

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

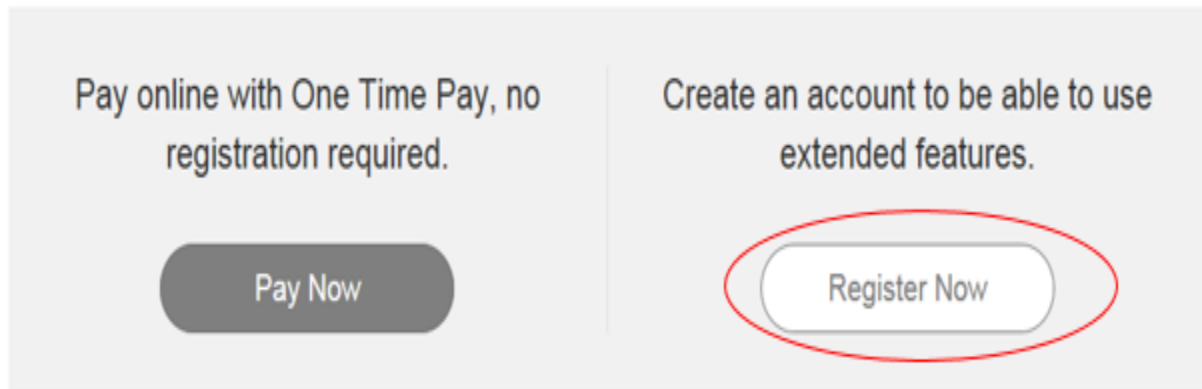
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Register an online account

1. Click PAY MY BILL >> LOG IN at the top of the page. From the virtual site a payer clicks *register now*

Pay or View Bills



You will need your 14 digit account number.

Enter only your last name in the Customer Name field.

2. On the account locator screen select *search invoices*

Please Locate Your Account

Water and Sewer

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

Account Number *

Customer Name *

Secure Code *



 Search Invoices

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

The screenshot shows a web interface for searching and managing invoices. At the top left, there is a link to 'Return to previous page'. The main heading is 'Search Results'. Below this, a message asks the user to review results and select invoices to pay, with a link to search again. A table displays search results with columns for 'Select', 'Account #', 'Customer Name', 'Due Date', 'Bill Total', and 'Balance Due'. One invoice is listed with a checked selection box. To the right of the table is a 'View Invoice' link and a 'Related Invoices' link. At the bottom, there are two buttons: 'Add selected invoices to your cart' and 'Register Selected Invoices', which is highlighted with a red rectangular box. On the right side of the page, there is a 'Need Help?' section with contact information and an 'Email Us' button.

Need Help?
You may reach us at (740) 969-2181
You may email your questions to
fwa_sari@roadrunner.com.
Email Us

Return to previous page

Search Results

Please review your results below and select invoices to Pay. Click [here](#) if you would like to search again.

Select	Account #	Customer Name	Due Date	Bill Total	Balance Due	
<input checked="" type="checkbox"/>	101-01600-02	KERI M. SMITH	1/4/2017	(\$16.15)	(\$16.15)	View Invoice Related Invoices

+ Add selected invoices to your cart

Register Selected Invoices

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

Register

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

Account Number *

101-01600-02

Email Address *

test@test.com

Confirm Email Address *

test@test.com


Create Password *

Confirm Password *

Secure Code *

63kub



 I would like to sign up for Paperless

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

Water Bills

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

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

Complete Registration >

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

Sign In Contact Us

Need Help?
You may reach us at (740) 999-2181
You may email your questions to lnes_san@roadrunner.com
Email Us

Return to previous page

Search Results

Please review your results below and select invoices to Pay. Click [here](#) if you would like to search again.

Select	Account #	Customer Name	Due Date	Bill Total	Balance Due	
<input type="checkbox"/>	101-01600-02	KERI M. SMITH	1/4/2017	(\$16.15)	(\$16.15)	View Invoice Related Invoices

+ Add selected invoices to your cart | Register Selected Invoices

Powered by [InvoiceCloud](#) | [Privacy Policy](#) | [Trustwaver](#) Secure Site

6. Login using the email address and password to register the account.

Sign In

Email Address *

test@test.com


Invoice Cloud Password *

•••••

Secure Code *

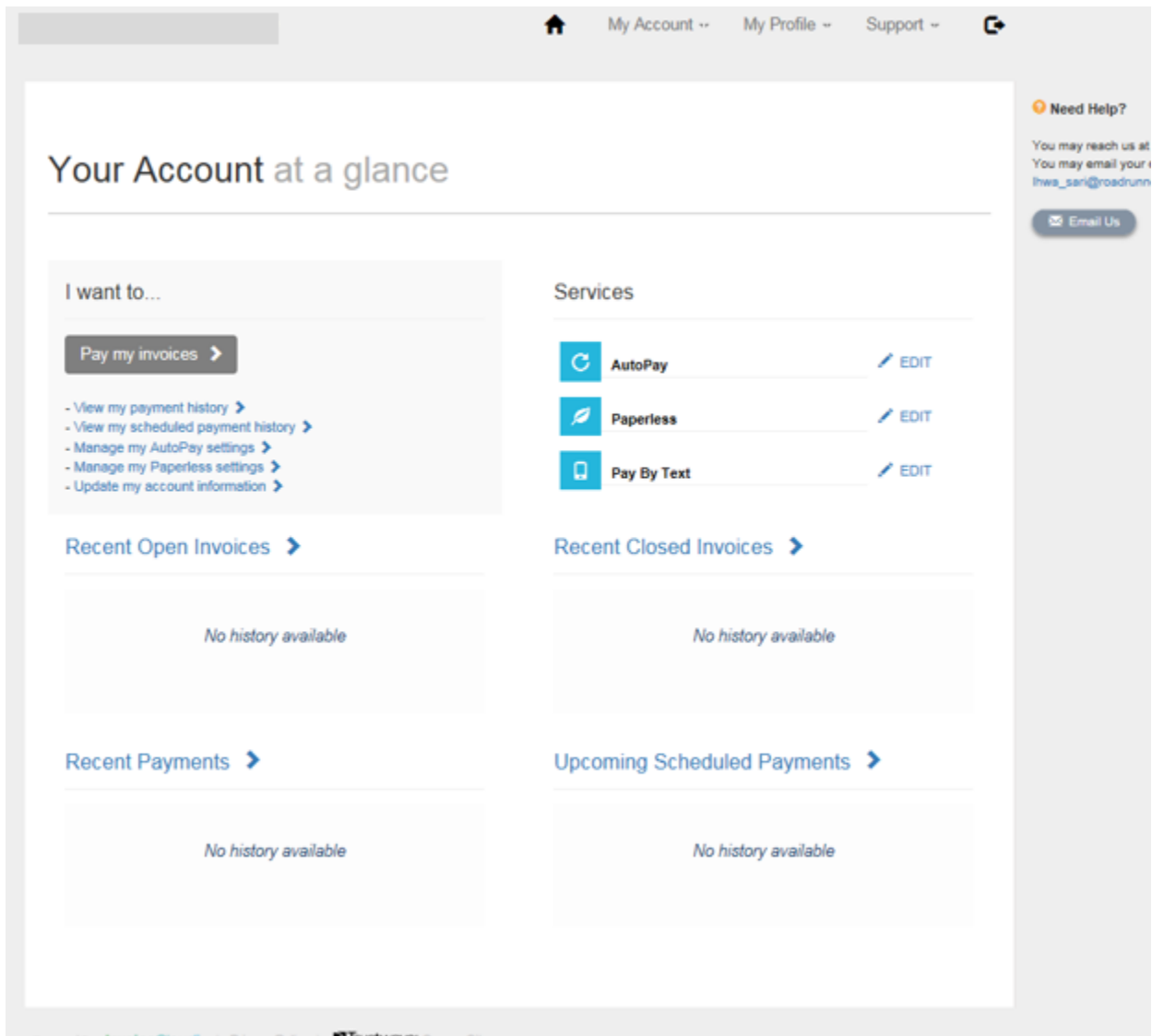
9zfbA

9ZFB A  

Sign In 

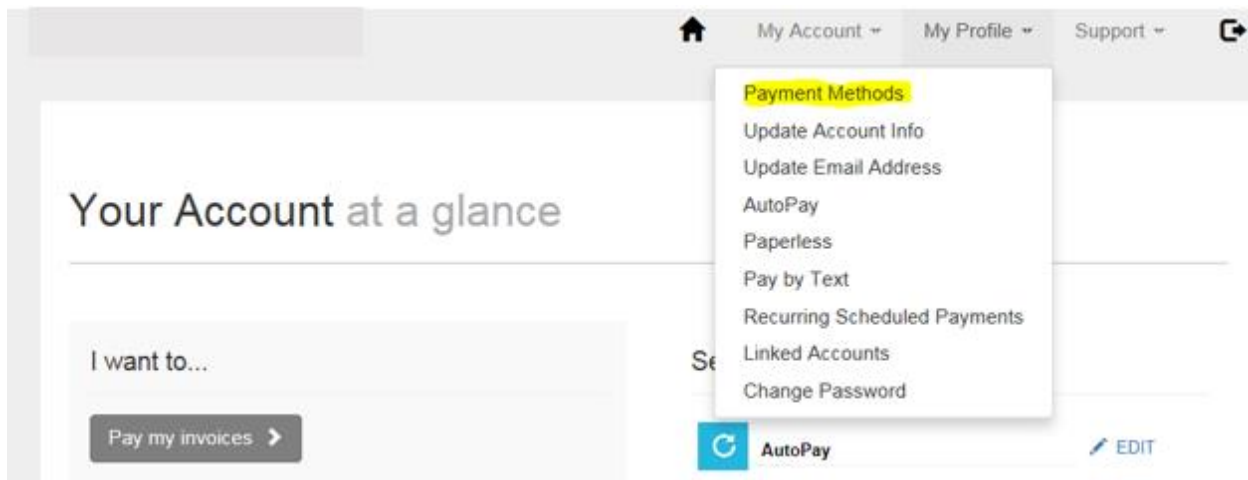
[Forgotten Password?](#)

7. The user be directed to the registered account landing page.

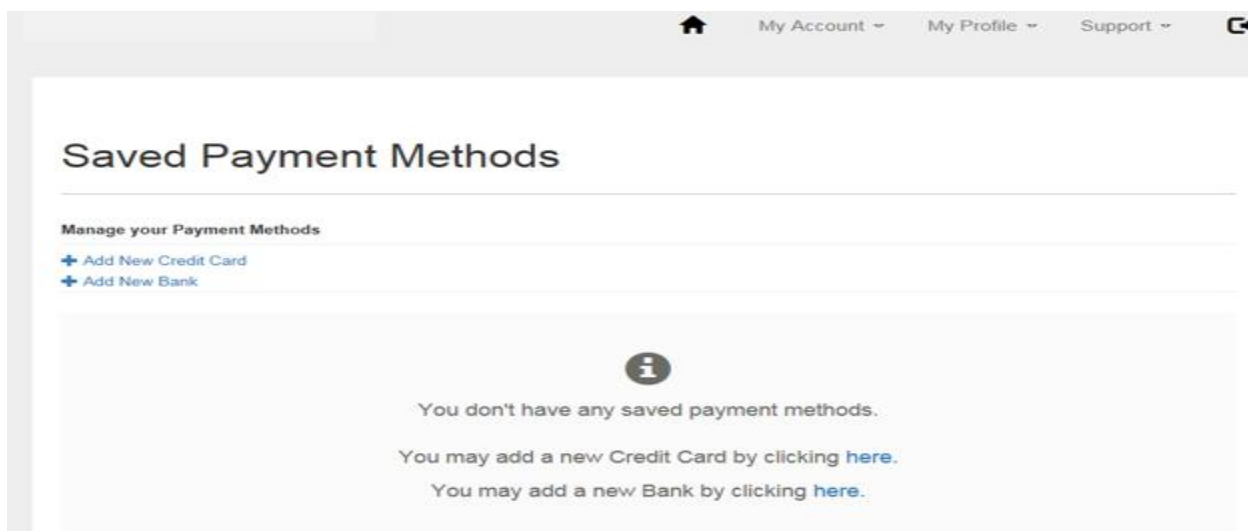


Adding Payment Methods

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



2. The *Saved Payment Methods* screen will display to allow the user to select which method of payment to setup.



3. The user selects to add a *new credit card* or *new bank account* and save the information.

New Credit Card

Please fill out all fields below and click Save Credit Card Information to save your information. [Need more information?](#)



Credit Card Number *

Expiration Date *

Billing Address *

Billing City *

Billing State *

Billing Zip *

Default

New Bank

Please fill out all fields below and click Save Bank Information to save your information. [Need help filling out this information?](#)

Bank Name *

Bank Routing/ Transit *

Bank Account Number *

Confirm Bank Account Number *

Account Type *

Default



4. The saved information will display on the *Saved Payment Methods* screen in a truncated format.


Saved Payment Methods

Manage your Payment Methods

[+ Add New Credit Card](#)

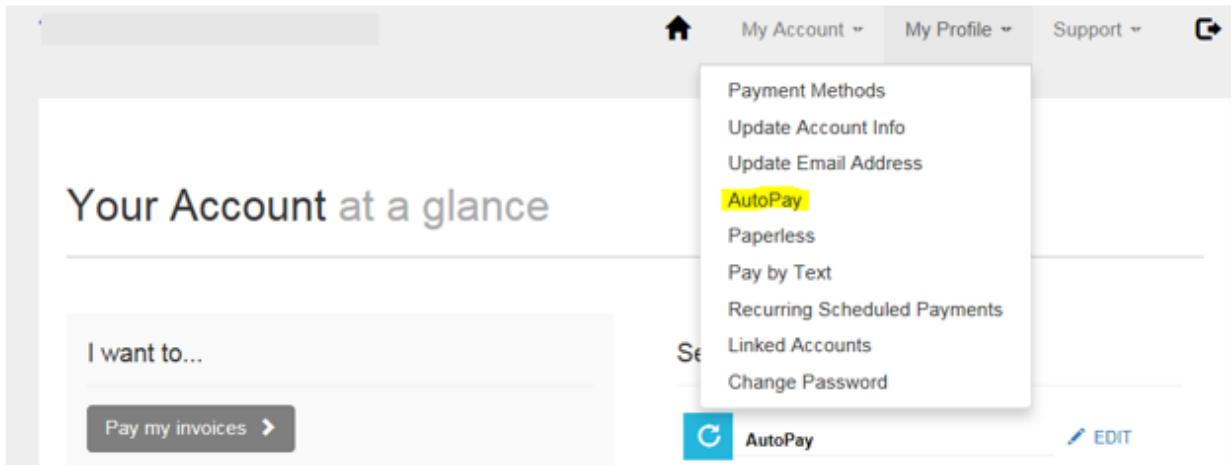
[+ Add New Bank](#)

Date/Time Added (CST)	Summary	
1/31/2017 10:05 AM	 056008849 / XXXXXXXXXXX1234 Bank Name - Trust	Edit Delete
1/31/2017 10:04 AM	 XXXXXXXXXXXX1111 ★ Your Default Expires 1/2018	Edit Delete

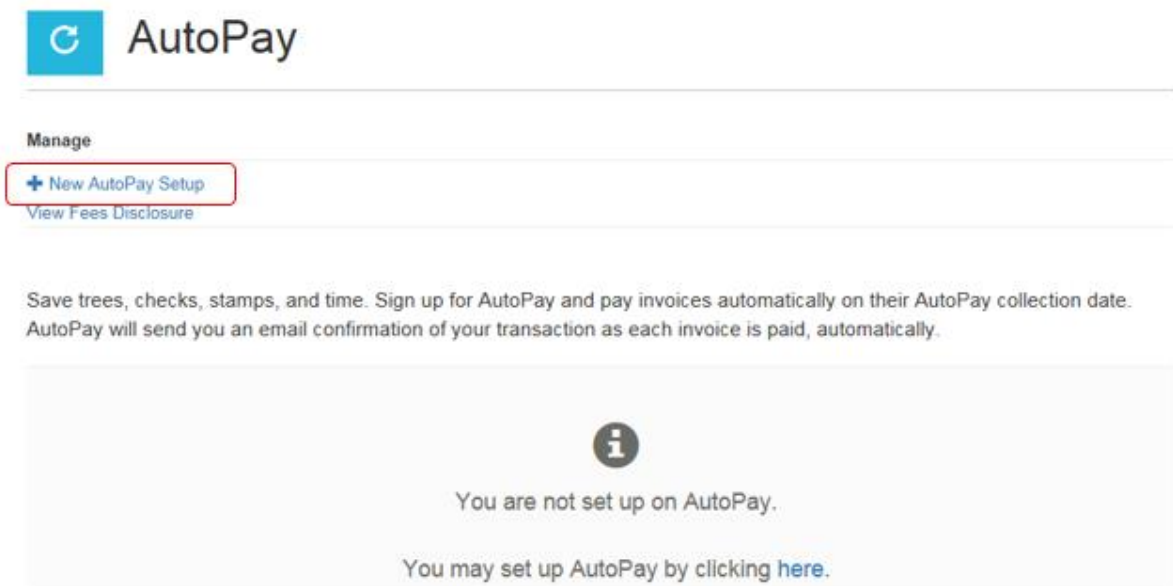
 You are currently not set up for AutoPay. You may setup AutoPay by clicking [here](#)

Auto Pay Registration

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



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



3. Complete the Auto Pay setup by selecting *the account, payment method and invoice type* when applicable. Select *yes, put me on Auto Pay* and save the setup.

New AutoPay Setup

Registering for AutoPay will void any prior, scheduled payments. In order to prevent duplicate transactions, any scheduled payments which are pending for this account will be cancelled. AutoPay will then pay invoices on their due date using your default payment method.

Select an Account *

#101-01600-02 - KERI M. SMITH



Invoice Type *

Water Bills



Use this payment method *

Trust : XXXXXXXXXXX1234



AutoPay Status *

Yes, put me on AutoPay

No, I do not want AutoPay

✓ Save this AutoPay Setup

Standard service fees may be applied if applicable. Please view our [Fees Disclosure](#) for more information.

4. The Auto Pay Status will display waiting on email confirmation. The user must click on the link in the email confirmation notice to complete the registration. The user has the ability to resend or cancel the pending registration when needed.



Manage

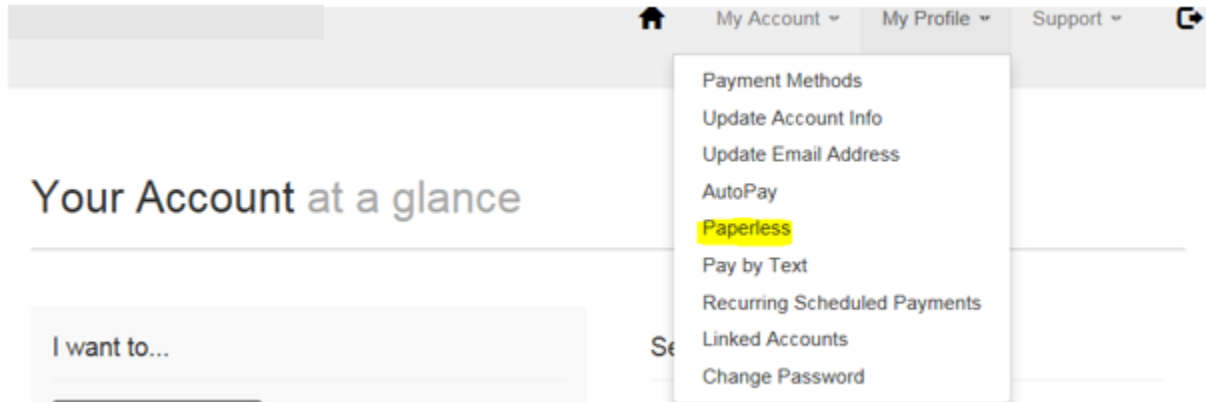
[View Fees Disclosure](#)

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

Account #	Type	Status	Payment Method	
101-01600-02	Water Bills	■ Waiting on email confirmation. Resend Cancel Pending Registration	XXXXXXXXXXX1234	Edit

Paperless Registration

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



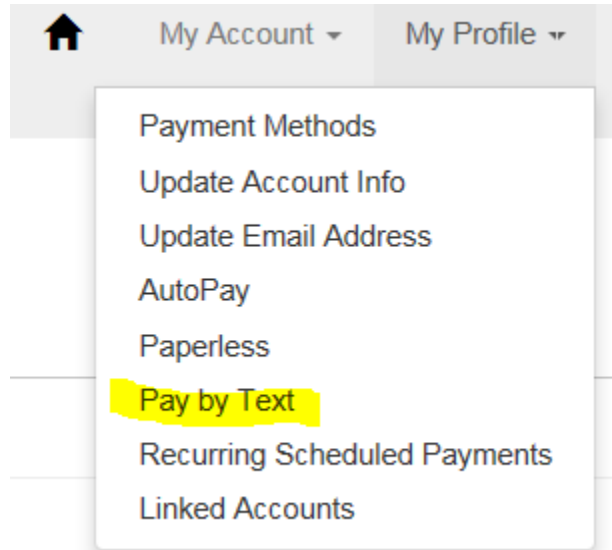
2. On the *Paperless* setup screen select yes and *save my changes*. Once changes are saved the status will display *Resend/Cancel Pending Registration*.



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

Pay By Text

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



2. Select Email and Text

Pay by Text

Your Accounts

#101.01600-02 - KERI M. SMITH

How would you like to receive Invoice Notifications?

Email Only
Email and Text

Your Email Address

vjennings@invoicecloud.com

3. Enter the mobile number to receive the text messages and save.

Pay by Text

Your Accounts

#101-01600-02 - KERI M. SMITH

How would you like to receive Invoice Notifications?

Email and Text



Your Email Address

vjennings@invoicecloud.com


Your Mobile Phone Number *

901

555

5555

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

 Save my changes

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

Pay by Text

Your Accounts

#101-01600-02 - KERI M. SMITH

Your information has been updated successfully. 

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

How would you like to receive Invoice Notifications?

Email and Text



Your Email Address

vjennings@invoicecloud.com

Your Mobile Phone Number *

901

555

5555

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

Resend TEXT

You may cancel this registration by clicking here.