



F L O R I D A
North Port Utilities

NORTH PORT UTILITIES CUSTOMER PORTAL GUIDE

JUNE 2022

Table of Contents

1	Register Now Menu	4
1.1	How To: Create A New Account in Customer Portal	4
2	Login Menu	6
2.1	How To: Login To Customer Portal	6
3	Accounts Menu	7
3.1	Add Account Menu -	7
3.1.1	How To: Add New Account	8
3.2	Edit Account Details Menu	10
3.2.1	How To: Edit an Existing Account	10
4	Pay My Bill Menu	12
4.1	Add New Payment Method Menu	12
4.1.1	How To: Add New Payment Method	12
4.2	How To: Pay My Bill	14
5	AutoPay Menu	17
5.1	Add AutoPay Schedule Menu	17
5.1.1	How To: Add AutoPay Schedule	17
5.2	Edit AutoPay Schedule	20
5.2.1	How To: Edit AutoPay Schedule	20
6	Bill History Menu	22
6.1	Download Bill History Menu	22
6.1.1	How To: Download Bill History	22
6.2	Search Bill History Menu	23
6.2.1	How To: Search Bill History	23
6.3	View Bill History Menu	25
6.3.1	How To: View Bill History	25
7	Payment History Menu	26
7.1	Download Payment History Menu	26
7.1.1	How To: Download Payment History	26
7.2	Search Payment History Menu	27
7.2.1	How To: Search Payment History	27
7.3	View Payment Details Menu	29
7.3.1	How To: View Payment Details	29
7.4	View Payment History Menu	30
7.4.1	How To: View Payment History	30
7.5	View External Payment History Menu	31
7.5.1	How To: View External Payment History	31
8	Forgot Your Password Menu	33
8.1	How To: Reset Your Password for Customer Portal Login	33

This is a comprehensive guide on how to use the Customer Portal (CP) effectively.

The scope of this documentation is:

1. To instruct you in a step-by-step format on how to complete various actions in CP.
2. To explain and detail the various features and functionality available in CP.

The screenshot displays the Customer Portal interface for NorthPort Florida. The page title is "Customer Portal" and the main section is "Accounts". A sidebar on the left contains navigation links: Accounts, Pay My Bill, AutoPay, Bill History, Payment History, External Payments, My Wallet, My Profile, and Log out. The main content area shows details for "Utility Bill # 125965-87016".

Account Details Edit		
Date Due	Amount Due	Pay Bill
Mar 18, 2022	\$58.72	
Paperless ?	paper	View Bill
<input type="radio"/> No		
AutoPay <input checked="" type="checkbox"/>	Frequency	Payment Method
Yes	Bill amount on the due date	***2797

More

- [View Payment History](#)
- [View Consumption](#)
- [View External Payments](#)
- [View Bill History](#)

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

Last login was on
May 17, 2022, 3:02:31 PM

[+](#) Add Account

1 Register Now Menu

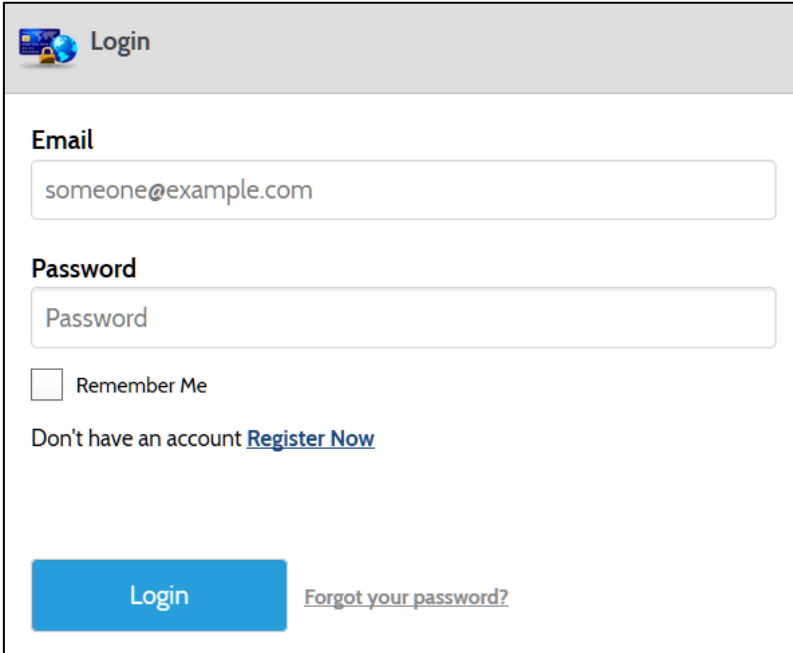
The Register Now menu enables you to create a new account in the Customer Portal.

To register for a new account in the Customer Portal, use the steps provided in the How To: Create A New Account in Customer Portal guide.

1.1 How To: Create A New Account in Customer Portal

The Customer Portal enables you to create a new account.


1. In the Customer Portal home screen, in the Login section, click Register Now.



The screenshot shows a login form with the following elements:

- Header: Login (with a globe icon)
- Email field: someone@example.com
- Password field: Password
- Remember Me checkbox: Remember Me
- Text: Don't have an account [Register Now](#)
- Login button: Login
- Link: [Forgot your password?](#)

2. In the next screen, in the New Account Information section, enter the following information:
 - o Email Address
 - o Password
 - o Re-enter Password
 - o First Name
 - o Last Name
 - o Phone Number
 - o Mobile Number
 - o ZIP/Postal Code
 - o For Security Question 1, select a question from the drop down menu.
 - o For Security Answer 1, enter an answer for Security Question 1.
 - o For Security Question 2, select a question from the drop down menu.
 - o For Security Answer 2, enter an answer for Security Question 2.

 **New Account Information**

Email Address

Passwords must meet the following requirements:

- must be at least 8 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric characters are allowed

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

Medium

Password

Re-enter password

First Name

Last Name

Phone Number

Mobile Number

ZIP/Postal Code:

Security Question 1
 ▼

Security Answer 1

Security Question 2
 ▼

Security Answer 2

3. Click Enroll to register for a new account in the Customer Portal.

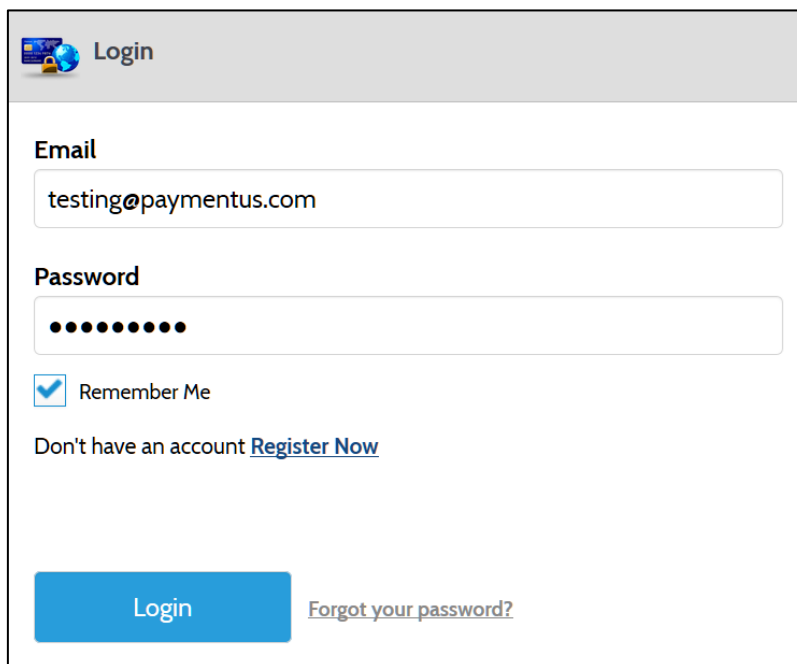
2 Login Menu

The **Login** menu enables you to log in to your account in the Customer Portal.

To log in to your account, use the steps provided in the [How To: Login To Customer Portal](#) guide.

2.1 How To: Login to Customer Portal

1. In the Customer Portal Home page, in the *Login* section, enter your *Email* address and *Password*.
2. (Optional) Click **Remember Me** to save this login information for future use.



The screenshot shows a web form titled "Login" with a globe icon. It contains two input fields: "Email" with the text "testing@paymentus.com" and "Password" with ten black dots. Below the password field is a checked checkbox labeled "Remember Me". At the bottom left is a blue "Login" button, and at the bottom right is a link that says "Forgot your password?". A link "Don't have an account Register Now" is located between the "Remember Me" checkbox and the "Login" button.

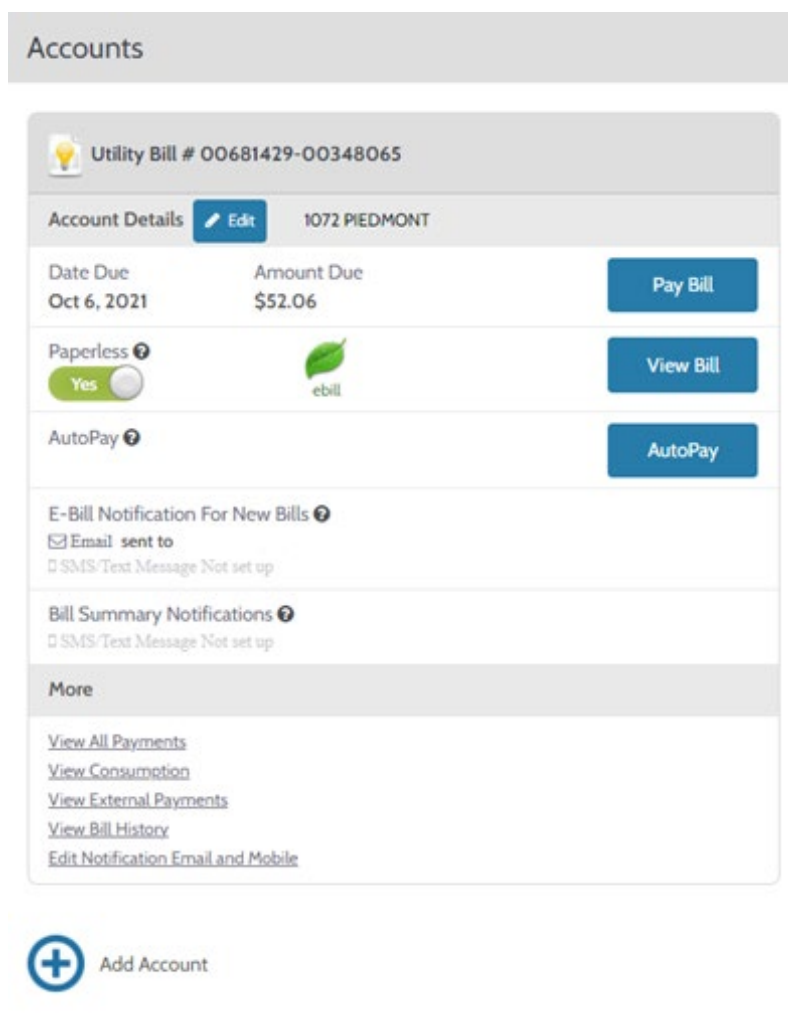
3. Click **Login**.

Alternatively, if you do not already have an account, you can create a new one by clicking **Register Now** or recover a lost or forgotten password by clicking **Forgot your password?**.

3 Accounts Menu

The **Accounts** menu enables you to perform a variety of actions:

1. **Add Account:** Enables you to add a new account for bill payment to your profile.
2. **Edit Account Details:** Enables you to edit an existing account in your profile.
3. **Remove Account:** Enables you to remove an account from your profile.
4. **Pay Bill:** Enables you to make a payment towards an account in your profile.
5. **View Bill:** Enables you to view a bill for an account in your profile.
6. **Paperless Option (e-bill):** Enables you to receive your utility bill via e-mail.
7. **View All Payments:** Enables you to view all payments made in the past.
8. **View Consumption:** Enables you to view the consumption of accounts in your profile.



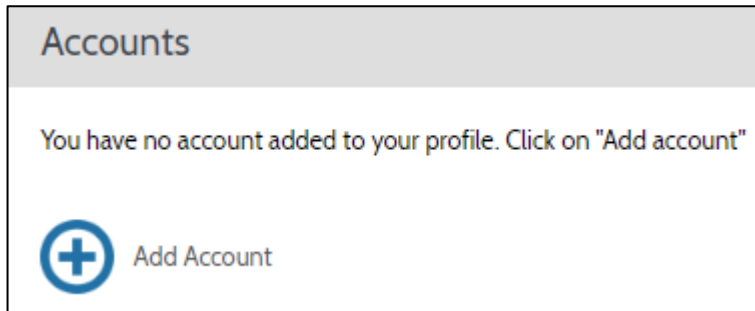
3.1 Add Account Menu

The **Add Account** menu enables you to add a new account for bill payment to your profile.

To add a new account, use the steps provided in the **How To: Add New Account** guide.

3.1.1 How To: Add New Account

1. In the *Accounts* screen, click **Add Account**.




2. In the *Add Account* screen, in the *Account Information* section, select a *Payment Type*.
3. Then, enter the *Account Number*.
Note: The account number is generally a unique number that identifies the account and is provided on the bill.
4. Enter a *ZIP Code*.
 - a. **Note:** Some businesses use a second account token to collect information or validate the account. This second field may or may not be included in your specific system.
5. **Note:** By Default, the account will be set to *Paperless* and the **Receive email notification** is selected.
6. Select the checkbox beside **I agree to the Terms & Conditions**.

Note: Without selecting this option, the system will not allow you to complete the payment process.

Add Account


Account Information


Payment Type


 Utility Bill


Please enter the customer number and account number shown on your bill separated by a dash (-).


Account Number

Paperless 

Yes  ebill

E-Bill Notification For New Bills 


Receive email notification 


Receive SMS notification 

Receive phone notification

Payment Reminder Email Notification

5 days before the due date of the bill, if no payment was made


Bill Summary Notifications 

Bill Summary - Pay By Text 

Starting from your next bill and on, review and pay your balance via text message.
Mobile phone number used: _____

Select Payment Method for Bill Summary Notifications

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

 Add new

Terms & Conditions

[Read the Payment Authorization Terms](#)

I agree to the Payment Authorization Terms.

7. Click **Add Account**. The Account Created confirmation displays with all of the relevant account information.

From here, you can click **Back to Accounts** to view all of the existing accounts in your profile.

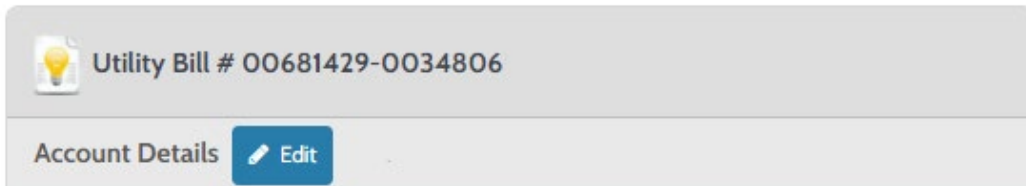
3.2 Edit Account Details Menu

The **Edit Account Details** menu enables you to edit an existing bill payment account in your profile.

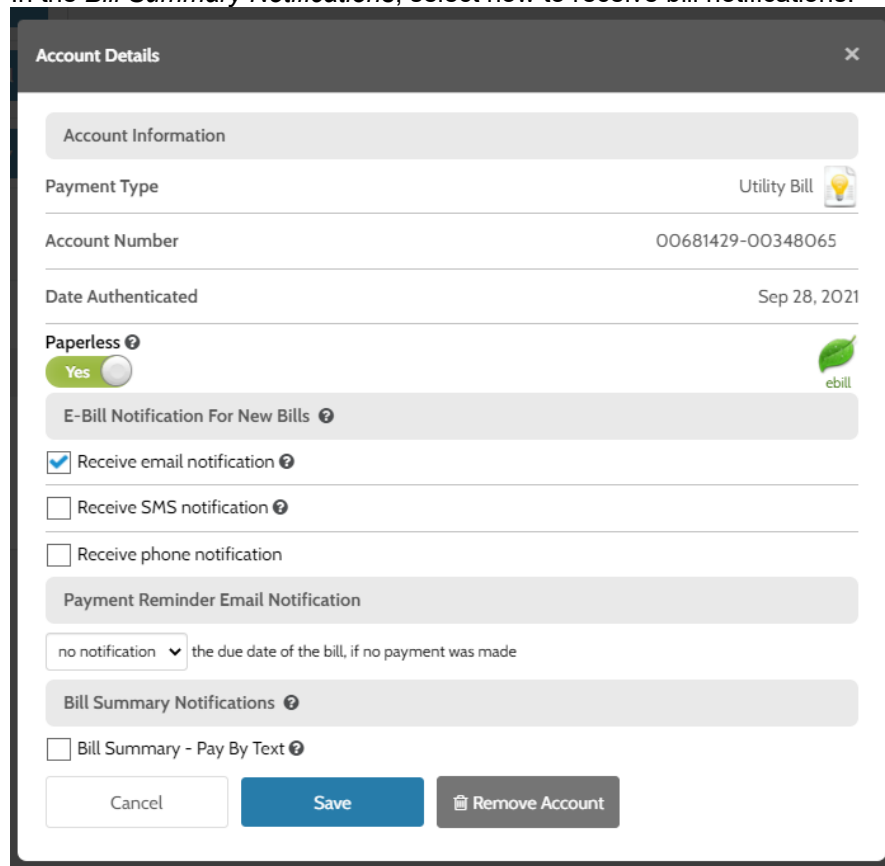
To edit an existing account, use the steps provided in the **How To: Edit an Existing Account** guide.

3.2.1 How To: Edit an Existing Account

1. In the *Accounts* screen, in the *Accounts Details* section, click **Edit**.



2. In the *Accounts Details* pop-up window that displays, edit the details as required:
 - a. Set *Paperless* to **Yes/No**: Enables you to receive PDF eBills in your e-mail.
 - b. In the *E-Bill Notification Preferences For New Bills* section, select which type of notifications you want to receive.
Note: By Default, *Paperless* is set to **Yes**, and the **Receive email notifications** is selected.
 - c. In the *Bill Summary Notifications*, select how to receive bill notifications.

A screenshot of a mobile application pop-up window titled "Account Details" with a close button (X) in the top right corner. The window contains several sections:

- Account Information**: A section header.
- Payment Type**: "Utility Bill" with a lightbulb icon.
- Account Number**: "00681429-00348065".
- Date Authenticated**: "Sep 28, 2021".
- Paperless**: A toggle switch set to "Yes" (green) with a help icon and a green leaf icon labeled "ebill".
- E-Bill Notification For New Bills**: A section header.
- Receive email notification**: A checked checkbox with a help icon.
- Receive SMS notification**: An unchecked checkbox with a help icon.
- Receive phone notification**: An unchecked checkbox.
- Payment Reminder Email Notification**: A section header.
- no notification**: A dropdown menu with a help icon, showing "the due date of the bill, if no payment was made".
- Bill Summary Notifications**: A section header.
- Bill Summary - Pay By Text**: An unchecked checkbox with a help icon.

At the bottom of the window, there are three buttons: "Cancel", "Save", and "Remove Account".

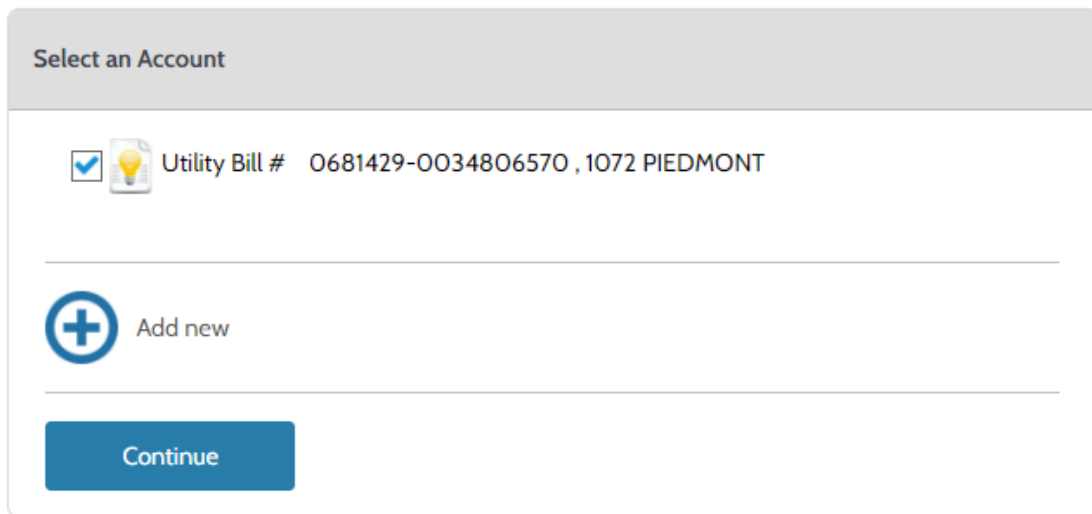
3. Click **Save** to save the changes.

4. (Optional) Click **Cancel** to cancel the changes and go back to the *Accounts* screen.
5. (Optional) Click **Remove Account** to remove this account from your profile.

4 Pay My Bill Menu

The **Pay My Bill** menu enables you to perform a variety of actions:

1. **Pay My Bill:** Enables you to pay a bill for an account in your profile. To pay my bill, use the steps provided in the [How To: Pay My Bill](#) guide.
2. **Add New Account:** Enables you to add a new bill account to your profile. To add a new bill account to your profile, use the steps provided in the [How To: Add New Account](#) guide.
3. **Add New Payment Method:** Enables you to add a new payment method to your profile.



The screenshot shows a web interface titled "Select an Account". At the top, there is a header "Select an Account". Below the header, there is a list of accounts. The first account is selected, indicated by a blue checkmark and a lightbulb icon. The text next to it reads "Utility Bill # 0681429-0034806570 , 1072 PIEDMONT". Below this, there is a horizontal line. Underneath the line, there is a blue circular icon with a white plus sign and the text "Add new". Below this, there is another horizontal line. At the bottom of the screen, there is a blue button with the text "Continue".

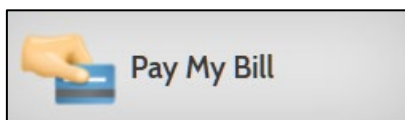
4.1 Add New Payment Method Menu

The **Add New Payment Method** menu enables you to add a new payment method to your profile.

To add a new payment method to your profile, use the steps in the the [How To: Add New Payment Method](#) guide.


4.1.1 How To: Add New Payment Method


1. From the main Customer Portal menu, click **Pay My Bill**.



2. In the *Pay My Bill* screen, in the *Select Account(s)* section, select a *Bill Account* that you would like to pay.

Select an Account

 Utility Bill # 0681429-00348065, 1072 PIEDMONT

 Add new

[Continue](#)

3. Click **Continue**.
4. In the *Payment Details* screen, in the *Payment Method* section, click **Add New** to add a new payment method to your profile.

Payment Details


Payment Components

Account Number	Payment Type	Amount Due	Date Due	Payment Amount
00681429-00348065	Utility Bill	52.06	2021-10-06	<input type="text" value="52.06"/>

Payment Date

Now Later

Payment Method

 Add new

[Back](#) [Continue](#)

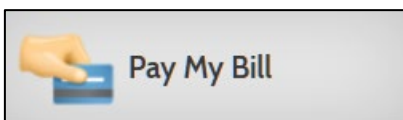
5. In the *Add Payment Method* pop-up window select a payment method type that you would like to add by clicking a tab, e.g. *Credit*.
6. Enter the requisite payment method details *Card Number*, *CVV*, *Expiration Date* and *Card Holder Name*.

7. Click **Add**.

8. The *Payment Method* section will now display the newly added payment method to the list.


4.2 How To: Pay My Bill


1. From the main Customer Portal menu, click **Pay My Bill**.



2. In the *Pay My Bill* screen, in the *Select Account(s)* section, select a *Bill Account* that you would like to pay.

Select an Account

 Utility Bill # 0681429-00348065 , 1072 PIEDMONT

 Add new

Continue

3. Click **Continue**.
4. In the *Payment Details* screen, in the *Payment Method* section, select a payment method from your list.

Payment Details


Payment Components


Account Number	Payment Type	Amount Due	Date Due	Payment Amount
00681429-0034806570	Utility Bill	52.06	2021-10-06	<input type="text" value="52.06"/>

Payment Date

Now Later

Payment Method

 *****4448 | Exp 03/26

 Add new

5. Click **Continue**.
6. In the *Review and Confirm* screen, review the payment.
7. (Optional) Click **Back** to make any changes to the payment.

Review and Confirm

Payment Method VISA *****4448

Payment Amount **\$52.06**

Click the PAY button to authorize your payment.

8. Click **Pay \$xx.xx** to make the payment.
9. The *Payment Receipt* screen displays the receipt for the payment made.

Payment Receipt

Your payment has been accepted.

Confirmation # 487413588

Payment Type Utility Bill

Account # 00681429-0034806570

Payment Components 00681429-0034806570 Utility Bill \$52.06

Status ACCEPTED

Payment Date Oct 1, 2021 – 8:29:39 AM

Payment Method Visa (Debit) *****4448

Payment Amount \$52.06

Total Amount Charged \$52.06

10. From here, you can print the payment receipt by clicking **Print**, make another payment by clicking **Make Another Payment** or go back to the payment history by clicking **Back to Payment History**.

5 AutoPay Menu

The **AutoPay** menu enables you to perform a variety of actions:

1. **Add AutoPay Schedule:** Enables you to add an AutoPay schedule.
2. **Edit AutoPay Schedule:** Enables you to edit an existing AutoPay schedule.
3. **Remove AutoPay Schedule:** Enables you to remove an existing AutoPay schedule.

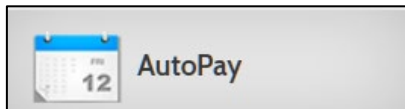
5.1 Add AutoPay Schedule Menu

The **Add AutoPay Schedule** menu enables you to add a new AutoPay schedule for bill payment for an account in your profile.

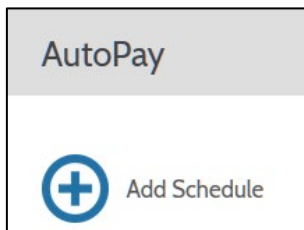
To add a new AutoPay schedule for a bill payment, use the steps provided in the **How To: Add AutoPay Schedule** guide.

5.1.1 How To: Add AutoPay Schedule

1. From the main Customer Portal menu, click **AutoPay**.




2. In the *AutoPay* screen, click **Add Schedule**.



3. In the *Create New AutoPay* screen, in the *Select An Account* section, select a bill payment account already in your profile.
4. (Optional) To add a new bill payment account to your profile, in the *Create New AutoPay* screen, in the *Select An Account* section click **Add New**.

5. Click **Continue**.
6. In the *Create New AutoPay* screen, in the *Payment Method* section, select a payment method already in your profile.
7. (Optional) To add a new payment method to your profile, in the *Create New AutoPay* screen, in the *Payment Method* section click **Add New**.

8. Click **Continue**.
9. (Optional) Click **Back** if you want to make any changes to the schedule.
10. In the next screen, in the *Payment Details* section select a *Frequency* for your bill payment schedule.

11. (Optional) In the *Payment Details* section, in the field below *End Date(Optional)* click on the calendar icon  and select an end date for the AutoPay Schedule by selecting a date from the pop-up calendar that displays.
12. Click **Confirm Schedule**.
13. (Optional) Click **Back** to make any changes to the AutoPay Schedule.
14. In the next screen, in the *Schedule Created* section, a confirmation for the newly created schedule is displayed.

Confirmation #	18637522
Payment Type	Utility Bill
Account #	00681429-00348065
Payment Method	Visa (Debit) *****4448
Effective date was moved to avoid duplicate payment	
Start Date	2021-10-07
Frequency	Bill amount on the due date
Payment Amount	Bill Amount

15. From here you can print the schedule by clicking **Print** or add another schedule by clicking **Back to AutoPay**.

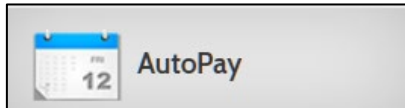
5.2 Edit AutoPay Schedule

The **Edit AutoPay Schedule** menu enables you to edit an existing AutoPay schedule for bill payment for an account in your profile.

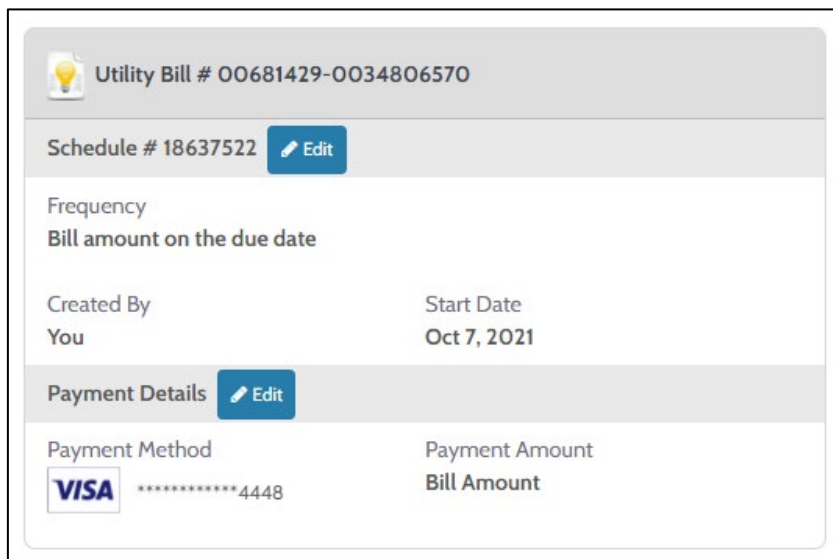
To edit an existing AutoPay schedule for a bill payment, use the steps provided in the **How To: Edit AutoPay Schedule** guide.

5.2.1 How To: Edit AutoPay Schedule

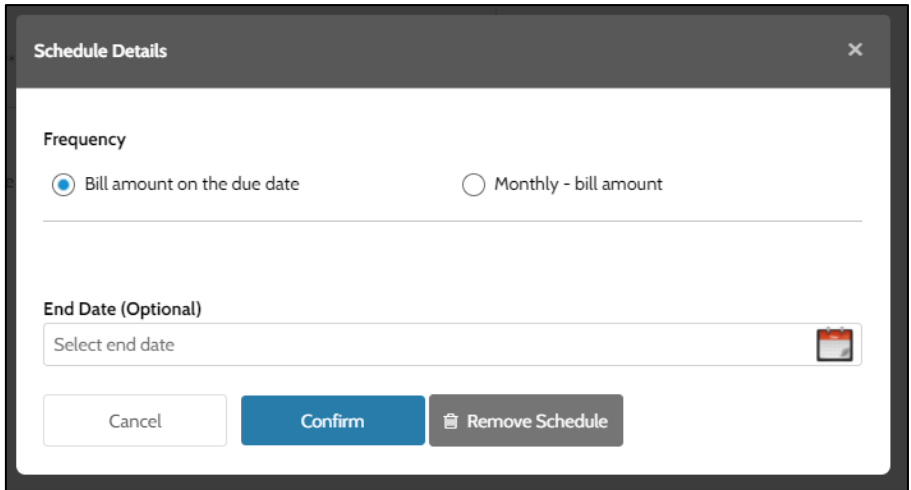
1. From the main Customer Portal menu, click **AutoPay**.



2. There are two options when editing an AutoPay schedule:
 - a. Edit the schedule frequency.
 - b. Edit the payment method.
3. To edit an existing AutoPay schedule frequency, in the *AutoPay* screen, in the *Schedule # xxxx* section, click **Edit**.



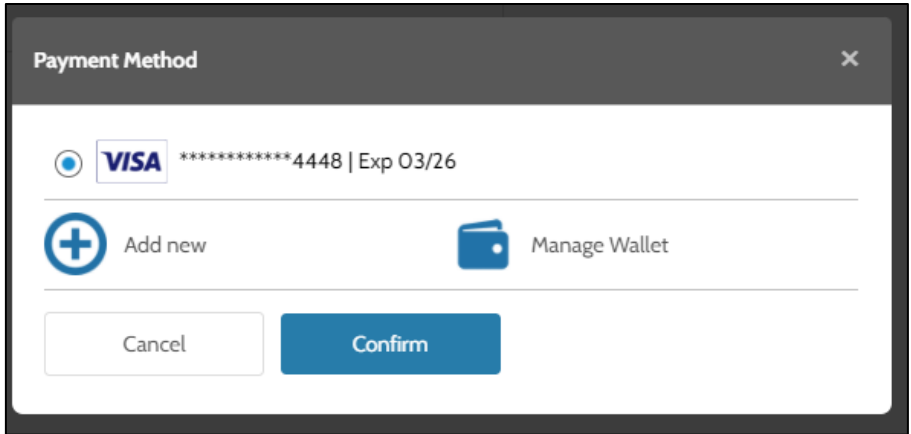
4. In the *Schedule Details* pop-up, edit the AutoPay schedule frequency as required.



5. Click **Confirm**.
6. (Optional) To change the preferences for the scheduled notifications, in the *Schedule Details* pop-up, in the *Schedule Notifications* section, select a notification type from the list.
7. The *AutoPay* screen displays the updated schedule.
8. To change the payment details for an existing schedule, in the *AutoPay* screen, in the *Payment Details* section, click **Edit**



9. From the *Payment Method* pop-up, select a new payment method in your profile.
10. (Optional) You can also add a new payment method by clicking **Add New**.

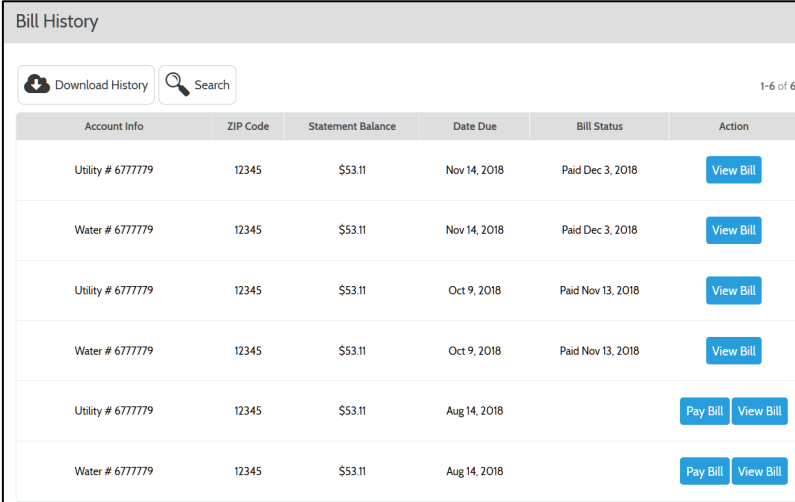


11. Click **Confirm**.
12. The *AutoPay* screen displays the updated schedule.

6 Bill History Menu

The **Bill History** menu enables you to perform a variety of actions:

1. **View Bill History:** Enables you to view the bill history for account(s) in your profile.
2. **View Bill:** Enables you to view a detailed bill for an account in your profile.
3. **Pay Bill:** Enables you to pay a bill for an account in your profile.
4. **Download Bill History:** Enables you to download the bill history as a file for account(s) in your profile.
5. **Search Bill History:** Enables you to search bill history for accounts in your profile.



Account Info	ZIP Code	Statement Balance	Date Due	Bill Status	Action
Utility # 6777779	12345	\$53.11	Nov 14, 2018	Paid Dec 3, 2018	View Bill
Water # 6777779	12345	\$53.11	Nov 14, 2018	Paid Dec 3, 2018	View Bill
Utility # 6777779	12345	\$53.11	Oct 9, 2018	Paid Nov 13, 2018	View Bill
Water # 6777779	12345	\$53.11	Oct 9, 2018	Paid Nov 13, 2018	View Bill
Utility # 6777779	12345	\$53.11	Aug 14, 2018		Pay Bill View Bill
Water # 6777779	12345	\$53.11	Aug 14, 2018		Pay Bill View Bill

6.1 Download Bill History Menu

The **Download Bill History** menu enables you to download the bill history as a file.

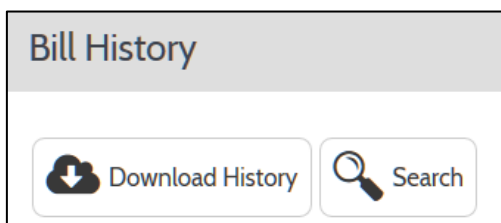
To view download bill history, use the steps provided in the **How To: Download Bill History** guide.

6.1.1 How To: Download Bill History

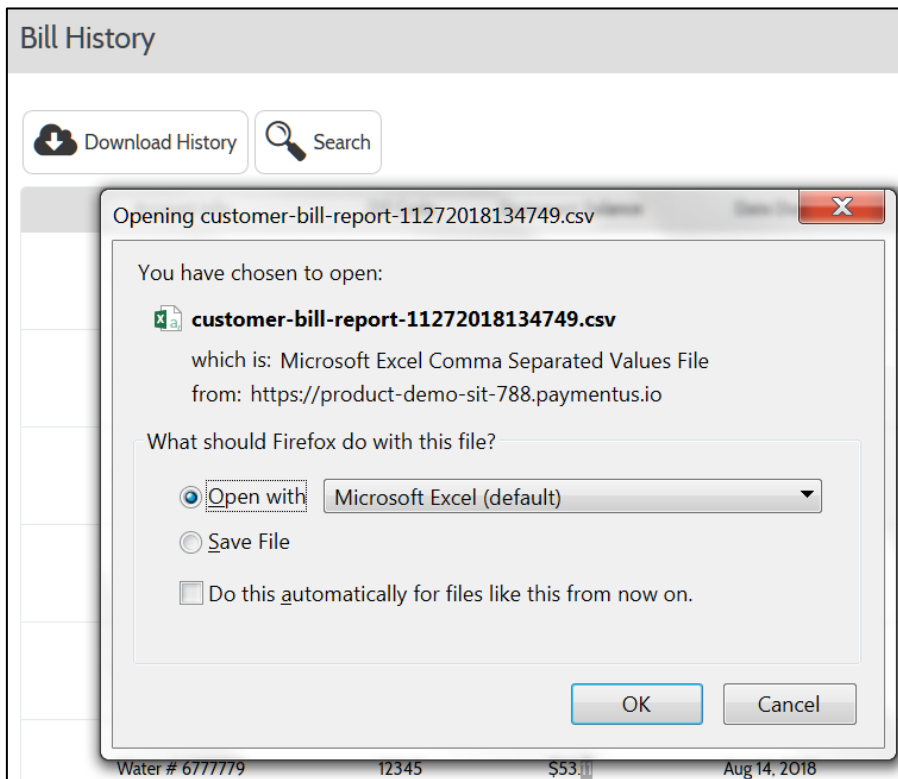
1. From the main Customer Portal menu, click **Bill History**.



2. In the *Bill History* screen, click **Download History**.



- The bill history will be downloaded to your computer in an MS Excel file format.
- In the pop-up window, click **OK** to open the file with Microsoft Excel.



- Alternatively you can save the bill history file to your computer by selecting *Save File* and clicking **OK**.

6.2 Search Bill History Menu

The **Search Bill History** menu enables you to search the bill history to find a bill.

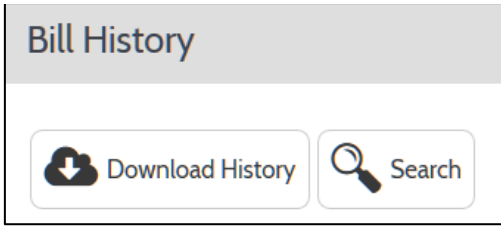
To search bill history, use the steps provided in the [How To: Search Bill History](#) guide.

6.2.1 How To: Search Bill History

- From the main Customer Portal menu, click **Bill History**.



- In the *Bill History* screen, click **Search**.



3. In the *Search* screen that opens to the right, enter an Account Number in the *Account #* field and select a payment method from the *Payment Type* drop down menu.

4. Click **Search**.
5. The search results are displayed in the main *Bill History* screen.

Account Info	ZIP Code	Statement Balance	Date Due	Bill Status	Action
Utility # 677779	12345	\$53.11	Nov 14, 2018	Paid Nov 26, 2018	View Bill
Utility # 677779	12345	\$53.11	Oct 9, 2018	Paid Nov 13, 2018	View Bill
Utility # 677779	12345	\$53.11	Aug 14, 2018		Pay Bill View Bill

6. From here you can view a bill by clicking **View Bill** or pay a bill by clicking **Pay Bill** for a given account.

6.3 View Bill History Menu

The **View Bill History** menu enables you to view bill history for accounts in your profile.

To view bill history, use the steps provided in the [How To: View Bill History](#) guide.

6.3.1 How To: View Bill History

1. From the main Customer Portal menu, click **Bill History**.



2. The *Bill History* screen displays the list of bill history payments.

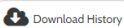



















Account Info	ZIP Code	Statement Balance	Date Due	Bill Status	Action
Utility # 6777779	12345	\$53.11	Nov 14, 2018	Paid Nov 26, 2018	View Bill
Water # 6777779	12345	\$53.11	Nov 14, 2018	Paid Nov 26, 2018	View Bill
Utility # 6777779	12345	\$53.11	Oct 9, 2018	Paid Nov 13, 2018	View Bill
Water # 6777779	12345	\$53.11	Oct 9, 2018	Paid Nov 13, 2018	View Bill
Utility # 6777779	12345	\$53.11	Aug 14, 2018		Pay Bill View Bill
Water # 6777779	12345	\$53.11	Aug 14, 2018		Pay Bill View Bill

3. From here you can view paid bills by clicking **View Bill** and pay a bill by clicking **Pay Bill**.

7 Payment History Menu

The **Payment History** menu enables you to perform a variety of actions:

1. **View Payment History**: Enables you to view payments made in the past.
2. **Download Payment History**: Enables you to download the payment history as a file.
3. **Search Payment History**: Enables you to search the payment history.
4. **View Payment Details**: Enables you to view the details of a payment already made.
5. **View External Payment History**: Enables you to view details of payments made from an external source

Payment History					
 Download History		 Search		1-9 of 9	
Account	Amount	Processing Fee	Date	Method	Action
 Utility Bill # 00681429-00348065	\$52.06	\$0.00	Oct 1, 2021 – 8:29:39 AM		View
 Utility Bill # 00681429-00348065	\$100	\$0.00	Jan 14, 2021 – 5:25:34 PM		View
 Utility Bill # 00681429-00348065	\$100	\$0.00	Jan 14, 2021 – 5:25:12 PM		View
 Utility Bill # 00681429-00348065	\$100	\$0.00	Jan 14, 2021 – 5:24:00 PM		View
 Utility Bill # 00681429-00348065	\$100	\$0.00	Jan 5, 2021 – 3:28:57 PM		View
 Utility Bill # 00681429-00348065	\$100	\$0.00	Jan 5, 2021 – 2:24:11 PM		View
 Utility Bill # 00681429-00348065	\$100	\$0.00	Jan 4, 2021 – 10:26:51 AM		View
 Utility Bill # 00681429-00348065	\$100	\$0.00	Dec 31, 2020 – 4:54:07 PM		View
 Utility Bill # 00681429-00348065	\$19.99	\$0.00	Dec 15, 2020 – 3:51:46 PM		View

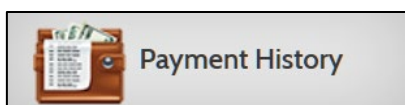
7.1 Download Payment History Menu

The **Download Payment History** menu enables you to download the payment history in an MS Excel file format.

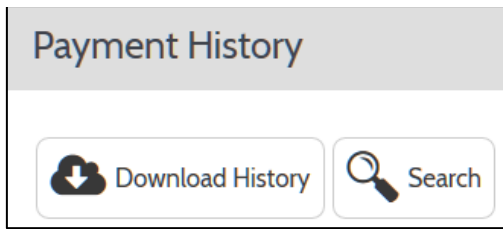
To download payment history, use the steps provided in the **How To: Download Payment History** guide.

7.1.1 How To: Download Payment History

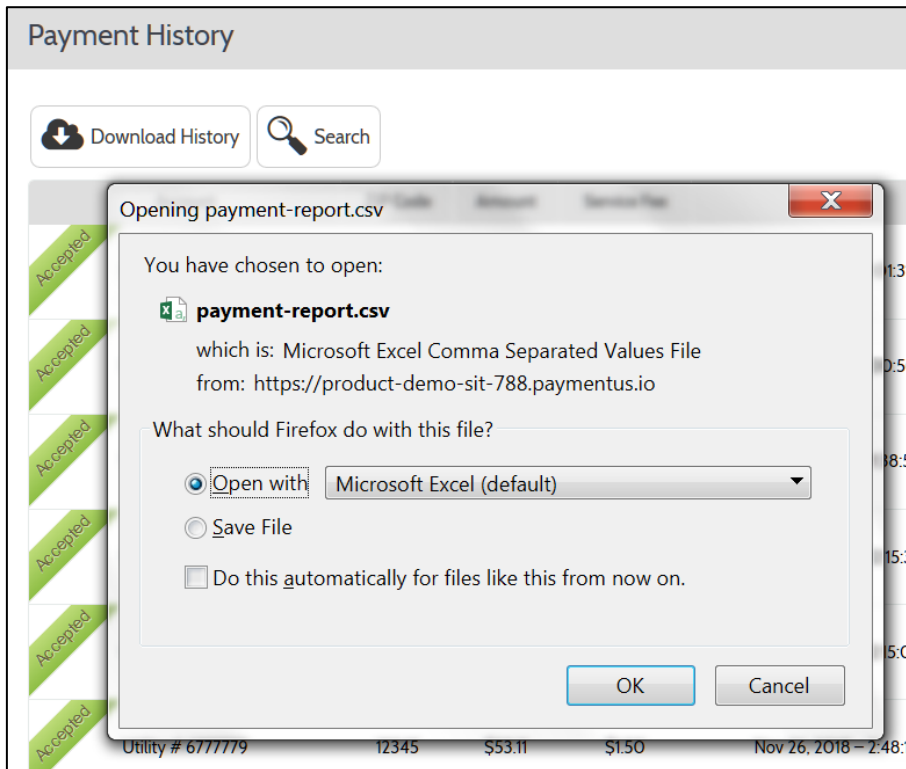
1. From the main Customer Portal menu, click **Payment History**.



2. In the *Payment History* screen, click **Download History**.



3. The *Opening payment-report.csv* pop-up window displays.



4. Click **OK** to open the payment history with MS Excel.
5. Alternatively save payment history file by selecting **Save File** and then clicking **OK**.

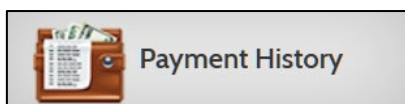
7.2 Search Payment History Menu

The **Search Payment History** menu enables you to search the bill payment history.

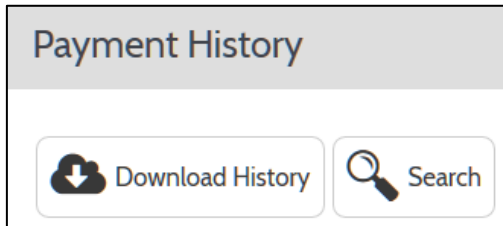
To search the payment history, use the steps provided in the [How To: Search Payment History](#) guide.

7.2.1 How To: Search Payment History

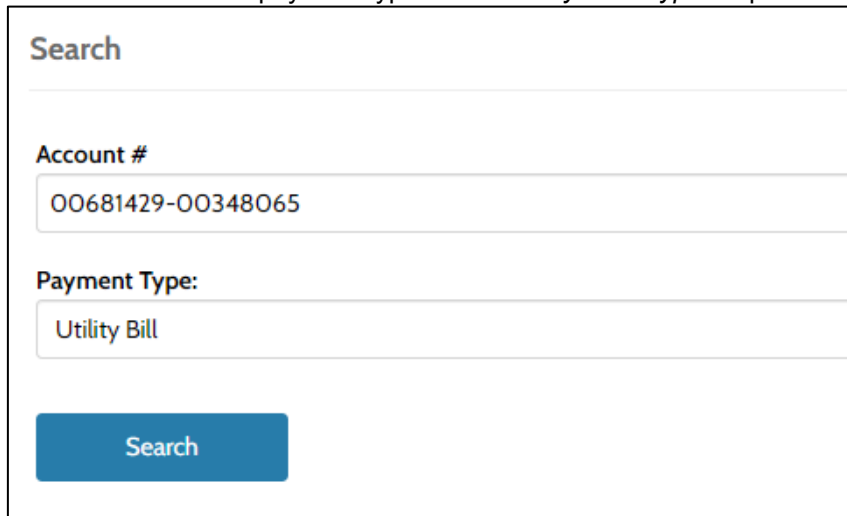
1. From the main Customer Portal menu, click **Payment History**.



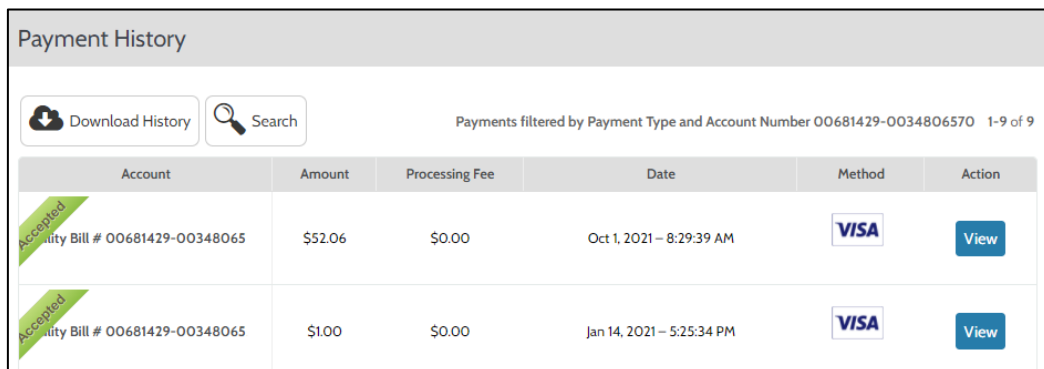
- In the *Payment History* screen, click **Search**.



- In the *Search* screen that opens to the right, in the *Account #* field enter an Account Number and select a payment type from the *Payment Type* drop down menu.

A screenshot of the 'Search' screen. It features a title 'Search' at the top. Below the title, there are two input fields: 'Account #' with the value '00681429-00348065' and 'Payment Type:' with the value 'Utility Bill'. At the bottom of the form is a blue 'Search' button.

- Click **Search**.
- The search results are displayed in the main *Payment History* screen.

A screenshot of the 'Payment History' screen showing search results. The title 'Payment History' is at the top. Below the title, there are 'Download History' and 'Search' buttons. To the right, it says 'Payments filtered by Payment Type and Account Number 00681429-00348065 1-9 of 9'. Below this is a table with columns: Account, Amount, Processing Fee, Date, Method, and Action. The table contains two rows of payment data, each with a green 'Accepted' banner on the left and a 'View' button on the right.

Account	Amount	Processing Fee	Date	Method	Action
Accepted Utility Bill # 00681429-00348065	\$52.06	\$0.00	Oct 1, 2021 – 8:29:39 AM	VISA	View
Accepted Utility Bill # 00681429-00348065	\$1.00	\$0.00	Jan 14, 2021 – 5:25:34 PM	VISA	View

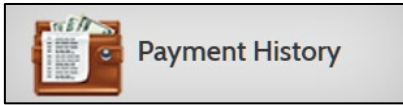
7.3 View Payment Details Menu

The **View Payment Details** menu enables you to view the details of payments made in the past.

To view payment details, use the steps provided in the [How To: View Payment Details](#) guide.

7.3.1 How To: View Payment Details

1. From the main Customer Portal menu, click **Payment History**.



2. The *Payment History* screen displays the history of bill payments made.

Payment History

Download History Search Payments filtered by Payment Type and Account Number 00681429-003480650 1-9 of 9

Account	Amount	Processing Fee	Date	Method	Action
Accepted Utility Bill # 00681429-00348065	\$52.06	\$0.00	Oct 1, 2021 – 8:29:39 AM	VISA	View
Accepted Utility Bill # 00681429-00348065	\$1.00	\$0.00	Jan 14, 2021 – 5:25:34 PM	VISA	View

3. Click **View** for a given bill payment to view the details of the payment made.
4. The next screen shows the payment history for the selected payment.

[Payment History](#) > View Payment # 487413588

Payment Details	
Confirmation #	487413588
Account	00681429-00348065
Status	ACCEPTED
Channel	Web Channel
Payment Date	Oct 1, 2021 – 8:29:39 AM
Payment Type	Utility Bill
Payment Method	Visa (Debit) *****4448
Payment Amount	\$52.06
Total Amount Charged	\$52.06

[Back to Payment History](#)

5. Click **Back to Payment History** to go back to the *Payment History* screen.

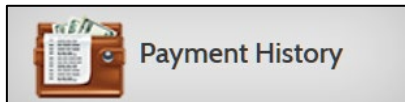
7.4 View Payment History Menu

The **View Payment History** menu enables you to view your payment history.

To view your payment history in the Customer Portal, use the steps provided in the **How To: View Payment History** guide.

7.4.1 How To: View Payment History

1. From the main Customer Portal menu, click **Payment History**.



2. The *Payment History* screen displays the history of bill payments made.

Payment History						
Download History	Search					1-9 of 9
Account	Amount	Processing Fee	Date	Method	Action	
Accepted ity Bill # 00681429-00348065	\$52.06	\$0.00	Oct 1, 2021 – 8:29:39 AM		View	
Accepted ity Bill # 00681429-00348065	\$1.00	\$0.00	Jan 14, 2021 – 5:25:34 PM		View	
Accepted ity Bill # 00681429-00348065	\$1.00	\$0.00	Jan 14, 2021 – 5:25:12 PM		View	
Accepted ity Bill # 00681429-00348065	\$1.00	\$0.00	Jan 14, 2021 – 5:24:00 PM		View	
Accepted ity Bill # 00681429-00348065	\$1.00	\$0.00	Jan 5, 2021 – 3:28:57 PM		View	
Accepted ity Bill # 00681429-00348065	\$1.00	\$0.00	Jan 5, 2021 – 2:24:11 PM		View	
Accepted ity Bill # 00681429-00348065	\$1.00	\$0.00	Jan 4, 2021 – 10:26:51 AM		View	
Accepted ity Bill # 00681429-00348065	\$1.00	\$0.00	Dec 31, 2020 – 4:54:07 PM		View	
Accepted ity Bill # 00681429-00348065	\$19.99	\$0.00	Dec 15, 2020 – 3:51:46 PM		View	

3. Click **View** for a given bill payment to view the details of the payment made.
4. The next screen shows the payment history for the selected payment.

[Payment History](#) > View Payment # 487413588

Payment Details	
Confirmation #	487413588
Account	00681429-00348065
Status	ACCEPTED
Channel	Web Channel
Payment Date	Oct 1, 2021 – 8:29:39 AM
Payment Type	Utility Bill
Payment Method	Visa (Debit) *****4448
Payment Amount	\$52.06
Total Amount Charged	\$52.06

[Back to Payment History](#)

- Click **Back to Payment History** to go back to the *Payment History* screen.

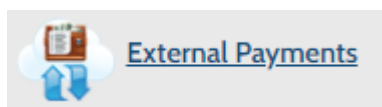
7.5 View External Payment History Menu

The **View External Payments** menu enables you to view payment history of an account from an external source.

To view external payment history, use the steps provided in the **How To: View External Payment History** guide.

7.5.1 How To: View External Payment History

- From the main Customer Portal menu, click **External Payments**.



2. The *External Payments* screen displays the history of bill payments made from external sources, including date payment 'Received' and 'Payment Amount'.

External Payments	
Account 00681429-00348065	
Received	Payment Amount
9/24/2021	54.00
8/19/2021	60.00
6/19/2021	105.18
4/27/2021	99.29
3/20/2021	50.00
2/18/2021	70.00
12/15/2020	103.22
11/11/2020	60.00
10/6/2020	60.99
9/9/2020	67.00
7/31/2020	55.12
6/8/2020	120.17

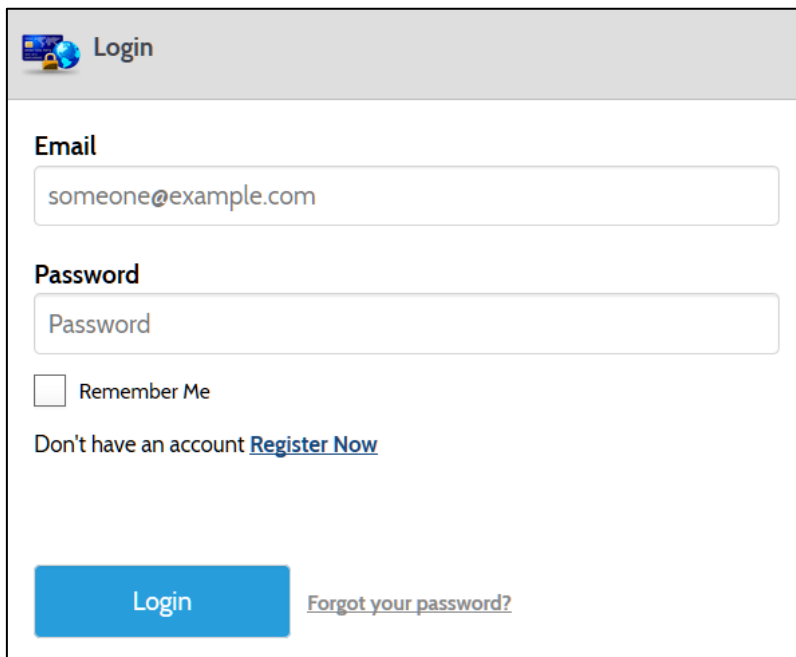
8 Forgot Your Password Menu

The **Forgot Your Password** menu enables you to reset your password for Customer Portal login.

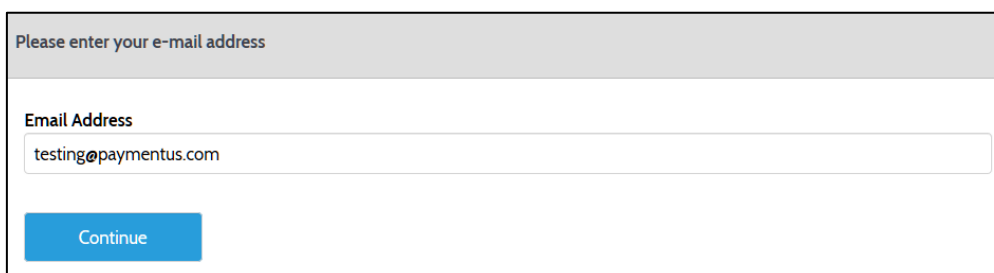
To reset your password for Customer Portal login, use the steps provided in the **[How To: Reset Your Password for Customer Portal Login](#)** guide.

8.1 How To: Reset Your Password for Customer Portal Login

1. In the *Customer Portal* home screen, in the *Login* section, click **Forgot your password?**



2. On the next screen, in the *Please enter your e-mail address* section, enter your e-mail address in the field under *Email Address*.



3. Click **Continue**.
4. On the next screen, in the *Provide answers to security questions* section, enter the answers to the security questions in the fields provided below each question.
 - a. **Note:** The security question list is defined during the new system setup.

Provide answers to security questions

Email Address
testing@paymentus.com

What is your zip code?

What is your first pet name?

[Reset Password](#)

5. Click **Reset Password**.
6. Follow the instructions in the e-mail that you will receive.