

IntelliPay Billpay Application Documentation

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Introduction:

This application allows you to easily pay your bill online as well as see your previous payment history. You can also setup auto pay which will automatically pay your balance due on the day you select to pay.

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First Time Payment: (With username and password)

This section of the documentation provides a step by step process of creating an account used to pay your bill.

1. Open your web browser and go to the city's web site and click on the Online Bill payment link or Pay Bill logo.
2. A screen similar to the one below will be displayed.

STEP: Sign In
1 > **BILLPAY** > BILLPAY Setup > BILLPAY > Pay Bill > BILLPAY > Confirmation > BILLPAY

Please fill out the information below to begin your payment process.

FIRST-TIME PAYMENT
(or if you have forgotten your password)

[Utility Billing](#)

Enter your customer number

Enter your name as it appears on your bill

* [Click here to locate your account information](#)

If you experience any problems during validation please contact support at 877-794-1588.

RETURNING CUSTOMER

Username

Password

(If you have forgotten your password, please login using your account information on the left)

IntelliPaySM Secured

First time payment and returning customer site

3. Under the First Time Payment section enter your Customer Number and Name as it appears on the bill then click on the continue button.

Utility Billing

Enter your customer number

Enter your name as it appears on your bill

* [Click here to locate your account information](#)

Continue

Customer number and Name on the bill

This takes you to step 2 of the billpay application where you can select if you would like to pay by check or by credit card then enter your personal information such as: Address, City, State, Zip, Phone and E-Mail address.

NOTE: Some cities accept checks online in addition to credit card payments. To pay by check select that option from Payment Method list.

E-Mail Options

4. Enter your personal information and the settings options.

- Select the options of e-mails being sent out to you:

- Send e-mail when bill is available - This sends an email notice letting you know your bill is available within the system.
- Send e-mail notification X days before the bill is due - This sends an email notification that the bill is due on a certain date.
- Check this box if you no longer want to receive paper statements - This stops the paper statements from being sent out via US Mail.(If available from city)

Username:

Password: Re-Type Password:

* Password must be at least 7 characters long and contain letters and numbers.

Username and Password

5. After entering personal information and settings options you would need to create a Username and a Password for your account. This allows easy access to the account for repeat payments, payment history and balance information. Once completed click the next button.

6. The next step is to enter personal payment information for the account. Enter credit card number, name on the card, type of card, exp and the card code.

The screenshot shows a multi-step process for account setup. A progress bar at the top indicates the current step is 'STEP 2 Account Setup BILLPAY'. Below the progress bar, the user's utility billing number is 123456 and the amount due is \$56.37. The 'Payment Information' section contains the following fields: Name On Card (text input), Type (dropdown menu set to Visa), Credit Card # (text input), Exp (text input set to 00/00), Card Code (text input), and Card Code Presence (radio buttons for 'My card has a legible code on it', 'My code is illegible', and 'There is no code on my card'). A link 'Where is my Card Code located?' is provided for the Card Code field. An 'Update Payment Information' button is located at the bottom of the form. The IntelliPay Secured logo is visible at the bottom center.

Credit Card Information

7. If the payment method was check, enter the routing number, account number, name and the type of account.

Utility Billing: 123456 Amount Due: \$56.37

[View Bill Details](#)
[View Your Online Payment History](#)

Payment Information

Bank Routing Number : Bank Account Number :

Account Holder's Name : Bank Account Type : Checking
 Savings

[Click here to locate your routing and account number](#)

IntelliPaySM
Secured

Checking Account Information

8. Once all information has been entered click on the Update Payment Information button at the bottom of the page.

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First Time Payment: (Without username and password)

This section of the documentation provides a step by step process of making a one time payment without setting up an account.

1. Open your web browser and go to the city's web site and click on the Online Bill payment link or Pay Bill logo.
2. A screen similar to the one below will be displayed.

STEP: Sign In
1 > BILLPAY > BILLPAY Setup > BILLPAY > Pay and... > BILLPAY > Confirmation > BILLPAY

Please fill out the information below to begin your payment process.

FIRST-TIME PAYMENT (or if you have forgotten your password)	RETURNING CUSTOMER
<p>Utility Billing</p> <p>Enter your customer number <input type="text"/></p> <p>Enter your name as it appears on your bill <input type="text"/></p> <p>* Click here to locate your account information</p> <p><small>If you experience any problems during validation please contact support at 877-794-1588.</small></p> <p><input type="button" value="Continue"/></p>	<p>Username <input type="text"/></p> <p>Password <input type="password"/></p> <p>(If you have forgotten your password, please login using your account information on the left)</p> <p><input type="button" value="Login"/></p>



First time payment and returning customer site

3. Under the First Time Payment section enter your Customer Number and Name as it appears on the bill then click on the continue button.

[Utility Billing](#)

Enter your customer number

Enter your name as it appears on your bill

* [Click here to locate your account information](#)

Customer number and Name on the bill

This takes you to step 2 of the billpay application where you can select if you would like to pay by check or by credit card then enter your personal information such as: Address, City, State, Zip, Phone and E-Mail address.

NOTE: Some cities accept checks online in addition to credit card payments. To pay by check select that option from Payment Method list.

Utility Billing: 123456 Amount Due: \$56.37

Please select your Payment Method

Pay By CreditCheck Card Pay By e-Check or from Savings Account

Credit Card or Checking Account Billing Information

Address: _____ City: _____
 _____ State: _____
 Email Address: _____ Zip: _____
 _____ Phone: _____

All information below may be left blank if this is only a one-time payment

Update Settings

Send e-mail when bill is available.

Send e-mail notification 5 days before bill is due.

Create a Username and Password for future access to your account

Username: _____
 Password: _____ Re-Type Password: _____

* Password must be at least 7 characters long and contain letters and numbers.

When you have completed the above information you are ready to enter your online payment information for this and future online payments (if selected). Click on the "Next >" button to finish.

Next >

IntelliPaySM
Secured

E-Mail Options

4. Enter your credit card or checking account billing information, including:

- Address
- City
- State
- Email address
- Zip code
- Phone number

5. Skip to the bottom of the screen and click on Next.

6. The next step is to enter credit card number, name on the card, type of card, exp and the card code as well as the amount you want to pay.

Utility Billing: 123456 Amount Due: \$0.00
[View Bill Details](#)
[View Your Online Payment History](#)

Payment Information

Enter the amount you would like to apply to your bill:

Name On Card: Type:

Credit Card #: Exp:

Card Code: [Where is my Card Code located?](#)

Card Code Presence:

 My card has a legible code on it

 My code is illegible

 There is no code on my card

When you have entered your Payment Information, you are ready to complete the transaction. Click on the "PAY MY BILL" button to finish.

Pay My Bill

Credit Card Information

7. If the payment method was check, enter the routing number, account number, name and the type of account. Be sure to enter the amount you want to pay.

Utility Billing: 123456 Amount Due: \$0.00
[View Bill Details](#)
[View Your Online Payment History](#)

Payment Information

Enter the amount you would like to apply to your bill:

Bank Routing Number: Bank Account Number:

Account Holder's Name: Bank Account Type:

 Checking

 Savings

[Click here to locate your routing and account number](#)

When you have entered your Payment Information, you are ready to complete the transaction. Click on the "PAY MY BILL" button to finish.

Pay My Bill

Checking Account Information

8. Once all information has been entered click on the Pay My Bill button at the bottom of the page.

Note: Once you click "Pay My Bill" the payment method you entered will be charged the amount you specified.

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Returning Customer:

If a username has already been created then you may use that information to access the

account again from the RETURNING CUSTOMER login area on the page.

NOTE: If you do not remember or the system does not recognize your username or password you will need to login as a First Time User on the left side of the screen.

RETURNING CUSTOMER

Username

Password

(If you have forgotten your password, please login using your account information on the left)

Returning Customer Login

1. Enter your username and password information.
2. Click on the Login button.



Utility Billing: 123456**Amount Due:** \$56.37[View Bill Details](#)

[View Your Online Payment History](#)

Your last online payment of \$110.74 was received on 12/05/2006. Payments are posted by the next business day.

Please Choose an Option Below to Continue

Welcome, John Doe

Your online payment information is stored in our system for easy payment!
You are scheduled to be automatically charged on day 20 of the month.

To automatically charge the Total Amount Due of your bill using your stored payment information

To make an advance payment or partial payment

To change your username, password, online payment address or recurring payment options

To change your credit card or checking account information



Main Menu Interface

3. Once logged in the main menu for the account will be displayed. From this menu there are several different options to choose from.

Pay Total Due

Pay Total Due

This button allows you to pay your balance due with the payment method you selected during your account creation.

NOTE: Once you click on this button, your bill will be paid at that moment.

Pay Different Amount

Pay Different Amount

This button allows you to either pay a partial payment of the total amount due or you can make an advance payment prior to the bill being due.

Update My Settings

Update My Settings

This button allows you to change your username and/or password, make credit card or checking account billing address changes or modify your recurring billing settings.

Change My Payment Info

Change My Payment Info

This button will allow you to change your payment method. Here you can update to a different credit card or checking account to pay your bill with.

NOTE: Depending on the payment types your city accepts will determine what type of method you can use.

4. When you are finished inside the account, you can click on Logout.

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