AUTOPAY ENROLLMENT INSTRUCTIONS

NOTE:

You will need to have completed Portal Registration before you can continue, <u>click here for</u> <u>step-by-step instructions to complete Portal Registration</u>.

Make sure you have your payment information ready.

We accept Visa, Mastercard only. For electric checking (E-Check) you will need your routing and checking numbers off your check.

Setting up Autopay is **not** available from 7:30 p.m. to 2:00 a.m. due to nightly maintenance.

The examples are color coordinated and will not be on our website.

For best results, Chrome is recommended.

Step One:

- Locate the Account Holder's name, account number and address. (Red)
- Verify this is the correct account and address you want to enroll into Autopay.

Note: If you are viewing the correct account, click here to go to Step Two.

If you are not viewing the correct account, continue with this step.

• Click on Switch Account to view all the registered accounts. (Green)



Note: If you do not see the account you want to enroll, click on Add Account. (Orange) and follow the prompts. After the account is added you will be directed to the Account Summary page. Click on Switch Accounts to return to this page.

- Locate the Account number you want to enroll. (Green)
- Click on that account number.

Note: This will return you to the Account Summary page for that account.

Account #36044(Default) 2958 MMST_BUCKE_OR_71402 5908 Other Accounts Account #9660	Service Accounts Account #
Other Accounts Account # 2000 2660	Account #
Other Accounts Account # 660	3956 PMM 51, EUGENE, OR, 97402-5908
Account #9660	
	Other Accounts
470 WILKE ST, EUGINE, OR, 97402-6018	Account #9660
Account # 116602	470 WILKIE ST, EUGENE, OR, 97402-6018
4025 UNTHANK ST APT 39/BUIGENE OR 97402-7683	
Account # 116002	Account #116602
978 HATTON AVE APT 20/EUGENE OR 97404-2744	4825 UNTHANK ST APT 393EUGENE OR 97402
	Account 6 114002
B33 GOOD PHOTONE, BUMMU PEUP 1, 373 EORDINE ON 2740 P1304	978 HATTON AVE APT 204EUGENE OR 97404 -:
Account #52083	
3446 KINSROW AVE APT 107EUGENE OR 97401-7856	
	Account #1365

Step Two:

• Locate Customer Enrollments (Red)

Note: If you see the word <u>'Enroll,'</u> click on it to continue. (Yellow)

If you see the word <u>'Enrolled,'</u> Autopay already has been set up on this account. If you want another account on Autopay, you will need to switch accounts.

			Welcome back, Account # 104602 Address 4423 UNTHANAIS APT 393 JODER, GR, 379402 7483 E3 Switch Account @Add Account @Share BAct
Velcome back, ccount # 116602 Address 4825 UNTHANK ST APT 393	EUGENE , OR , 97402-7683	다 Switch Account O Add Account	■ © Activity Payment Day May 17, 2022
Account Balance \$248.00 Payment Due : May 17, 2022	Make Payment View Correct Bill	Customer Enrollments Autopay Paperless Bill	Intel Correl View Current View Current Part Due Balance : \$4
Current Charges : \$0.00 Past Due Balance : \$0.00 Total Amo	int Due : \$0.00	Quick Links Edit Profile Start Service	Current Charges : 50 Total Amount Due : 50
Billing History Payment History	Pending Payment : \$0.00 Last Payment : \$90.47 Payment Received : Jun 16, 2022	Notifications Stop Service Security Questions Transfer Service Loans and Rebates	, Billing History Payment History Pending Payment : \$90 Last Payment : \$90 Payment Received : Jun 16, 21
			Customer Enrollments Autopy Peerfes Bill En

Step Three:

- Check to see if the Saved Payment Account box is filled. (Orange)
 - If correct payment account:
- Click here to skip to Step Four.

If incorrect payment account:

- Click on the dropdown arrow. (Dark Blue)
- If the correct payment account is in the dropdown, highlight and click on it to fill in the box.
- <u>Click here to skip go to Step Four.</u>

To add an additional payment account or if it is empty:

• Click on Add Payment Method (Green) and continue with this step.

Arrowst 116602 Address 4825 INTUAN	K ST ADT 101 CICENE OR 97402-7481
	THE REPORT OF A DESCRIPTION OF A
Enrollment Details	
When you enroll in autopay, we'll automatically debit th	e checking account, debit card or credit card you've chosen every month for the total amount due for your EWEB and City of Eugen
utility services on the bill due date. Your monthly bill will	I indicate you are enrolled in autopay and that you do not need to make a payment. You do not have to be a paperless customer to
enroll in autopay.	
Available Notifications	
You can opt to receive email/text reminders three	e davs in advance of your automatic payment processing.
· Autopay customers receive a confirmation email	when the payment has been processed.
 Additional notifications are available in the "Notifications" 	fications" portion of the portal.
Managing Autopay	
Once enrolled in autopay, you have the ability to:	
· Update the payment method associated with you	ar automatic payments
Please note, If you delete from your online wallet	the payment method associated with your autopay enrollment, this will disrupt your payments.
 Cancel your enrollment in autopay at any time 	
 Skip your next scheduled automatic payment 	
Select Payment Account	
Saved Payment Account	
USLA	Add Darmont Method
UN 1227	Add Payment Method
Automay Reminder: Paraba a reminder three days hafe	via the normant still remnass
	and the free heads and the defined
portalinituctions22@gmail.com [Stop	Add Phone
By clicking "Continue". I agree to Terms & Conditions	

Account # 116602 Address 4825 UNTHAN	IK ST APT 393, EUGENE, OR, 97402-7683
Enrollment Details	
When you enroll in autopay, we'll automatically debit th	e checking account, debit card or credit card you've chosen every month for the total amount due for your EWEB and City of Euger
utility services on the bill due date. Your monthly bill wi	Il indicate you are enrolled in autopay and that you do not need to make a payment. You do not have to be a paperless customer to
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 Skip your next scheduled automatic payment 	
Select Payment Account	
Saved Payment Account	
	A del Demonstration of the second s
	Add Payment Method
Autonay Rominder: Receive a ceminder three days hefe	nrs the normant will provess
portalinituctions22@gmail.com [Stop	Add Phone
By cilcking "Continue" Lagrag to Terms & Conditions	

Note: This will direct you to My Wallet. It will have your payment method(s), or it will be empty.

• Click on Add Payment Method. (Green)



Note: The first tab is for Credit/Debit Cards. (Red) The second tab is for E-Check. (Orange)

Make sure you enter banking account numbers correctly. With E-Check if your payment(s) are returned unpaid to EWEB, a fee may be assessed.

ldd Payment Method	× Add Payment Met	nod
Credit E-Check	Credit E-Cl echegy	reck
In runneer CVV	Where can I find	my routing and account number?
d Holder Name rd holder name My billing address is different than my	Routing Number	Account Number
Service address Atoread the Payment Authorization Terms Tauthorize payment and agree to the Payment Authorities Terms	Bank Name	Name on Account
Back Add	Back	Add

- <u>Click here to go to Credit Payment Method.</u>
- Click here to go to E-Check Payment Method.

FOR CREDIT

- Fill in your payment account information. (Yellow)
- If your billing address is different than the service address, click on the box (Orange) and complete the billing address information. (Yellow)
- Click on the link to read the Payment Authorization Terms. (Pink)
- Click on the box if you agree to the terms and to authorize payments. (Light Blue)

y Wallet	Add Payment Method	×	Add Payment Method
	Gredit E-Check		Credt E-Oreck
	VISA CO		Card Number CVV 0
	Card Number CVV O		Card number CVV Expiration Date
	Expiration Date		Card Holder Name
	Card Holder Name		Address Billing Address Line 1
	My billing address is different than my service address		Biling Address Line 2
	Click to read the Payment Authorization Terms authorize payment and agree to the Payment Authorization Terms		Billing Address City State
	Back		Select v ZIP Code
			Enter your zip code

- Click on Add to save payment method. (Orange)
- Click on Continue to Autopay (Green) and click here to skip to Step Four.

Add Payment Method X	
Cedt E-Orex	My Wallet
VISA CD	VISA Zen
Card Number CVV @	**************************************
Card number CVV	
Expiration Date	
MM v YYYY v	
Card Holder Name	
Card holder name	
My billing address is different than my service address	
Click to read the Revenue Authorization Terms	
i authorize payment and agree to the Payment	
Authorization Terms	
Back Add	Continue to Autopay

FOR E-CHECK

Note: Use the routing and checking numbers off a check. Do not use a deposit slip.

If the routing number is correct, it will auto-populate Bank Name.

For Name on Account enter the name as it appears on the bank account.

- Fill out your payment account information. (Yellow)
- Click on Add to save payment method. (Green)

My Wallet	Add Payment Method		×
	Credit E-Check		-
	Where can I find my routing and account 1: 1231,51231,1: 32182351* 5281,	number?	
	Routing Account Check Routing Number	OR Routing Check Account Account Number	
	Bank Name	Name on Account	
	Back Add		

Note: After your payment method is saved, it will look like a Credit/Debit card even if you had selected E-Check.

• Click on Continue to Autopay. (Green)

My Wallet		
entreg)		
CHECKING 1:*****4461in:******88392ir		
	Continue to Autopay	

Step Four:

- Verify this is the correct EWEB account number and address. (Orange)
- Review the Enrollment Details. (Red)
- Verify the correct payment method is selected. (Dark Blue) If it isn't correct you will need to change the payment method.
- Add your phone number for reminders. This is optional. (Pink)
- Click on Terms & Conditions to read. (Light Blue)
- If you agree to the Terms & Conditions, click on Continue. (Green)

Autopay	
Contraction of the local distance of the loc	
Account # -116602 Address 482	5 UNTHANK ST APT 393, EUGENE, OR, 97402-7683
inrollment Details	
When you enroll in autopay, we'll automatic stillty services on the bill due date. Your mo	ally debit the checking account, debit card or credit card you've chosen every month for the total amount due for your EWEB and City of Eugene nthly bill will indicate you are enrolled in autopay and that you do not need to make a payment. You do not have to be a paperless customer to
nroll in autopay.	
Available Notifications	
 You can opt to receive email/text ren Autopay customers receive a confirm 	inders three days in advance of your automatic payment processing. ation email when the payment has been processed.
 Additional notifications are available 	in the "Notifications" portion of the portal.
Managing Autopay	
Once enrolled in autopay, you have the abili	ty to:
Update the payment method associa	ed with your automatic payments
 Please note, if you delete from your o Cancel your enrollment in autopay at 	nline wallet the payment method associated with your autopay enrollment, this will disrupt your payments. any time
Skip your next scheduled automatic	ayment
elect Payment Account	
Saved Payment Account	
VISA1559 ~	or
Autopay Reminder: Receive a reminder thr	se days before the payment will process
MAILADORESS	
portalinrtuctions22@gmail.com	Add Phone
By clicking "Continue", Lagree to Terms & C	anditions
lancel	Continue

Step Five:

- Review the autopay details. (Red)
- Verify it is the correct EWEB account number and payment method. (Orange)
- Click on Accept if everything is correct. (Green)

Review Details	JGENE , OR , 97402-7683	
Please review the details below and click "Accept" to continue with enrollment. Clicking "Do Not Accept" will discontinue the enrollment process and return you to your Account Summary. Your enrollment will be effective in one business day. We'll automatically debit the checking account, debit card or credit card you've chosen every month for the total amount due for your EVEB and City of Eugene utility services on the bill due date. Your enrollment by bill will indicate you are enrolled in autopay and that you do not need to make a payment. Hyou have a past due balance at the time of enrollment that amount, plus any current charges will be debited on the bill due date.		
Autopay Details Account #116602 Address 4825 UNTHANN ST APT 393, EUGENE , OR , 97402-7683 Payment Method MC/******* Name Do Not Accept	Accept	

• Click on Done to return to your Account Summary. (Green)

Confirmation Account # -116602 Address 4825 UNTHANK ST APT 393, EUGENE, OR, 97402-7683	
This account is now enrolled in autopay. Account # 116400 Address 4025 UNTHANK ST APT 393, EUGENE, OR, 97402-7683 Payment Network Morrison	
	Done

Note: If you are enrolling within one business day of your due date (Yellow) and a balance is due (Red/Orange), make a one-time payment. (Green) This will not create duplicate payments.

ACCOURT 110002 ACCIES 1023 ON TRANK 31 APT	373, EUGENE, OK, 774027003	What Account if share Brich
Account Balance	Custome	er Enrollments
\$242.00	Autopay	Enrolled Manage
⊅∠48.00	Make Payment Paperless Bill	Enroll
Payment Due : May 17, 2022	View Current Bill Quick Lin	ıks
Current Charges : \$0.00 Past Due Balance : \$248.00	Total Amount Due : \$248.00 Edit Profile	Start Service
	Notifications	Stop Service
Billing History	Pending Payment : \$0.00 Security Ques	itions Transfer Service
Payment History	Last Payment : \$90.47	ARCES

Repeat these instructions for any additional accounts you want to enroll.

NOTE:

If you want Paperless Bills, <u>click here to continue to Paperless Bill Instructions to enroll.</u>