




## INTUITY CUSTOMER PORTAL

The customer may register or make a one-time payment only if their invoice has been uploaded to Intuity from El Dorado. The web address they use to sign up **MUST** have the Intuity company portal name extension in the web address (URL). Example: "[https://pay.waterbill.com/login-\[company\]](https://pay.waterbill.com/login-[company])", notice the "login-[company]" extension. If the customer wishes to register, they must click the **REGISTER NOW** at bottom of the Intuity company logon page and fill out the brief SIGN UP REQUEST form then click submit. They must check their email, click the ACTIVATE link/button in order to complete the registration process. All fields are required, except a mobile phone number, in order to create a customer portal logon.

### REGISTER NOW option

#### PAGE 1 – Account Holder Name and Account #

# SIGN UP REQUEST



**TO VIEW AND PAY YOUR BILL:**  
Please enter your information into the fields below and click **NEXT** to continue creating your account.

Name \*

Account Number \*

**BACK** **NEXT**

● ● ● ●


#### PAGE 2 – Authentication

They are able to authenticate by 'Last Name', 'Billing Street Name' or a PIN (Personal Identification Number) that can be found in an unregistered customer's bill ready notification email. It's located toward the bottom of the bill ready notice. The system will default to verify with last name.


When signing up for a new account, at the prompt please supply the PIN: 2261


This is to ensure the customer entered the correct account number.

## SIGN UP REQUEST



**TO VIEW AND PAY YOUR BILL:**  
Please enter your information into the fields below and click NEXT to continue creating your account.

Authentication \* 



Answer \*


PREVIOUS

NEXT


### PAGE 3 – Portal Login Information


The customer must enter a login username or they may use their email address as their portal logon name.

## SIGN UP REQUEST



**TO VIEW AND PAY YOUR BILL:**  
Please enter your information into the fields below and click NEXT to continue creating your account.

Login Id or Email \* 

Password \* 

Confirm Password \*


PREVIOUS

NEXT


## PAGE 4 – Notification Email Address and Mobile Phone Number

Mobile phone number is optional. They must enter a notification email address and will need to access this after completing the registration process to activate their customer portal.

# SIGN UP REQUEST




**TO VIEW AND PAY YOUR BILL:**  
Please enter your information into the fields below and click SUBMIT. You will receive an email confirmation with a link to finish creating your account.

Notification Email \* 

Confirm Notification Email \*

Mobile phone

1 - United St 

(xxx) xxx-xxxx

Country code

PREVIOUS

SUBMIT

After submitting the Sign-Up Request form, an email is sent to the customer's notification email address they just provided.

## LOGIN TO VIEW YOUR BILL

An email has been sent to the notification email you provided.  
Please follow the instructions in that email to finish activating your account.

Login Id or Email

Password

**LOGIN**

[I forgot my password](#)

**A convenience fee may be applied to credit card or electronic check transactions.**

They will need to open their email and click the link to activate their account.

In order to activate your account click here:

[https://\[REDACTED\]pay.waterbill.com/default/index/accept-invite?confirm=2&sign\\_up=275](https://[REDACTED]pay.waterbill.com/default/index/accept-invite?confirm=2&sign_up=275)

**ACTIVATE ACCOUNT**

Upon activation, they will receive a second email confirming their account has been successfully created:

**Your account was successfully created!**

Login: **uwc192@staging.com**


Password: **\*\*\*\*\*01**

Name: **POPPY SEED**

**LOGIN NOW**

Once activated, they may log into their account. Once logged in, a CONFIRM YOUR CONTACT INFORMATION page is displayed. Selecting CONFIRM>> button will acknowledge the information and will not reappear until it hits the next confirmation frequency setting. Biller has access to this setting and the default is usually 120 days.

CONFIRM YOUR CONTACT INFORMATION



Hi POPPY SEED,  
For **additional security** on your Universal Water Company utility account profile, please review and confirm your contact information.

Account No. 192

Mobile No. Information	Notification Email Address
+1 <a href="#">Edit</a>	This is the email address you will use to receive notifications  <b>Notification Email Address:</b> uwc192@staging.com <a href="#">Edit</a>
<a href="#">SKIP &gt;&gt;</a>	<a href="#">CONFIRM &gt;&gt;</a>

**This is a fee-based service. A convenience fee will be applied to all credit card and electronic check transactions.**

## PAY NOW option

If the customer does not want to register but would like to make a payment as a guest, they will need to enter their full account number and the total, original balance due on their current period bill. Once Intuity retrieves the customer account information, the payer must enter a valid email address to proceed with making a guest payment.

Partial payment and Overpayment payment options are dependent on your Intuity portal setup options, which was part of the setup questionnaire provided to the biller by their Creative Technologies onboarding specialist.

Select ENTER PAYMENT METHOD.

The screenshot displays the 'MAKE A ONE-TIME PAYMENT' interface for Universal Water Solutions. The user's name is SMITH, SAM and email is uwc248@staging.com. The payment details shown are:

Payment Summary	
Payment Type	Visa
Card No.	*****1111
Invoice Amount	\$434.49
Convenience Fee	\$15.21
<b>Total Payment</b>	<b>\$449.70</b>

Below the summary, there are two buttons: 'PAY NOW' (blue) and 'CANCEL' (grey). The background shows the main payment screen with a 'Amount' of \$434.49, an 'Additional convenience' fee of \$15.21, and a 'Total Payment' of \$449.70. The 'Select Payment Type' section shows 'Credit Card' as the selected option.

Click PAY NOW to process the one-time payment. Next a green banner is displayed indicating the payment status. The payer will receive a payment confirmation email.

# LOGIN TO VIEW YOUR BILL

Payment was successful

Login Id or Email

Password

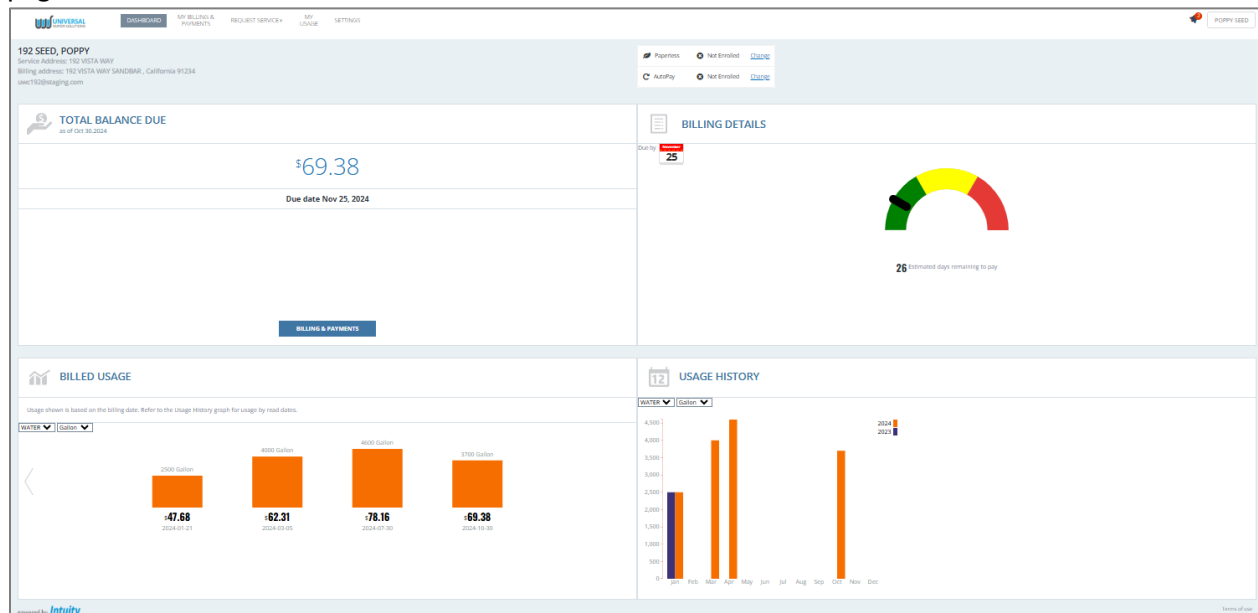
LOGIN

forgot my password

A convenience fee may be applied to credit card or electronic check transactions.

## Customer Portal

The Intuity DASHBOARD is displayed upon the customer logging in. Links are provided at the top of the page but most customers will click on the BILLING & PAYMENTS button in the Total Balance Due frame.



## Making a Payment

A registered customer has more payment options. Your company decides whether to allow credit card and ach (electronic bank check) when onboarding with our online payment processing company. They



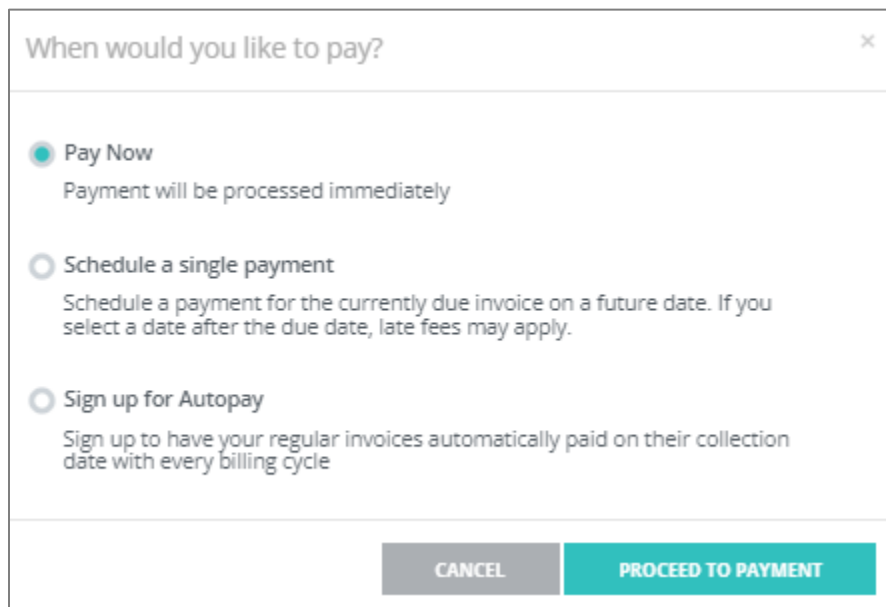
also have the option whether or not to offer autopay, where the full invoiced amount is drafted from the customer's bank on the customer's portal due date.

This guide assumes that customer may pay using a credit card or bank account. It also assumes that autopay is enabled.

The following describes each payment option separately.

### To Access the Payment Options window:

1. From DASHBOARD select BILLING & PAYMENTS button.
2. Select MAKE A PAYMENT button.



The screenshot shows a modal window titled "When would you like to pay?" with a close button (X) in the top right corner. Inside the modal, there are three radio button options:

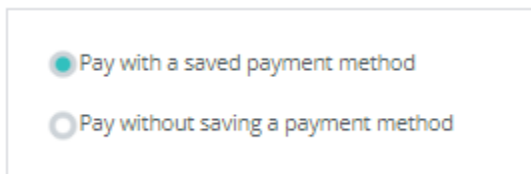
- ☒ **Pay Now**  
Payment will be processed immediately
- ☐ **Schedule a single payment**  
Schedule a payment for the currently due invoice on a future date. If you select a date after the due date, late fees may apply.
- ☐ **Sign up for Autopay**  
Sign up to have your regular invoices automatically paid on their collection date with every billing cycle

At the bottom of the modal, there are two buttons: a grey "CANCEL" button and a teal "PROCEED TO PAYMENT" button.

### PAY NOW option

Once the customer is on the PAYMENT DETAILS page, they will have the option to "Pay with a saved method" or "Pay without saving a payment method".

1. Select the **Pay Now** option, then **PROCEED TO PAYMENT** button.
2. Decide if you want to "**Pay with a saved payment method**" or "**Pay without saving a payment method**":

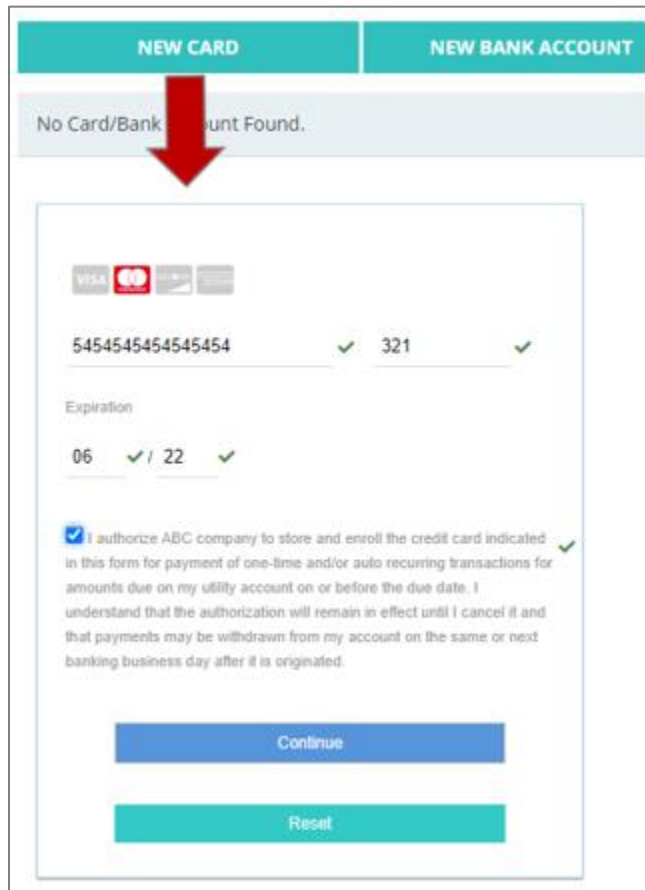


The screenshot shows a dialog box with two radio button options:

- ☒ **Pay with a saved payment method**
- ☐ **Pay without saving a payment method**

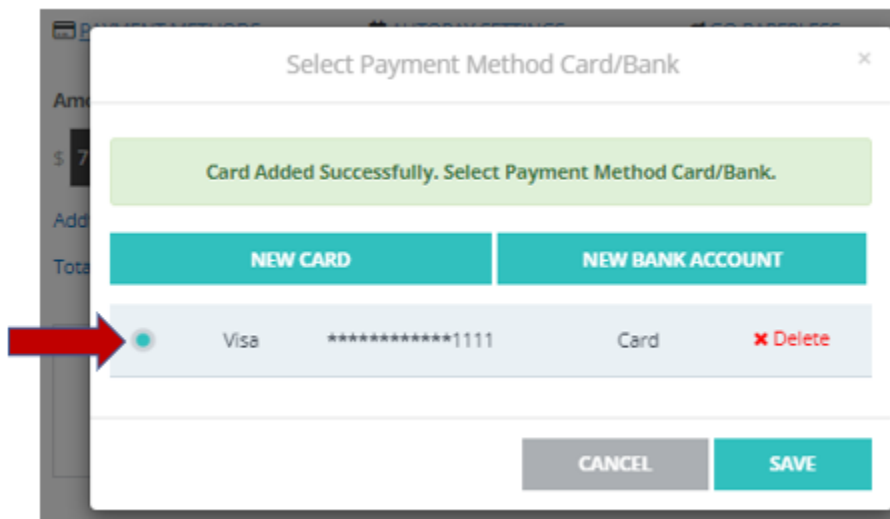
3. The PAYMENT DETAILS page is displayed. Click the PAYMENT METHODS link at top.

4. Enter credit card information, acknowledge the enrollment clause, then click **Continue**.



The screenshot shows a web form with two tabs: 'NEW CARD' (active) and 'NEW BANK ACCOUNT'. A red arrow points to the 'NEW CARD' tab. Below the tabs, a message states 'No Card/Bank Account Found.' The form contains fields for card number (5454545454545454), expiration date (06/22), and a checkbox for authorization. The 'Continue' button is highlighted in blue.

- a. A message will appear indicating the card was successfully added.
5. Ensure you select the appropriate payment method, even if it's the only available. Click **SAVE**.



The screenshot shows a pop-up window titled 'Select Payment Method Card/Bank'. It displays a green message: 'Card Added Successfully. Select Payment Method Card/Bank.' Below this, there are two tabs: 'NEW CARD' (active) and 'NEW BANK ACCOUNT'. A red arrow points to the 'NEW CARD' tab. The form shows a selected card (Visa) with a masked number ending in 1111. The 'SAVE' button is highlighted in blue.

6. A pop-up message appears asking if you want to save this as your default payment method. Click Yes, or No.

Default payment method?

Do you want to save this as your default payment method?

NoYes

7. To process the payment using the selected payment option, click **CONFIRM PAYMENT** button.

PAYMENT DETAILS

Name/Email For Payment Receipt

Name

CENTS, PENNY

Email

smp00078@staging.com

PAYMENT METHODS

AUTOPAY SETTINGS

GO PAPERLESS

Amount to pay

\$ 71.78

Additional convenience Fee: \$2.51

Total Payment: \$74.29

☒ Pay with a saved payment method

☐ Pay without saving a payment method

Visa

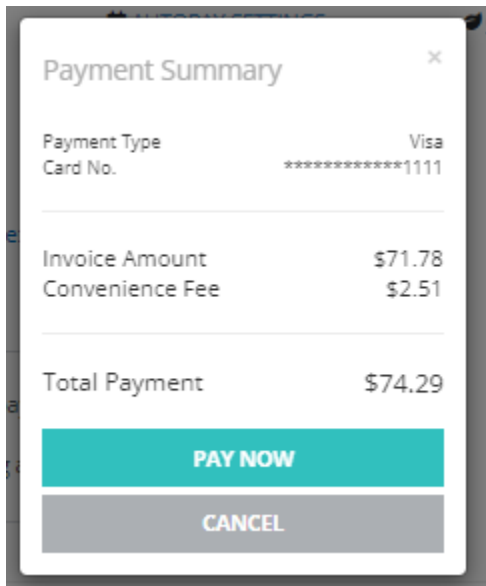
\*\*\*\*\*1111

Card

CONFIRM PAYMENT

11

8. A **Payment Summary** pop-up appears with a PAY NOW button. Click the PAY NOW button, only once.



A screenshot of a 'Payment Summary' pop-up window. It displays payment details for a Visa card, including the invoice amount (\$71.78) and a convenience fee (\$2.51), resulting in a total payment of \$74.29. At the bottom, there are two buttons: 'PAY NOW' in teal and 'CANCEL' in grey.

Payment Summary	
Payment Type	Visa
Card No.	*****1111
Invoice Amount	\$71.78
Convenience Fee	\$2.51
Total Payment	\$74.29
<a href="#">PAY NOW</a>	
<a href="#">CANCEL</a>	

9. A message will appear confirming your payment. Click **OK**.  
Customers need to be patient, depending on their internet speed, some may take longer to process.
10. After the payment processes, the customer will return to the LAST BILL page and the Total Account Balance will be immediately updated. They may also scroll down the page to review Payment & Billing History.



A screenshot of the 'LAST BILL' page. It shows a successful payment confirmation, a table of utility charges (Water - 879, 5,500 units, \$71.78), and the total account balance of \$0.00. The due date is April 18, 2022, and the invoice amount is \$71.78. There are links to 'MAKE A PAYMENT', 'PREVIEW INVOICE', and 'GO PAPERLESS'.

LAST BILL

INVOICE NO: 0078WERSHE405  
00078 CENTS, PENNY

Payment was successful

Utility	Units	Amount
Water - 879	5,500	\$71.78

Due date  
**Apr 18, 2022**

Invoice Amount  
**\$71.78**

Total Account Balance  
**\$0.00**

[MAKE A PAYMENT](#)  
[PREVIEW INVOICE](#)  
[GO PAPERLESS](#)

11. A payment receipt will be emailed to the payee.

Acct #: 0083  
Name: HANSON, ANN  
Address: 100 MAPLE LANE , RIVERSIDE  
Email: [ct0083@someplace.com](mailto:ct0083@someplace.com)

Dear HANSON, ANN

Your payment for \$148.2 was made successfully on Saturday 20th March, 2021

**Transaction Id**  
2cd21e1742ea  
**Convenience Fee Added**  
\$0

Thank-you!

Please do not reply to this email, the email address is unmonitored.

**LOGIN NOW**

## SCHEDULE A SINGLE PAYMENT option

Allows customer to schedule a future payment for the current invoice. They may opt to pay the full amount due or a partial payment. Once the customer is on the PAYMENT DETAILS page, they will have the option to "Pay with a saved method" or "Pay without saving a payment method".

1. Select the **Schedule a single payment** option, then **PROCEED TO PAYMENT** button.
2. On the PAYMENT DETAILS screen, they may enter an amount to pay other than the full balance due by simply keying in the amount in the **Amount to pay** field.
3. Click the **Date to pay** box to select a future payment date.
4. Payee must have a payment method selected in order to complete the scheduling process, if not they must click the PAYMENT METHODS link.
5. Once the payment method is selected, amount to pay is correct and a future date to pay is selected, click the CONFIRM PAYMENT button.

**PAYMENT DETAILS**

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Name/Email For Payment Receipt

Name

AL ANDERSON

Email

smp00064@staging.com

**PAYMENT METHODS**

Amount to pay

\$ 100.00

Additional convenience Fee: \$2.95

Total Payment: \$102.95

**AUTOPAY SETTINGS**

Date to pay

04/18/2022

Due Date

Apr 24, 2022

☒
Personal Checking

\*\*\*\*\*9456

CONFIRM PAYMENT

- A payment summary popup window appears. Select SCHEDULE PAYMENT button.

Payment Summary
×

Payment Type

Personal Checking

Account No.

\*\*\*\*\*9456

---

Invoice Amount

\$100.00

Convenience Fee

\$2.95

---

Total Payment

\$102.95

Date To Pay

04/18/2022

SCHEDULE PAYMENT

CANCEL

Once scheduled, it will indicate the scheduled payment date on the customer's Dashboard header:

DASHBOARD
MY BILLING & PAYMENTS
REQUEST SERVICE
MY USAGE
USAGE ALERTS
SETTINGS

ANDERSON, AL
Address: 3476 PALOMAR RD
Address: P.O. BOX 1234 c/o Marta Anderson Orange , California 91234
4@staging.com

Paperless
☒
Enrolled
Change

AutoPay
☒
Not Enrolled
Change

Your payment for \$100.00 + \$2.95 in trans fees is scheduled for Apr 18, 2022

## SIGN UP FOR AUTOPAY option

Customers may set up an automatic payment plan to deduct payments from their preferred payment source. They may use either a credit card or bank account. **The utility statement's autopay collection date will be reflected on the customer's online Intuity portal.** The TOTAL BALANCE DUE displayed on the customer portal dashboard is the amount that will be withdrawn from their selected payment source. It will draft on the due date displayed on the customer's portal. The customer may NOT specify the amount to be withdrawn, such as a partial payment of the total amount owed. Please encourage your customers to sign up at least 24 hours in advance of their auto pay date to ensure their balance gets drafted. The auto pay is scheduled to kick off at 3 AM CT on the customer's portal due date.

### Setting up Auto Pay:

1. Upon logging in, From the DASHBOARD section, click the Autopay's blue **Change** link, located on the customer's banner:

The screenshot shows the customer portal dashboard for Anderson, AL. The top navigation bar includes links for DASHBOARD, MY BILLING & PAYMENTS, REQUEST SERVICE, MY USAGE, USAGE ALERTS, and SETTINGS. The customer's name and address are displayed: ANDERSON, AL, Address: 3476 PALOMAR RD, Address: P.O. BOX 1234 c/o Marta Anderson Orange, California 91234, and email: 4@staging.com. On the right side, there are two status boxes. The first box shows 'Paperless' with a checkmark and 'Enrolled' with a 'Change' link. The second box shows 'AutoPay' with a checkmark and 'Not Enrolled' with a 'Change' link. At the bottom, there are two sections: 'TOTAL BALANCE DUE' and 'BILLING DETAILS'.

2. Click Select Payment Method link.
3. If no payment source is available, add a payment source by selecting either NEW CARD or NEW BANK ACCOUNT. This example uses a bank account to draft from. Enter the appropriate information

and click the authorization box to enroll in payment process then select the CONTINUE button.

### Add Bank Account

Routing Number

Account Number

Account Type

Select

☐ I authorize ABC company to store and enroll the bank account indicated in this form for payment of one-time and/or auto recurring transactions for amounts due on my utility account on or before the due date. I understand that the authorization will remain in effect until I cancel it and that payments may be withdrawn from my account on the same or next banking business day after it is originated.

CONTINUE

RESET


4. Click on the circle to the left of the payment source you wish to use for auto pay. Click SAVE.

### Select Autopay Card/Bank

Bank account added successfully. Select Autopay Card/Bank

NEW CARD

NEW BANK ACCOUNT



Checking

\*\*\*\*\*6789

Bank Account




SAVE


5. Next, activate the Auto Pay ON by putting a check mark in the “Auto Pay ON” check box. **THIS MUST BE DONE IN ORDER TO ACTIVATE AUTO PAY AND CLICK THE SAVE button.**



Click OK to confirm that Autopay is now activated. Customer should see this message:

6. The customer may return to the Dashboard. If the invoice due date is in the future, a message appears on the Dashboard's status banner indicating "Autopay is scheduled for [due date]". If they signed up AFTER the current bill's due date and have an outstanding balance due, it will still show the message "Autopay is scheduled for [due date]".


 Paperless	<input checked="" type="checkbox"/> Enrolled	<a href="#">Change</a>	 Autopay is scheduled for Oct 13, 2022
 AutoPay	<input checked="" type="checkbox"/> Enrolled	<a href="#">Change</a>	

 **BILLING DETAILS**

Due by

October

13



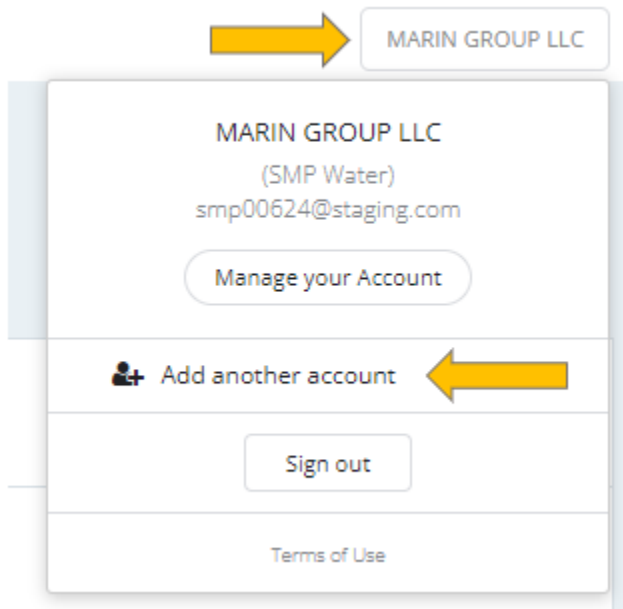
11 Estimated days remaining to pay

## Ability for a Customer to Link Accounts

Some customers are responsible for more than one utility account. They have the ability to add a new account to their list and switch between account and remove accounts. This will enable the customer to just logon one time to the portal. Using their account name menu option to the right, they may easily add another account. The invoice from the other account must be uploaded to Intuity in order for the customer to add the account.

## To Link another account

1. Select the **Account Name** menu, located on the far right of the screen.



2. Select Add another account option.
3. Add the account number. To ensure the correct account was entered, the customer is required to verify this by either entering the PIN they received from an email notification, enter their last name, or billing street name.

When a payment source is stored, it may be used for the linked accounts as well.