EAGLE RIVER
WATER & SANITATION
DISTRICT

PAYMENTUS

User's Guide

Learn how to:

- Pay your monthly water bills
- Set up recurring and automatic payments
- Make a one-time payment for a water bill without setting up an account
- View your billing and payment history

For support, contact: Customer Service

customerservice@erwsd.org

(970) 477-5451

Revision date: Aug. 31, 2017

PAYMENTUS

Frequently Asked Questions

1. How do I set up an account?

Setting up an account with Paymentus allows you to sign up for recurring and automatic payments and view your billing and payment history. If you opt to not set up an account with Paymentus, you will need to re-enter your customer, account, and payment information online each time you pay your water bill.

2. How do I set up recurring payments?

Signing up for recurring payments allows you to pay your monthly water bills without having to re-enter your payment and account information.

3. How do I sign up for automatic payments?

Signing up for automatic payments allows you to have your credit card, debit card, or electronic check automatically charged for monthly water bills. Using automatic payments helps you avoid the hassle of logging in to Paymentus each month or forgetting to pay a water bill.

4. How do I make a one-time payment?

If you do not wish to set up an account with Paymentus, you can use a one-time payment to pay a water bill without creating an account.
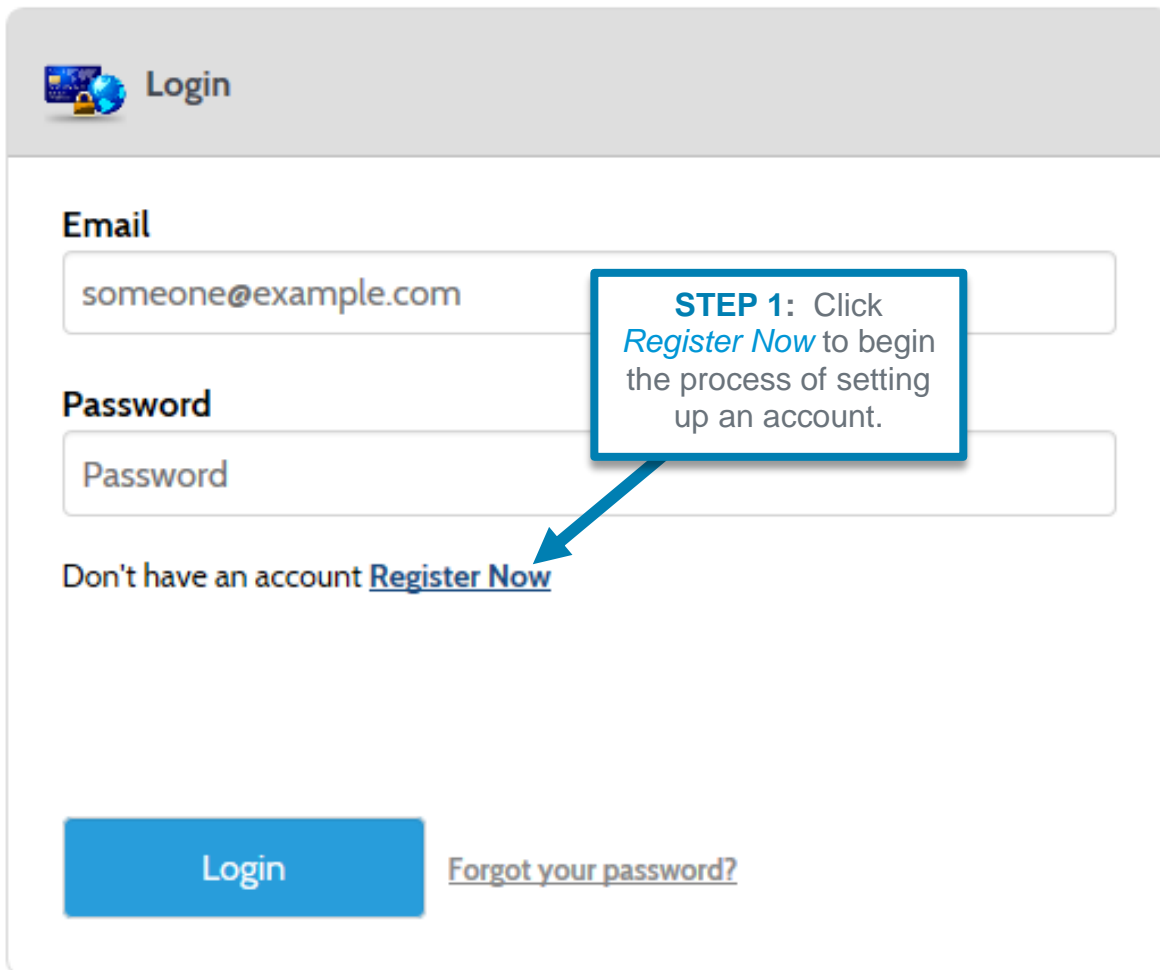
5. How do I view my billing and payment history?

Setting up an account with Paymentus allows you to view billing and payment information for previous water bills.

1. How do I set up an account?

In order to set up recurring or automatic payments and view your billing and payment history, you will first need to set up an account. If you do not set up an account, you will need to re-enter your customer, account, and payment information every time you need to pay your water bill. These are called one-time payments, and are described in Section 4 (pgs. #9-11) of this user's guide.

To set up an account, visit https://ipn.paymentus.com/cp/erws and follow the steps listed in this section.

Login

Email

someone@example.com

STEP 1: Click *Register Now* to begin the process of setting up an account.

Password

Password

Don't have an account Register Now

Login   Forgot your password?

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Email Address

Passwords must meet the following requirements:
- must be at least 8 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

STEP 2: Fill out the following information and click *Enroll*. Be sure to follow the password requirements, including using *only letters and numbers.*

Password

Enter your new password

Re-enter password

Re-enter your new password

First Name

Your first name

Last Name

Your last name

ZIP Code

12345

Mobile Number

(111) 222-3333

Phone Number

(111) 222-3333

Security Question 1

What was your childhood best friend's name?

Security Answer 1

Security Question 2

What was the make of your first car?
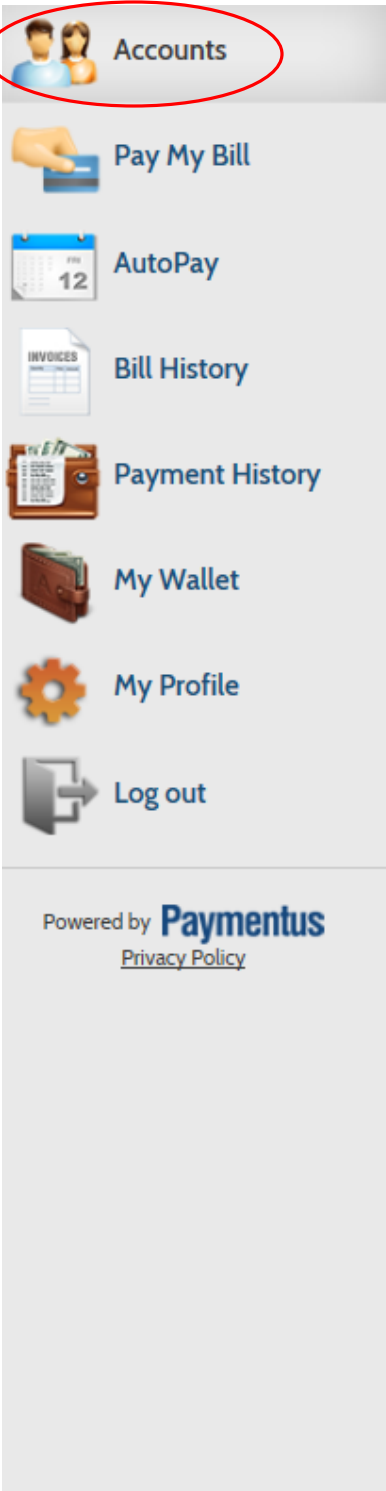
Security Answer 2

Enroll	Cancel

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Accounts

Pay My Bill

AutoPay

Bill History

Payment History

My Wallet

My Profile

Log out

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Add Account

Account Information

Payment Type

⦿ 💧 Utility Bill

Please enter your full Customer/Account number, without the dash, as shown on your bill. For example, for account 23456-12345678, you would enter 12345612345678.

Customer/Account Number

Without the dash

Paperless ❓

⦾ No

E-Bill Notification Preferences For New Bills ❓

☐ Receive email notification ❓

☐ Receive SMS notification ❓

☐ Receive phone notification

Terms & Conditions

Read the Terms & Conditions

☐ I agree to the Terms & Conditions.

Back to Accounts | Add Account

STEP 3: After you click *Enroll,* you will see this screen. Check that you are on the *Accounts* tab on the left-hand panel. Enter your Customer/Account Number without the dash or slash (i.e., enter as a continuous stream of numbers). You can find both of these numbers on your water bill, or by calling Customer Service at (970) 477-5451.

STEP 4: If you would like to receive a notification in advance of your bill, you can check the boxes here to receive notifications by *email, SMS* (text), or *phone.*
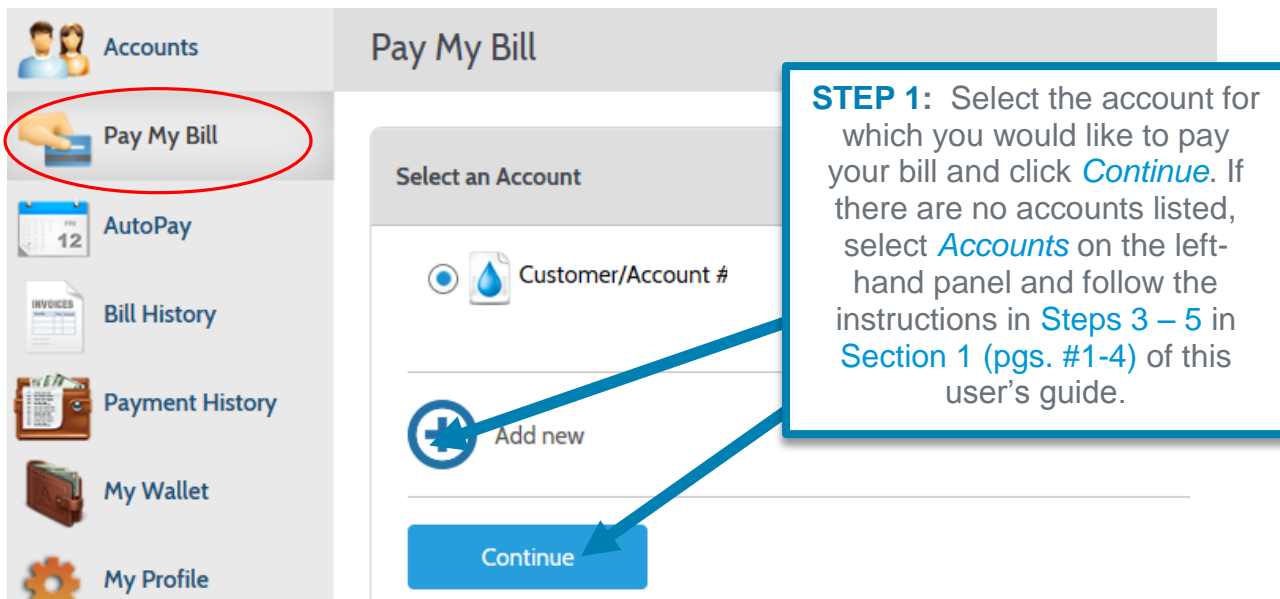
STEP 5: Check the box next to *I agree to the Terms & Conditions.* Click *Add Account.*

2. How do I sign up for recurring payments?

Paymentus allows you to enter your payment and account information *once* and then easily pay your water bills through a process called recurring payments.

You must have an online account to sign up for recurring payments. If you do not yet have an online account, visit Section 1 (pgs. #2-4) in this user's guide for instructions on how to set up an account. Otherwise, visit https://ipn.paymentus.com/cp/erws and fill out your email and password to log in.

Once you are logged in, click *Pay My Bill* on the left-hand panel. This option will allow you to pay your current bill, but *does not enroll you in automatic bill payments.* If you would like to enroll in automatic bill payments, visit Section 3 (pgs. #7-8) of this user's guide.

STEP 1: Select the account for which you would like to pay your bill and click *Continue*. If there are no accounts listed, select *Accounts* on the left-hand panel and follow the instructions in Steps 3 – 5 in Section 1 (pgs. #1-4) of this user's guide.

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- Pay My Bill
- AutoPay
- Bill History
- Payment History
- My Wallet
- My Profile
- Log out

Payment Details

Date Due   2017-08-20

Amount

STEP 2: You will see the due date of your bill and the amount that you owe. If you do not have a payment method listed, click *Add new.*

Payment Method

⊕ Add new

| Back | Continue |

Add Payment Method   ✕

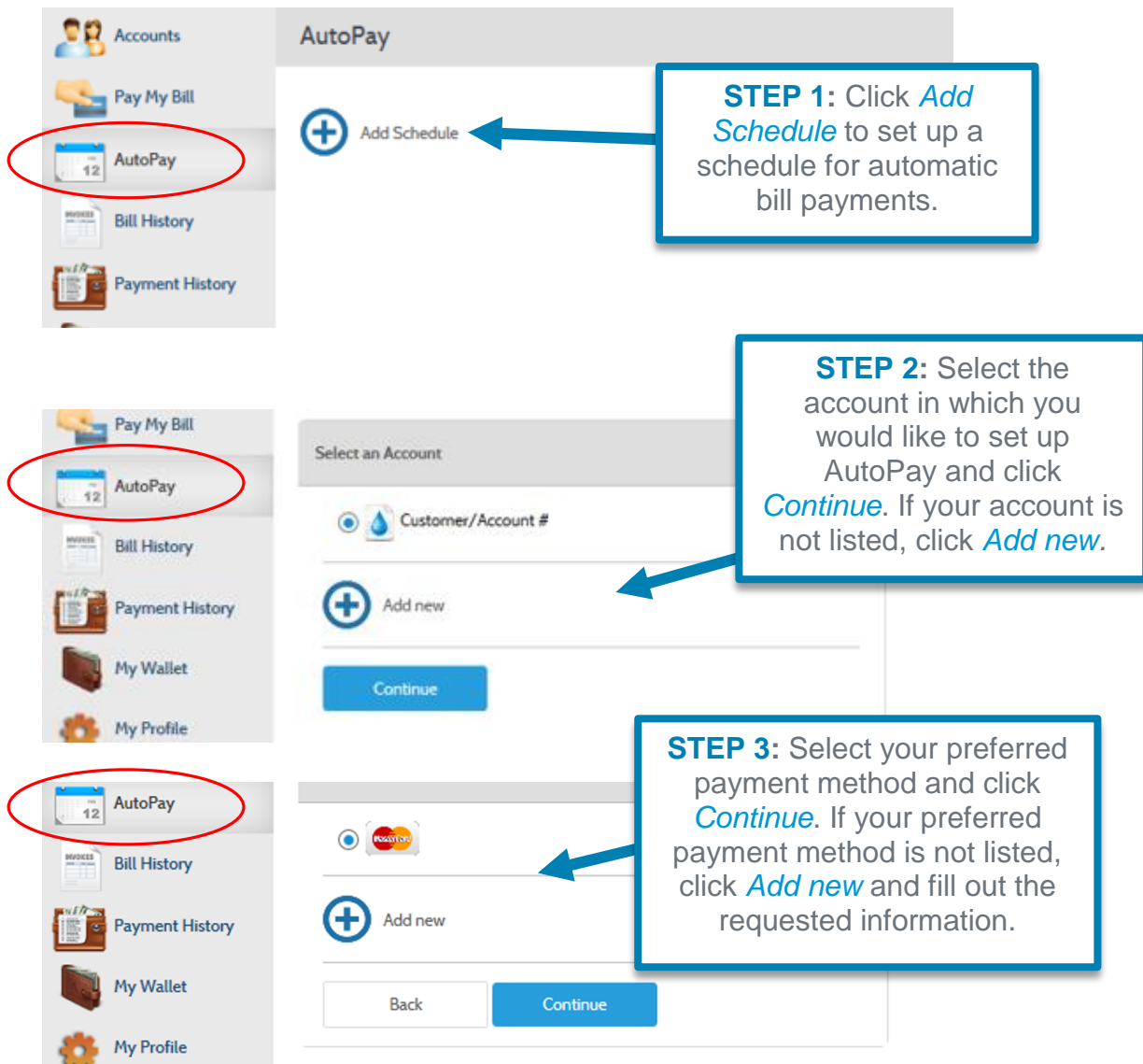| Credit | Debit | E-Check |

STEP 3: Select whether you'd like to pay by Credit, Debit, or E-Check, and fill out the requested information. Click *Add* when done.

VISA   MasterCard   DISCOVER

Card Number

Card number

CVV ❓

CVV

Expiration Date

MM   ▾   YYYY   ▾

Card Holder Name

Card holder name

| Back | Add |

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3. How do I sign up for automatic payments?

Signing up for automatic payments can help you avoid the hassle of going through the monthly payment process or forgetting to pay your water bill. You must have an online account to sign up for automatic payments. If you do not yet have an online account, visit Section 1 (pgs. #2-4) in this user's guide for instructions on how to set up an account. Otherwise, visit and log in to https://ipn.paymentus.com/cp/erws.

Once you are logged in, select *AutoPay* on the left-hand panel and follow the steps to sign up for automatic payments.

STEP 1: Click *Add Schedule* to set up a schedule for automatic bill payments.

STEP 2: Select the account in which you would like to set up AutoPay and click *Continue*. If your account is not listed, click *Add new.*

STEP 3: Select your preferred payment method and click *Continue*. If your preferred payment method is not listed, click *Add new* and fill out the requested information.

Schedule Details   ✕

Frequency

○ Monthly - fixed amount   ○ Monthly - bill amount

○ Weekly   ○ Bi-Weekly

◉ On the due date of each bill

STEP 4: Select the frequency for which you'd like to automatically pay your bills.

STEP 5: If you would like, you can set an end date for which you will no longer be enrolled in automatic payments.

End Date (Optional)

Select end date

Schedule Notification Preferences ❓

○ Receive email notification 🔍

◉ Receive SMS notification 🔍

* **Mobile number:**

○ Receive Phone notification

Remind me 2 days ▾ in advance of a scheduled payment

STEP 6: If you would like, you can opt to receive email or text message notifications in advance of a scheduled payment. To do so, check one of the circles, enter your Mobile number, and select how many days in advance of the scheduled payment you would like to be notified. Click *Confirm* when done.

Cancel   Confirm   🗑 Remove Schedule

4. How do I make a one-time payment?

If you do not wish to create an online account, you can still make one-time payments. You will need your customer and account number, which can be found on your water bill or by calling Customer Service (970) 477-5451.

To make a one-time payment, visit https://ipn.paymentus.com/cp/erws and follow the steps listed in this section.

Make One-Time Payment

Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.

Payments made prior to midnight will be posted to your account next day. Payments made after midnight will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.

STEP 1: Select *Pay Now* to make a one-time payment without setting up an account.

Pay Now

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Enter Account Information

Payment Type

💧 Utility Bill

Please enter your full Customer/Account number, without the dash, as shown on your bill. For example, for account 123456-12345678, you would enter 12345612345678.

Customer/Account Number

Without the dash

Email ❓

Enter email address

Re-Enter email

Re-enter email address

Continue

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Enter Payment Information

STEP 3: Enter your payment information.

First Name

Middle Name

Last Name

Daytime Phone Number

ZIP Code

Due Date

STEP 4: Select your preferred payment method, enter the requested information, and click *Continue*.

Pay this Amount $

Payment Method

○	VISA MasterCard DISCOVER		Credit Card
○	VISA DEBIT Debit MasterCard		Debit Card
○	echeck		eCheck / Bank Account

< Back   Continue

5. How do I view my billing and payment histories?

You must have an online account to view your billing and payment history. If you do not yet have an online account, visit Section 1 (pgs. #2-4) of this user's guide with instructions on how to set up an account. If you have already set up an account, visit https://ipn.paymentus.com/cp/erws and fill out your email and password to log in.

To look at your billing history, click *Bill History* on the left-hand panel. You will see a list of your past bill statements with dates in which the bills were received. If you would like to look at a particular bill in more detail, click *View*. If you have questions about a particular bill, call Customer Service at (970) 477-5451.

Bill History

Past Bills

25 Past Bills

Account Number	Name	Document Type	Receive Date	Bill Date	Due Date	Due Amount	View Document
		Statements	2017-08-03	08/03/2017	08/20/2017		View
		Statements	2017-07-05	07/05/2017	07/22/2017		View
		Statements	2017-06-05	06/05/2017	06/22/2017		View
		Statements	2017-05-03	05/03/2017	05/20/2017		View
		Statements	2017-04-04	04/04/2017	04/21/2017		View
		Statements	2017-03-03	03/03/2017	03/20/2017		View
		Statements	2017-02-03	02/03/2017	02/20/2017		View
		Statements	2017-01-04	01/04/2017	01/21/2017		View
		Statements	2016-12-05	12/05/2016	12/22/2016		View

Left-hand panel:
- Accounts
- Pay My Bill
- AutoPay
- Bill History
- Payment History
- My Wallet
- My Profile
- Log out

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Click *Payment History* on the left-hand panel to view your payment history. You will see a list of your prior payments alongside the amount paid and date of payment. If you would like to look at a particular payment in more detail, click *View*. If you have questions about a particular payment, call Customer Service at (970) 477-5451.

	Accounts
	Pay My Bill
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Payment History

Download History   Search   1-10 of 10

Account	Amount	Date	Method	Action
Accepted ...tomer/Account #		Jul 22, 2017 – 5:38:23 AM	VISA	View
Accepted ...tomer/Account #		Oct 22, 2016 – 6:30:53 AM	VISA	View
Accepted ...tomer/Account #		Sep 23, 2016 – 6:25:58 AM	VISA	View
Accepted ...tomer/Account #		Aug 20, 2016 – 8:25:09 AM	VISA	View
Accepted ...tomer/Account #		Jul 22, 2016 – 5:19:42 AM	VISA	View
Accepted ...tomer/Account #		Jun 20, 2016 – 7:35:13 AM	VISA	View