

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.

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 1> Sign In **BILLPAY** STEP 2> BillPay Setup **BILLPAY** STEP 3> Pay Bill **BILLPAY** STEP 4> 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)

IntelliPay™ 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.

✓ Sign In **STEP 2** Account Setup **BILLPAY** STEP 3 Pay Bill **BILLPAY** STEP 4 Confirmation **BILLPAY**

Utility Billing: 123456 Amount Due: \$56.37 [View Bill Details](#)
[View Your Online Payment History](#)

Please select your Payment Method

☒ Pay By Credit/Check 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 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 >



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.

STEP 1 Sign In > **STEP 2 Account Setup** > STEP 3 Pay Bill > STEP 4 Confirmation > BILLPAY

Utility Billing: 123456 Amount Due: \$56.37 [View Bill Details](#)
[View Your Online Payment History](#)

Payment Information

Name On Card: Type: Visa ▾

Credit Card #: Exp: 00/00

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

Update Payment Information

IntelliPay™ Secured

Credit Card Information

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

STEP 1 Sign In **STEP 2 Account Setup BILLPAY** STEP 3 Pay Bill BILLPAY STEP 4 Confirmation BILLPAY

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](#)

IntelliPay™ Secured

Checking Account Information

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

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 1 Sign In **STEP 2 BillPay Setup BILLPAY** STEP 3 Pay Bill BILLPAY STEP 4 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)

IntelliPay™ 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.

STEP 2: BILLPAY Account Setup

Utility Billing: 123456 Amount Due: \$56.37

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

Please select your Payment Method

☒ Pay By Credit/Check 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 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 >



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.

The screenshot shows the 'Pay My Bill' step of the IntelliPay Secured process. At the top, a progress bar indicates four steps: 'Sign In', 'Account Setup', 'STEP 3 Pay Bill', and 'Confirmation'. Below the progress bar, 'Utility Billing: 123456' is displayed on the left, and 'Amount Due: \$0.00' is on the right. Two links, 'View Bill Details' and 'View Your Online Payment History', are also present. The main section is titled 'Payment Information' and contains a form with the following fields: 'Enter the amount you would like to apply to your bill:' with a value of '0.00'; 'Name On Card:'; 'Type:' with a dropdown menu showing 'Visa'; 'Credit Card #:'; 'Exp:' with a value of '00/00'; 'Card Code:' with a link 'Where is my Card Code located?'; and 'Card Code Presence:' with three radio button options: 'My card has a legible code on it' (selected), 'My code is illegible', and 'There is no code on my card'. A blue banner at the bottom of the form states: 'When you have entered your Payment Information, you are ready to complete the transaction. Click on the "PAY MY BILL" button to finish.' Below the form is a 'Pay My Bill' button and the IntelliPay Secured logo.

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.

The screenshot shows the 'Pay My Bill' step of the IntelliPay Secured process for a checking account. The layout is identical to the credit card version, with the same progress bar, utility billing information, and amount due. The 'Payment Information' form fields are: 'Enter the amount you would like to apply to your bill:' with a value of '0.00'; 'Bank Routing Number:'; 'Bank Account Number:'; 'Account Holder's Name:'; and 'Bank Account Type:' with two radio button options: 'Checking' (selected) and 'Savings'. A link 'Click here to locate your routing and account number' is provided below the form fields. The same blue banner and 'Pay My Bill' button are at the bottom, along with the IntelliPay Secured logo.

Checking Account Information

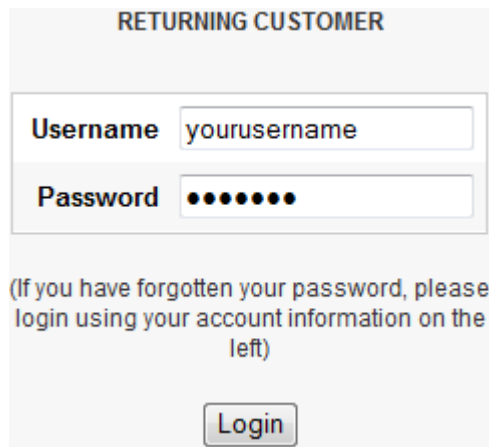
8. Once all information has been entered click on the Pay My Bill button at the bottom of the page.

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

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.

The image shows a login form titled "RETURNING CUSTOMER" in a light gray box. Inside the box, there are two input fields: "Username" with the text "yourusername" and "Password" with eight black dots. Below these fields is a line of text: "(If you have forgotten your password, please login using your account information on the left)". At the bottom of the form is a "Login" button.

Returning Customer Login

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

The screenshot shows the main menu of the IntelliPay Secured system. At the top, there is a progress bar with four steps: 1. Sign In (marked with a red checkmark), 2. Account Setup (highlighted in blue), 3. Pay Bill, and 4. Confirmation. Below the progress bar, the user's utility billing number is 123456, and the amount due is \$56.37. There are links for 'View Bill Details' and 'View Your Online Payment History'. A message states: 'Your last online payment of \$110.74 was received on 12/05/2006. Payments are posted by the next business day.' Below this, a blue bar says 'Please Choose an Option Below to Continue'. The main menu is titled 'Welcome, John Doe' and includes a message: '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.' There are four main options, each with a button and a description: 'Pay Total Due' (To automatically charge the Total Amount Due of your bill using your stored payment information), 'Pay Different Amount' (To make an advance payment or partial payment), 'Update My Settings' (To change your username, password, online payment address or recurring payment options), and 'Change My Payment Info' (To change your credit card or checking account information). A 'Logout' button is also present. At the bottom, the IntelliPay Secured logo is displayed.

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.

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

Pay Different Amount To make an advance payment or partial payment

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

Change My Payment Info To change your credit card or checking account information

Logout

IntelliPay[™] Secured

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

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

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

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

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.