOLMES SHERLOCK'.
- Contact Information:** Contains fields for 'Email Address' (SHERLOCK@TESTMAIL.COM), 'Email Address 2', 'Telephone' ((770)555-1212), 'Business Phone', 'Other Phone' ((678)555-1414), 'Cellular' ((404)555-1313), 'Pager', and 'Fax'.
- Spouse Information:** Contains fields for 'Last Name' and 'First Name'.
- Billing Address:** Contains fields for 'Street Number' (212B), 'Dir Prefix' (—), 'Street' (BAKER), 'Street Suffix' (STREET), 'Dir Suffix' (—), 'City' (LONDON), 'State' (Georgia), 'Zip' (12345-0000), and 'In Care Of'.

**Profile Screen**

To edit your profile, click the **Edit** button in the top left corner of the screen. All fields except **Account Profile Name** under the **Account Profile** section become editable.

Under **Contact Information**, you can fill out or update the following fields:

- **Email Address**
- **Email Address 2**
- **Telephone:** Phone numbers must include the area code
- **Business Phone:** Phone numbers must include the area code
- **Other Phone:** Phone numbers must include the area code
- **Cellular:** Phone numbers must include the area code
- **Pager:** Phone numbers must include the area code

- **Fax:** Phone numbers must include the area code

Under **Spouse Information**, you can fill out the following fields:

- **Last Name**
- **First Name**
- **Middle Name**
- **Suffix** (select from drop-down menu)

Under **Billing Address**, you can fill out the following fields:

- **Street Number**
- **Dir Prefix** (select from drop-down menu)
- **Street**
- **Street Suffix** (select from drop-down menu)
- **Dir Suffix** (select from drop-down menu)
- **City**
- **State**
- **Zip**
- **In Care Of**

When you finish typing in your changes, click Save in the top left corner of the screen. A dialog displays to let you know that your changes have been submitted to the utility for review. Click OK to return to the profile view-only screen.

If you wish to cancel your changes, click **Cancel**. Portal will then prompt you to confirm "you want to reset any unsaved changes." Click **OK** to confirm you do not want to save your changes or click **Cancel** to return to the profile editing screen.

## Deposits

The **Deposits** tab records the status of your deposits. Deposits are made per service, so a list of each service on the account displays on the **Deposits** screen.

Deposit Information								
Service ID	Name	Service Address	Consumer Deposits	Paid Date	Refund Date	Other Deposits	Paid Date	Refund Date
00001958-001			150.00	04/05/17	N/A	50.00	04/05/17	N/A
00001958-002			0.00	N/A	N/A	0.00	N/A	N/A
00001958-003			0.00	N/A	N/A	0.00	N/A	N/A

### Deposit Information Screen

- **Consumer Deposits:** This column shows the total deposit amount made per service.
- **Paid Date:** The **Paid Date** column lists the dates deposits were made.
- **Refund Date:** If the utility has refunded any deposits, the dates on which they were refunded appears in this column.
- **Other Deposits:** If any additional deposits have been made on the account's services, their total amount appears in this column.
- **Paid Date:** The **Paid Date** column lists the date any additional deposits, "Other Deposits", were made.
- **Refund Date:** If the utility has refunded any additional deposits, the date on which they were refunded appears in this column.

## Bill History

The **Bill History** tab keeps an electronic record of an account's previous bills.

The screenshot shows the 'Billing History' interface. At the top, there are two date pickers: 'Start Date' set to 'September 2017' and 'End Date' set to 'January 2018'. To the right of these are 'FILTER' and 'CLEAR FILTER' buttons. Below the date pickers is a table with the following columns: 'View PDF', 'Bill Date', 'Due Date', and 'Balance'. The table contains six rows of bill data.

View PDF	Bill Date	Due Date	Balance
	01/15/18	01/30/18	\$416.77
	12/15/17	12/30/17	\$356.67
	11/15/17	11/30/17	\$295.83
	10/15/17	10/30/17	\$235.64
	09/19/17	09/26/17	\$176.09

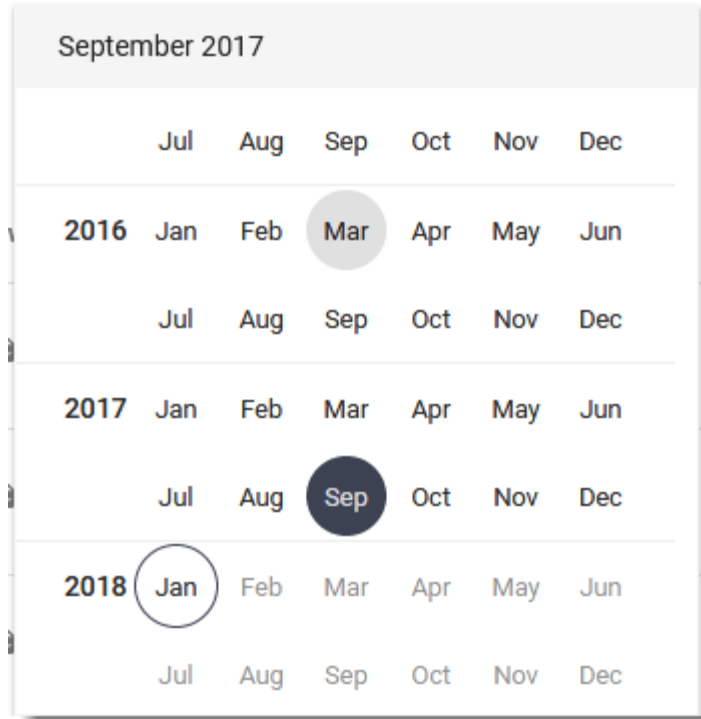
### Billing History Screen Example

- **Start Date:** Change the beginning date of the range of dates for which to see bills by clicking on the **Start Date** field in the top left corner of the screen.

A calendar dialog will appear. The white circle represents the month and year when you are currently viewing the data. The navy circle represents the month and year now selected to be the billing history **Start Date**. If needed, scroll up or down to find the correct year. Choose the month by selecting it from the two rows listed to the right of the chosen year. The **Start Date** must precede the **End Date**.

- **End Date:** Change the ending date of the range of dates for which to see bills by clicking on the **End Date** field in the top center of the screen.







A calendar dialog will appear. The white circle represents the month and year when you are currently viewing the data. The navy circle represents the month and year now selected to be the billing history **End Date**. If needed, scroll up or down to find the correct year. Choose the month by selecting it from the two rows listed to the right of the year. The **Start Date** must precede the **End Date**.



**Start/End Date Calendar Dialog**

Once you have selected your **Start** and **End Dates**, click the **Filter** button in the top right corner. The bills generated within the chosen date range will list in the center of the screen.

- **View PDF:** To view a PDF version of the bill, click on the gray PDF icon in the **View PDF** column.

Billing History	
Start Date	End Date
September 2017	January 2018
View PDF	Bill Date
 	01/15/18
	12/15/17
	11/15/17
	10/15/17
	09/19/17



- **Bill Date:** The date on which the account was billed.
- **Due Date:** The date that payment for the bill was due.
- **Balance:** The total balance shown on the bill.

To clear the selected date range, click the **Clear Filter** button in the top right corner.

The order of the **Billing History** can be sorted by clicking the up and down arrows in the column headers.

## Payment History

The **Payment History** tab shows the details of each payment made on the account.

The screenshot shows the 'Payment History' screen. At the top, there is a header 'Payment History'. Below the header, there are two date range filters: 'Start Date' set to 'August 2017' and 'End Date' set to 'January 2018'. To the right of these filters are two buttons: 'FILTER' and 'CLEAR FILTER'. Below the filters is a table with the following columns: 'Payment Date', 'Amount', 'Check No', and 'Approval Code'. The table contains eight rows of payment data.

Payment Date	Amount	Check No	Approval Code
01/26/18	-\$6.09	-	SMT
08/16/17	-\$3.00	-	98554136
08/16/17	-\$1.00	-	CVI701
08/15/17	-\$3.00	-	98532913
08/15/17	-\$1.00	-	CVI749
08/15/17	-\$1.00	-	RPS
08/15/17	-\$1.00	001234	

**Payment History Screen**

Filter payment details by choosing a date range.

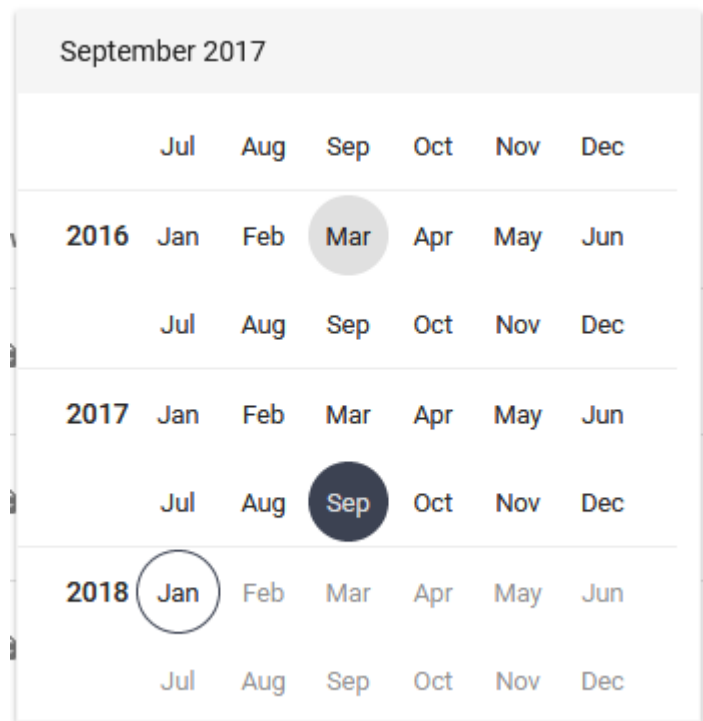
- **Start Date:** Change the beginning date of the range of dates for which to see payments by clicking on the **Start Date** field in the top left corner of the screen.

A calendar dialog will appear. The white circle represents the month and year when you are currently viewing the data. The navy circle represents the month and year

now selected to be the payment history **Start Date**. If needed, scroll up or down to find the correct year. Choose the month you need by selecting it from the two rows listed to the right of the year. The **Start Date** must precede the **End Date**.

- **End Date:** Change the ending date of the range of dates for which to see payments by clicking on the **End Date** field in the top center of the screen.

A calendar dialog will appear. The white circle represents the month and year when you are currently viewing the data. The navy circle represents the month and year now selected to be the payment history **End Date**. If needed, scroll up or down to find the correct year. Choose the month you need by selecting it from the two rows listed to the right of the year. The **Start Date** must precede the **End Date**.



**Start/End Date Calendar Dialog Example**

Once you have selected your **Start** and **End Dates**, click the **Filter** button in the top right corner. The payments made within the chosen date range will show in the center of the screen.

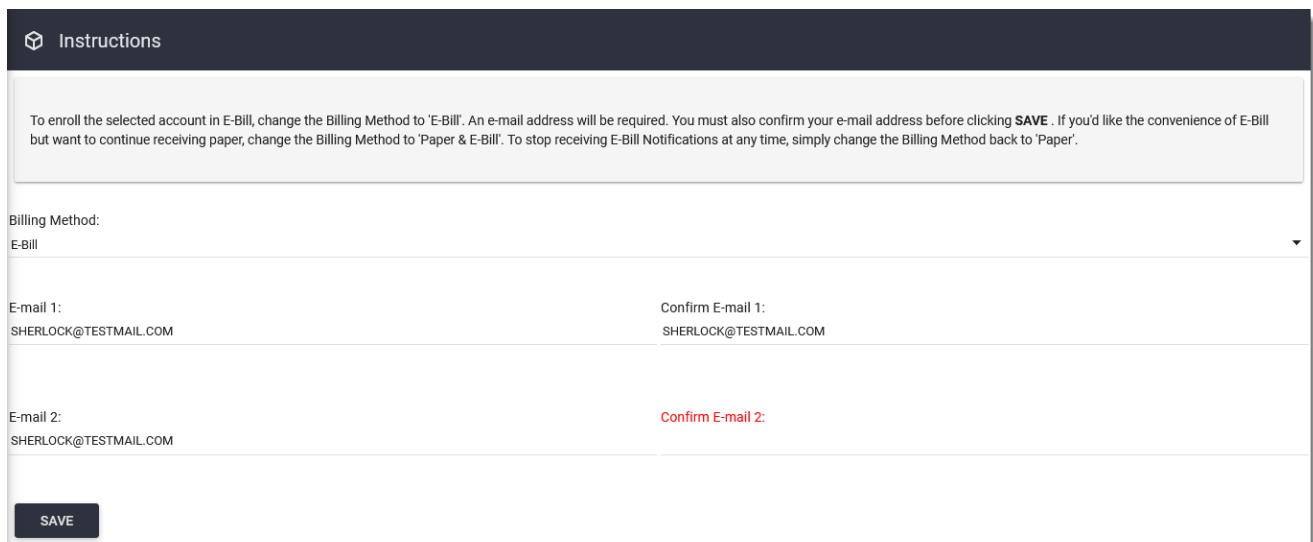
- **Payment Date:** The date each payment was made.
- **Amount:** The amount of each payment.
- **Check No:** If the payment was made by check, the check number will display in this column. If the payment was not made by check, a hyphen will display.
- **Approval Code:** The confirmation code that the payment was successfully processed.

To clear the selected date range, click the **Clear Filter** button in the top right corner.

The order of the **Payment History** details can be sorted by clicking the up and down arrows in the column headers.

## E-Bill

The **E-Bill** tab allows you to change your billing method. Instead of receiving a paper bill in the mail, you can choose to receive your bills electronically by selecting **E-Bill** from the drop-down menu under **Billing Method**. If you would like to receive both an e-bill and a mailed paper bill, select **Paper & E-Bill**. If you would like to switch back to receiving paper bills only, select **Paper**.



The screenshot shows a dark header with a cube icon and the text "Instructions". Below the header is a light gray box containing the following text: "To enroll the selected account in E-Bill, change the Billing Method to 'E-Bill'. An e-mail address will be required. You must also confirm your e-mail address before clicking **SAVE**. If you'd like the convenience of E-Bill but want to continue receiving paper, change the Billing Method to 'Paper & E-Bill'. To stop receiving E-Bill Notifications at any time, simply change the Billing Method back to 'Paper'." Below this is a form with the following fields: "Billing Method:" with a dropdown menu showing "E-Bill"; "E-mail 1:" with the text "SHERLOCK@TESTMAIL.COM"; "Confirm E-mail 1:" with the text "SHERLOCK@TESTMAIL.COM"; "E-mail 2:" with the text "SHERLOCK@TESTMAIL.COM"; and "Confirm E-mail 2:" with the text "Confirm E-mail 2:". At the bottom left of the form is a dark button labeled "SAVE".

### E-Bill Tab Example

To receive an e-bill, Portal must have an email address on file. You may enter up to two email addresses, although only one is required.

- **Email 1:** Enter your primary email address in the **Email 1** field. To receive e-bills, this field must be filled out.
- **Confirm Email 1:** Reenter your primary email address in the **Confirm Email 1** field. The email must exactly match what you entered in the **Email 1** field. This is to ensure your bills are sent to the correct email. To receive e-bills, this field must be filled out.
- **Email 2:** If you would like to receive e-bills at a second email address, you may enter another email here. This field is optional.

- **Confirm Email 2:** Reenter your secondary email in the **Confirm Email 2** field. The email must match what you entered in the Email 2 field exactly. This is to ensure your bills are sent to the correct email. If you entered an email in the **Email 2** field, this field must be filled out.

Once you have filled out the required information, click **Save**.

## Alerts & Reminders

You can receive alerts and reminders by text message, email, or both by enrolling using the **Alerts & Reminders** tab. Alerts and reminders are only available for active accounts. If the account is inactive, the **Alerts & Reminders** tab will not appear in the sidebar.

Alerts Service Details

Alert Description	Text Message	Email
<b>Due Date Reminder</b> Remind the customer <input type="text" value="1"/> day(s) before.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Past Due Date Reminder</b> Alert the customer when due date has passed.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Account Profile Change</b> Alert the customer when account profile has changed.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Returned Check Alert</b> Alert the customer when a check is returned/rejected.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Payment Confirmation</b> Notify the customer when the bill is paid.	<input type="checkbox"/>	<input type="checkbox"/>

EDIT

The **EDIT** button must be clicked before the user can make changes to this screen.

**Alerts Service Details Example**

The screen is view-only until you click the **Edit** button in the bottom left corner. Clicking **Edit** enables you to use the checkboxes to enroll in alerts and reminders. Each alert and reminder has a checkbox for **Text Message** and **Email**. You can choose one or both options.

## Subscription Details

If any **Email** box is checked, then the **Email Address** field under **Subscription Details** must contain a valid email address.

If any **Text Message** box is checked, then the **Mobile Number** field must contain a 10-digit phone number. The field does not accept hyphens or parentheses. The **Mobile**

**Service Provider** field is also required. Click the **Mobile Service Provider** field to select your service provider from the drop-down menu.



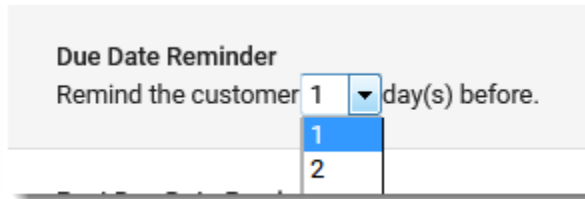
The screenshot shows a form titled "Subscription Details". It contains two input fields. The first is "Email Address", which is empty and has a red error message below it: "Email Address is required". The second is "Mobile Number", which contains the text "5555555555". To its right is a "Mobile Service Provider" dropdown menu, which is currently empty and has a red error message below it: "Mobile Service Provider is required".

**Subscription Details Example**

## Alerts Service Details

You can enroll in the following alerts and reminders:

- **Due Date Reminder:** You receive a reminder of your approaching payment due date. You can select how far in advance to receive the reminder by choosing from the drop-down menu in the alert description. The reminder can be sent from 1 to 10 days before the next payment is due.

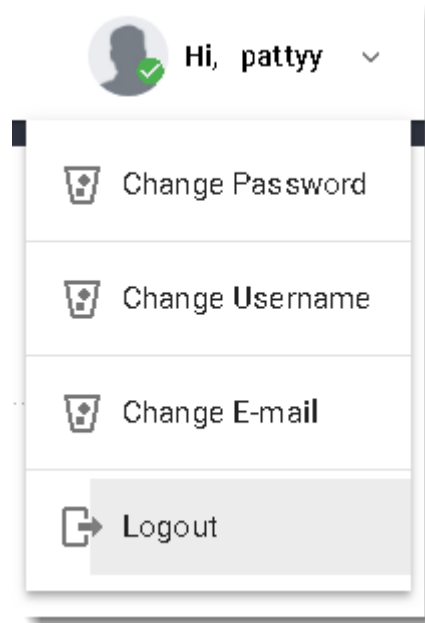


- **Past Due Date Reminder:** You receive an alert when your payment due date has passed.
- **Account Profile Change:** You receive an alert when changes have been made to your Portal account profile.
- **Returned Check Alert:** You receive an alert if your check is returned or rejected.
- **Payment Confirmation:** You receive notification when a bill is paid.
- **Arrangement Due Date Reminder:** If there is an arrangement on your account, you can receive a reminder of the approaching arrangement payment due date. You can select how far in advance to receive the reminder by choosing from the drop-down menu in the alert description. The reminder can be sent from 1 to 10 days before the next payment is due.

- To save your changes, click **Save** in the bottom left corner of the screen. To cancel, click **Cancel**.

## Logging Out

To end your portal session, click the greeting icon in the upper right of the screen and click the Log Out option.



You will be automatically logged out after a period of inactivity. The log in screen will display to allow to you easily log back in if needed.

