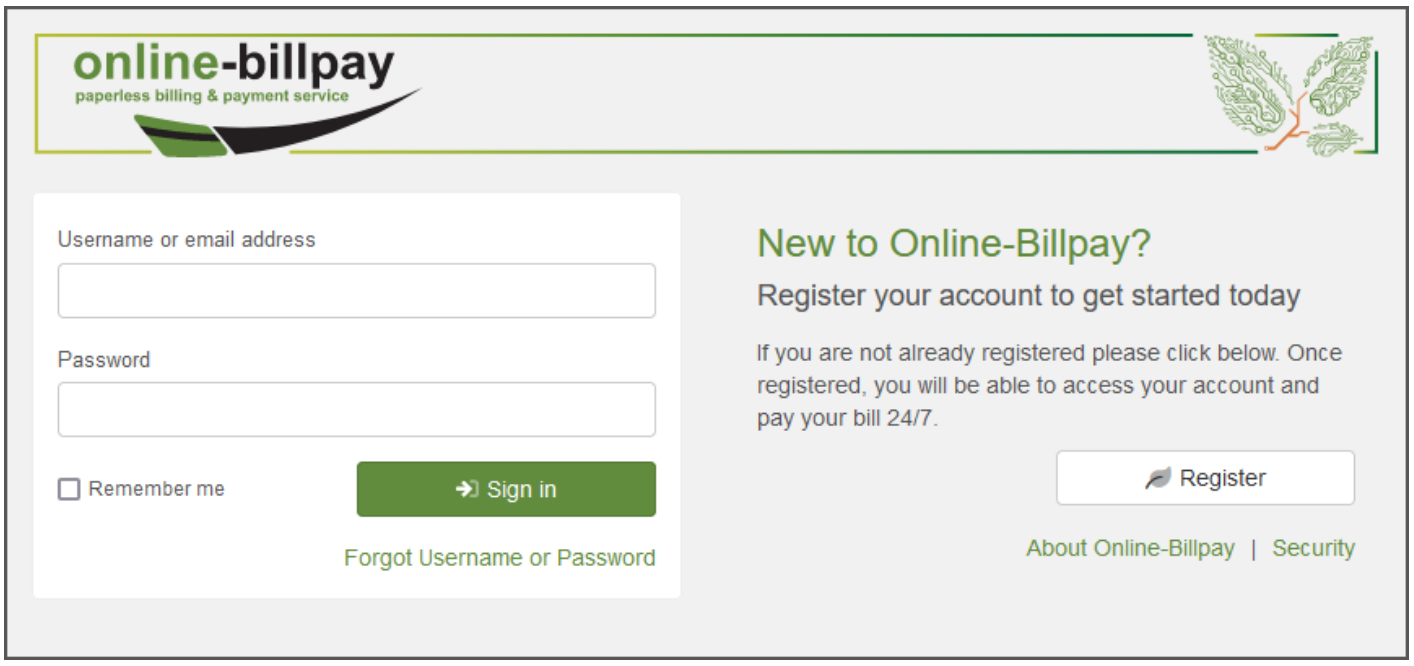
Registration Guide

Before customers can use the Online-Billpay site, they must register a service account and create a user. This guide will walk through the steps to do so.

First, they will need to look at their statement, or call your office, to locate their **Account Number** and **Identification Number.**

To navigate to the site, we recommend a customer first visit your website, then click on the Online-Billpay button. (The button on your site may say something unique, but it will contain the link to the Online-Billpay website.)

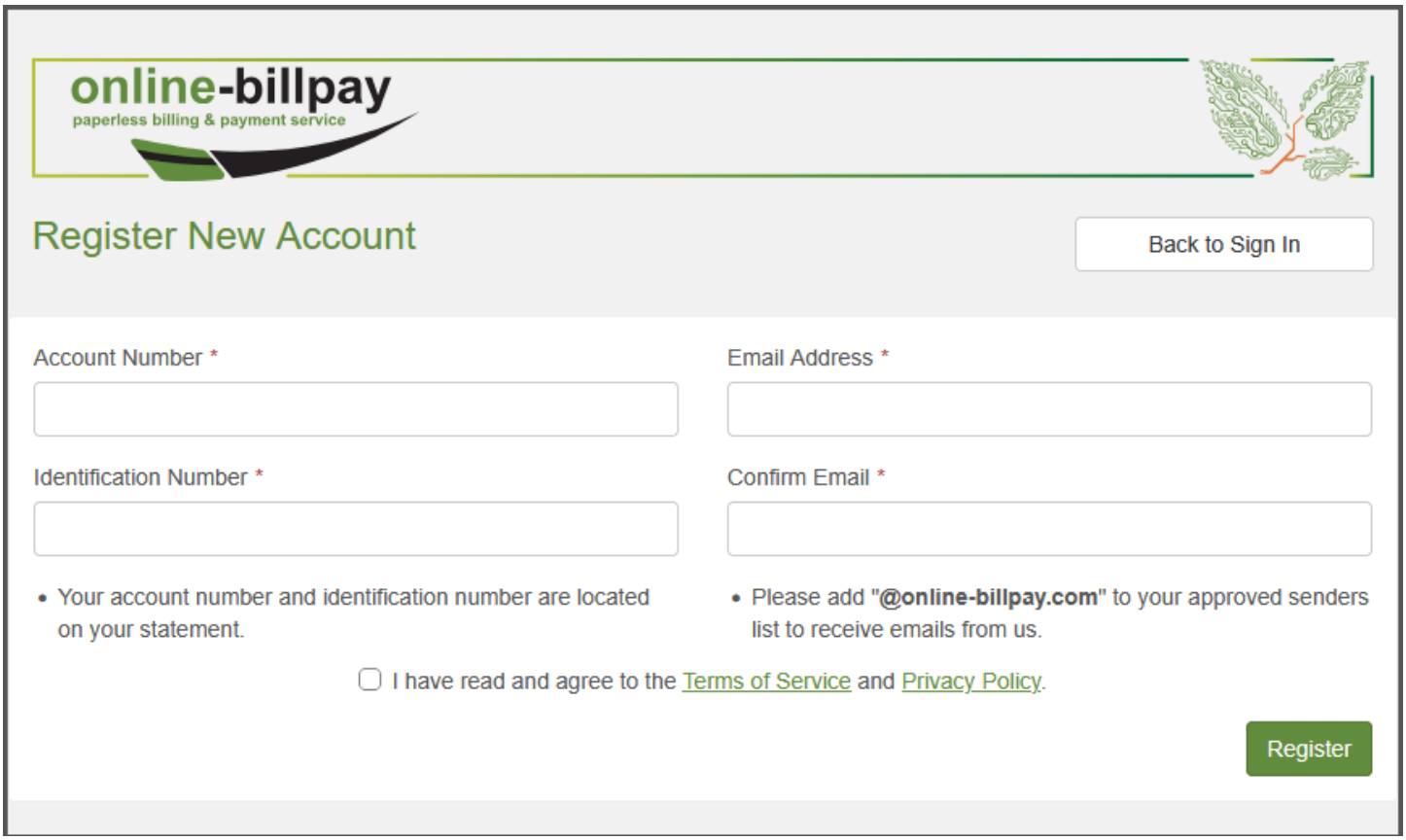
When they reach the site, they'll see this page. They should click the Register button to get started.



On the Register New Account page, the customer enters their Account Number and Identification Number, along with the email address they would like to use for Online-Billpay. The email address is entered twice to confirm it. After checking the box to agree to the Terms of Service and Privacy Policy, they click Register.

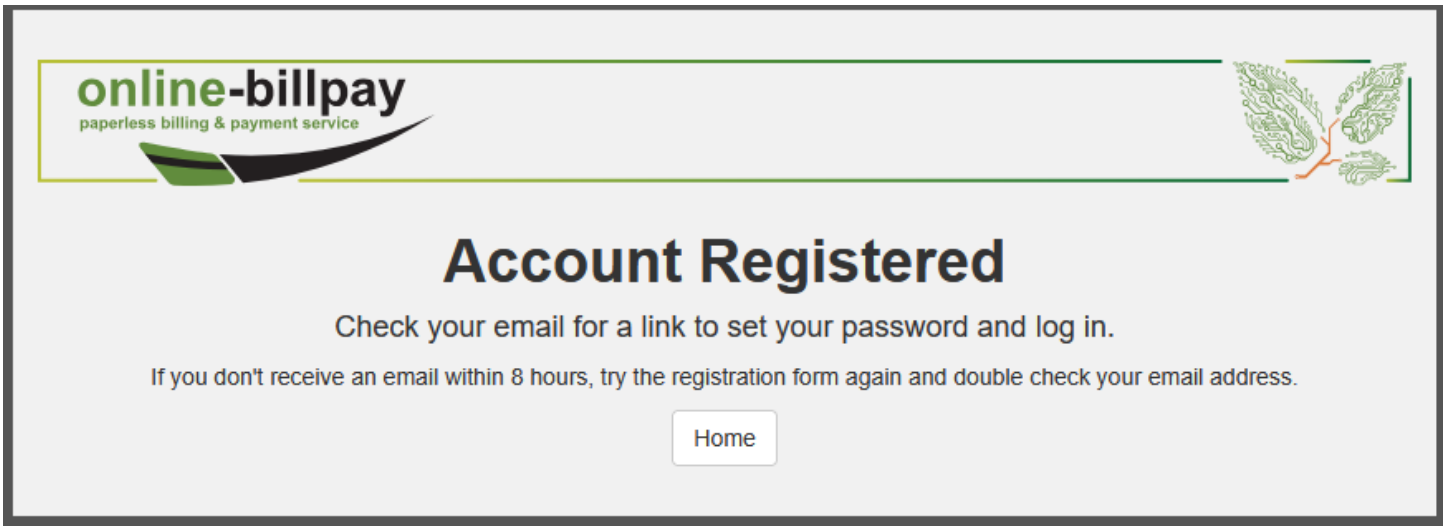
The Email Address should be one the customer regularly uses, and must also be unique. This is where the site will send the link to finish registration, as well as statement notifications. We recommend adding "@online-billpay.com" to their approved senders list so our emails are not filtered out.

If the email address is already in use, the customer may already have an Online-Billpay user and should instead log in and use Register New Account to add the account to their existing user. That process is demonstrated in the customer help guide.



After clicking Register, the customer will see an Account Registered page asking them to check their email. The account is now registered, but the customer will not be able to log in until they set a password.

The site sends an email with a link to set their password and log in. The link is good for 72 hours. If the email does not arrive, the customer should check their spam or junk folder.



ABC Services - Registration Email

Dear John Doe,

Click here to set your password and log in.

If you cannot click on the above link, copy and paste the following into your browser:

https://online-billpay.com/Account/CompleteRegistration?
code=QvRzFbegwAtOTn1q8PwwTQW4HUv_3a7anW_nFFZs3pRQvJLq_Vzh0RQ1H7k5xc3Z

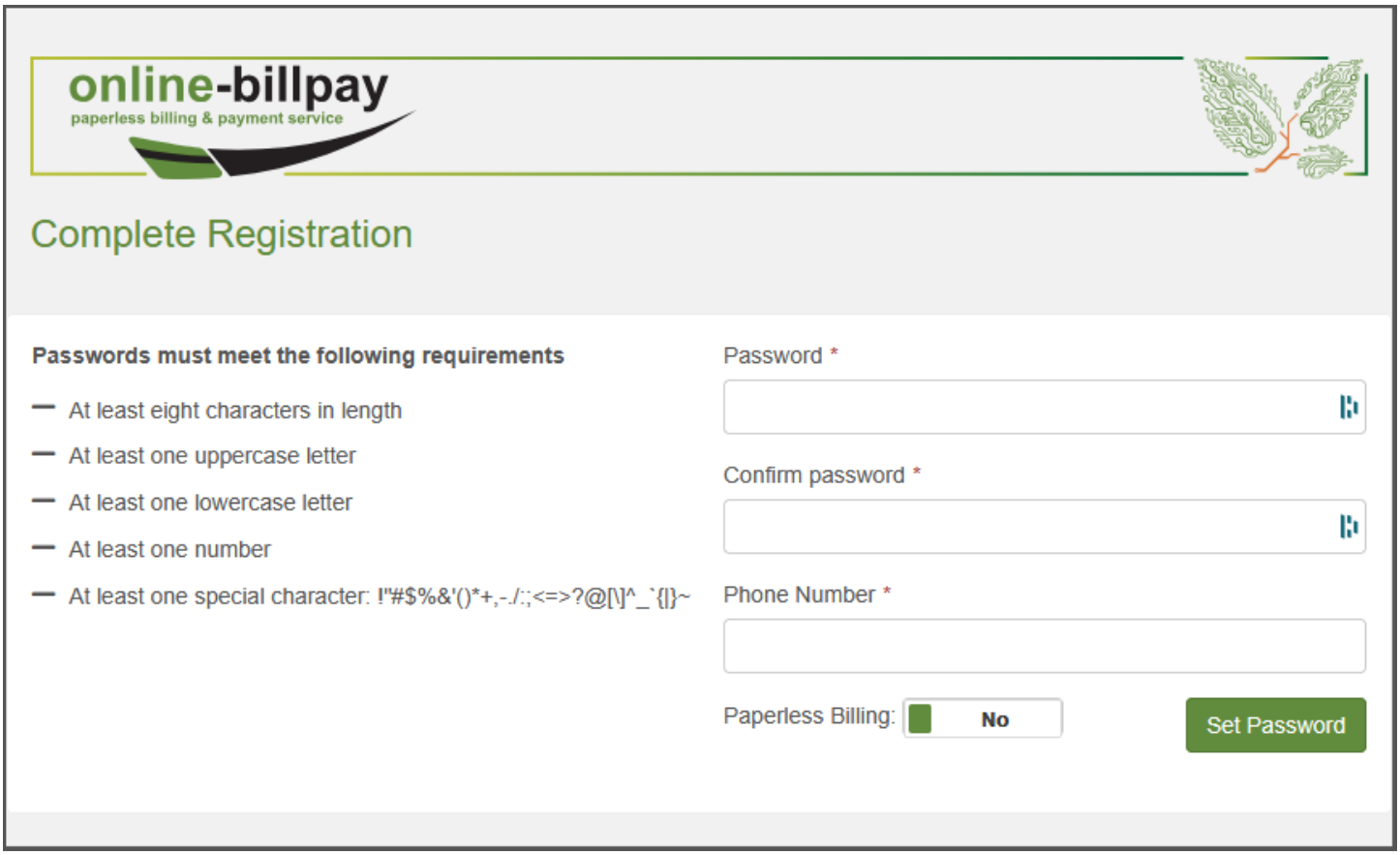
We appreciate your business.

online-billpay
paperless billing & payment service

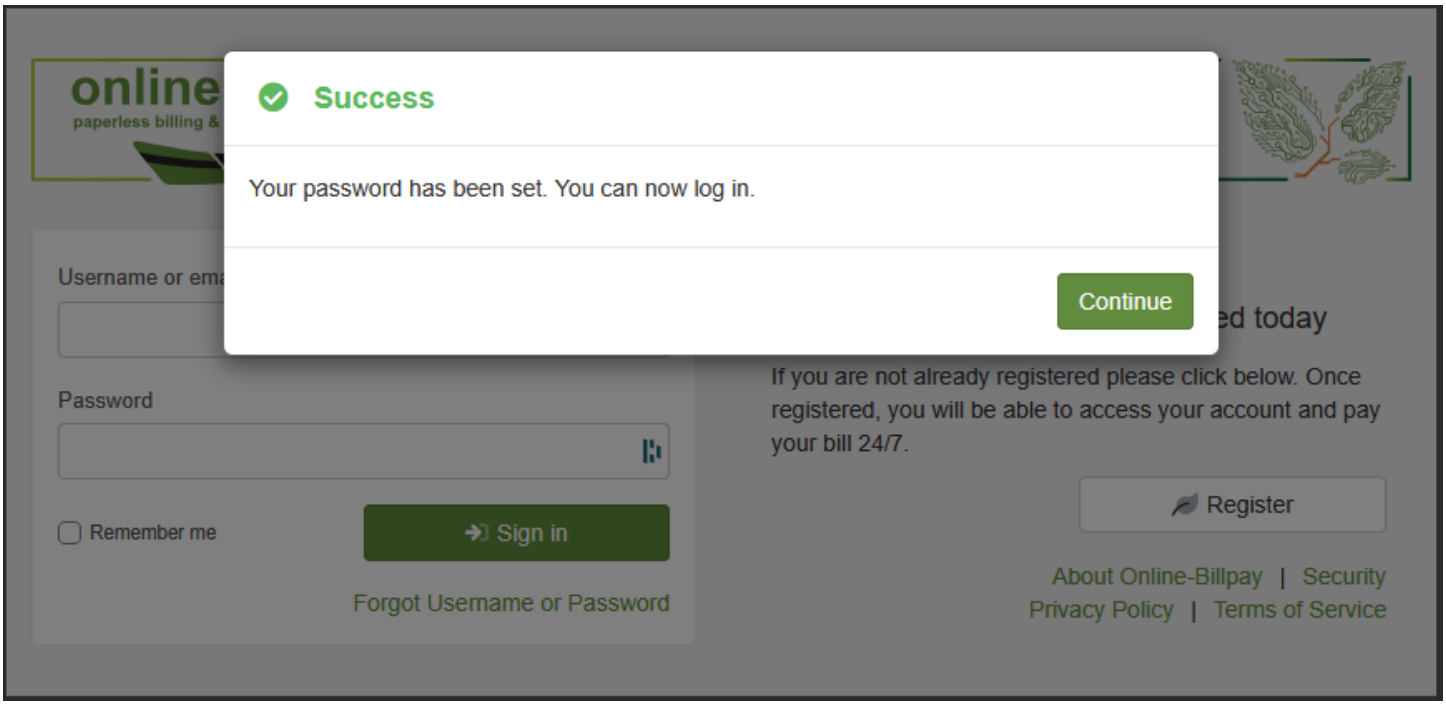
Clicking the link in the email opens the Complete Registration page, where the customer creates their password.

There are some specific guidelines for the Password to ensure it is strong enough; those guidelines are listed on the left side of the page. As the Password meets each requirement, the requirement will get a green check mark.

The customer can also enter a Phone Number (depending on your settings, this may be required) and, if paperless billing is available for their account, turn on Paperless Billing by clicking the switch. When finished, they click Set Password.

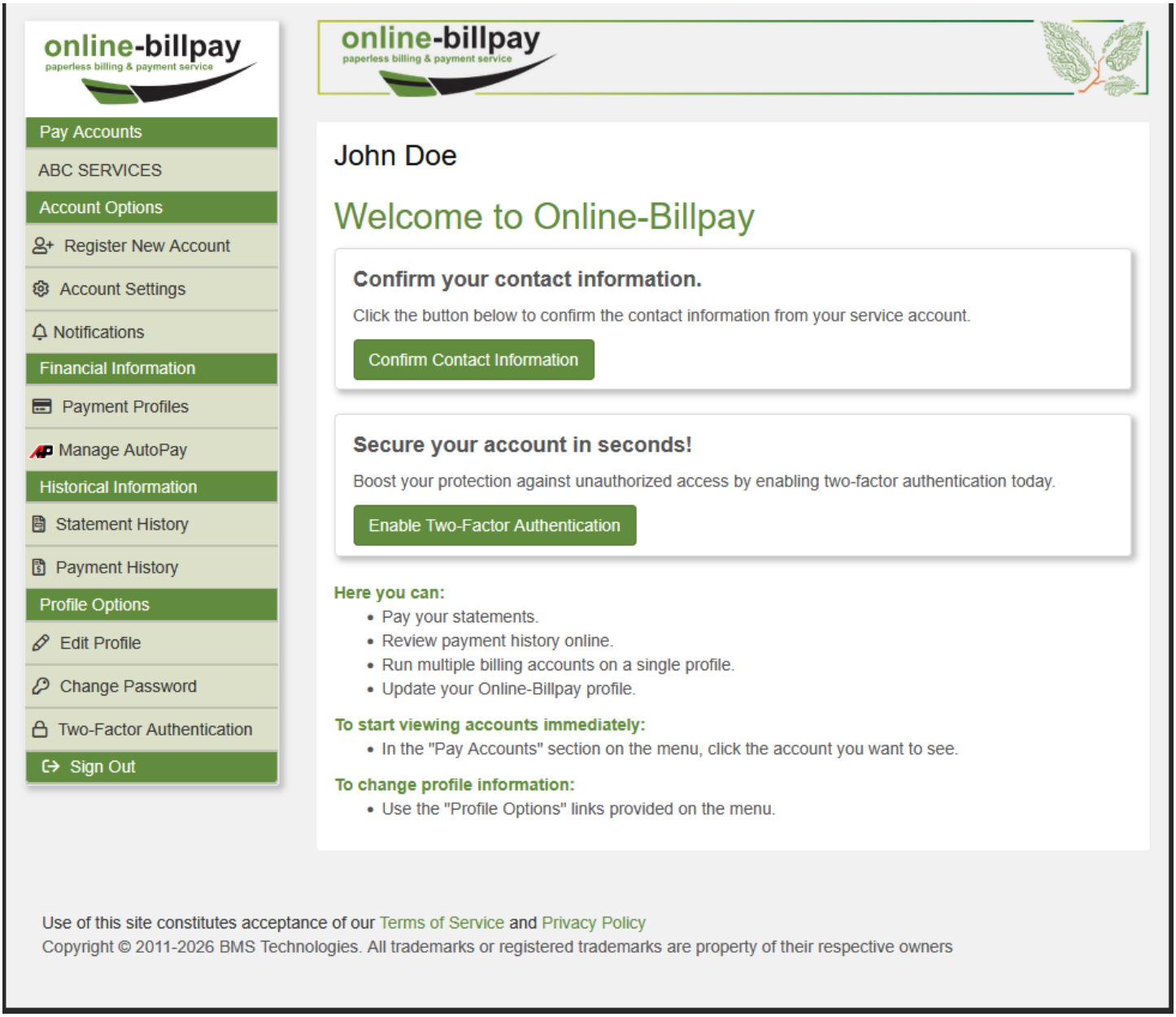


After clicking Set Password, the customer is returned to the sign-in page with a message confirming their password has been set. They can now log in. To access the site in the future, they will only need their Email and Password.



The first time the customer logs in, the Welcome page will ask them to confirm their contact information. The site automatically fills in their name and address from the information we have for the service account. This information is either sent to us in the normal statement data file, or entered by the CSR when the account is manually created.

Clicking Confirm Contact Information lets the customer review the information and make any changes. This information will not update your software system.



Troubleshooting

Did not receive the email? If it has not arrived within 8 hours, the customer can fill out the Register New Account form again. If they use the same email address, a new link will be sent. If they entered the wrong email address the first time, they can enter the correct one and the link will be sent there instead.

Link expired? Registration links expire after 72 hours. Opening an expired link shows a Registration Link Expired page; clicking Get New Link will email a new link.

Never set a password? If the customer uses Forgot Password before setting a password, the site will resend the registration email instead of a password reset link.

Account already registered? Once the customer has set their password, the account cannot be registered again. They should log in with their existing Email and Password, or use Forgot Password.

