

# 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.

Continue

**RETURNING CUSTOMER**

Username

Password

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

Login

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*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.

- o 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.
- o 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 2 Account Setup BILLPAY

Utility Billing: 123456 Amount Due: \$56.37

**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

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Credit Card Information

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

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.

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 1** Account Setup **2 >** **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: 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 >



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**

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*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**

IntelliPay™ Secured

*Checking Account Information*

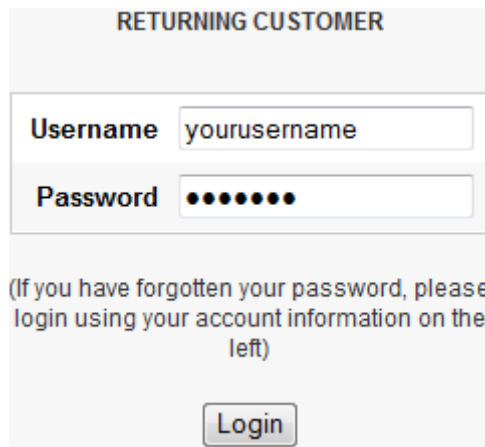
8. Once all information has been entered click on the Pay My Bill button at the bottom of the page.

**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". It contains two input fields: "Username" with the text "yourusername" and "Password" with seven black dots. Below the fields is a note: "(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.

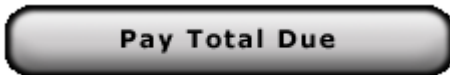
*Returning Customer Login*

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



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.