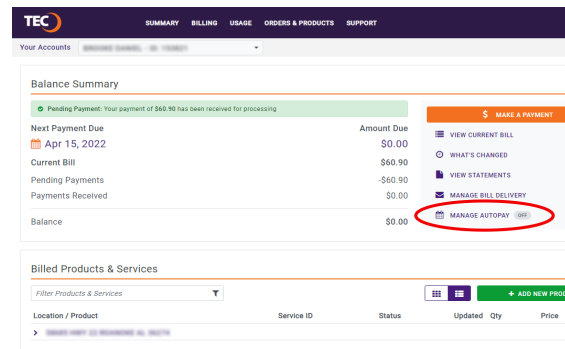




Advanced Customer Portal How To: How To Manage AutoPay

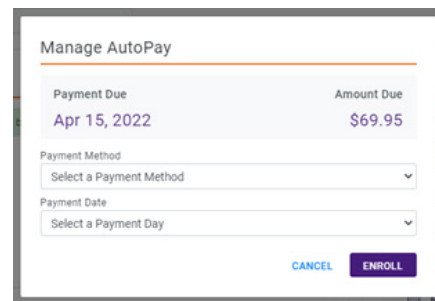
1. Once you have logged in, click the “Manage AutoPay” button to the bottom right of the Balance Summary section of the dashboard.

Note: You can easily view your AutoPay status to the right of the “Manage AutoPay” link. If you are enrolled in AutoPay, the notification with read “ON” and the rounded box will be green.



2. The “Manage AutoPay” modal window will appear, giving you a summary of your account balance and due date.

You will be asked to select or add a payment method to use for AutoPay and select a date for your recurring payment to occur.

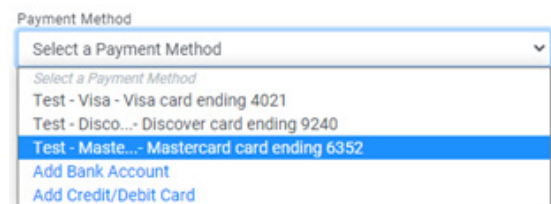


3. Payment Method:

Select a saved payment method or add a new one to associate with your AutoPay enrollment.

If adding/entering a new payment method, once complete, click “Add Method” to use that method for AutoPay.

Saved Payment Method:



Payment Method Options:

- a. Credit or Debit Account
- b. Checking or Savings Account

Note: "Use for AutoPay" is not selected by default. When adding or entering a payment, be sure to click this checkbox to use the payment method for recurring AutoPay payments before clicking "Add Method".

Add Payment Method:

Use for AutoPay

4. Payment Date:

Select the date you would like your payment to be processed/drafted from your account.

Payment Date

Select a Payment Day

Select a Payment Day

5th of the month

5. Once you have supplied the necessary payment information, click the "Enroll" button.

6. After enrolling, you will be given the opportunity to make a one-time payment on your account, using the supplied payment method, if your selected processing date falls after the current billing due date.

Note: This will begin the "Make A Payment" process. If you need instruction to make a payment, please reference that tutorial.

Success: You have successfully enrolled in automatic payments

i

Current Bill Payment

Your AutoPay enrollment is complete. However, we noticed your current bill is due on April 15, 2022 and your first auto payment will not occur until May 5, 2022. This could result in a missed or late payment.

If you would like to make a payment now, click 'Make One-time Payment'. Click 'Close' to skip this step.

MAKE ONE-TIME PAYMENT

CLOSE

7. You are now enrolled in AutoPay and you should see that your AutoPay status has been updated.

MANAGE AUTOPAY ON