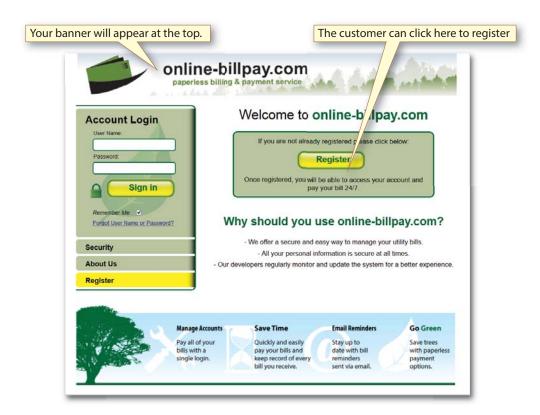# bendmailing
services

Registration Help Guide

Online-Billpay Home Page

To sign up on online-billpay, a customer would first visit your site and click a link to online-billpay. This tells our site to display your banner at the top of the page making our site look like an extension to yours, thus ensuring the customer that they are at the right place. From the main menu the user can view our security policy and site information. When ready, the customer would click on the register button to start the registration process.

Step 1: Account Number and Identification Number

On the first screen of registration, the user will be prompted to enter their account number and identification number. The account number is their preexisting number they are using now. The identification number can be found on their newest bill. If a user needs his identification number, an admin can retrieve it from the "View Accounts" page.

The account number is their preexisting number.

The identification number can be found printed on their bill, or located on the admin View Accounts page.

Step 2: Personal Information

After the account number and identification number have been entered and they hit continue, they are taken to the next stage of the process. Here the customer's personal information is pulled from their newest invoice. This screen allows them the opportunity to change this information before it is added to their profile. The telephone number can be made mandatory on this screen if you wish for all customers to have a phone number in case contact is necessary.

Step 3: User Information

This screen asks for the user to create a username and password to login to the site. It also requires that the customer enter an email address in order to received notifications from the site. This can include payment notifications, e-bills if they sign up for paperless, and password recovery. The email address must be unique and not shared between other accounts (see FAQ).
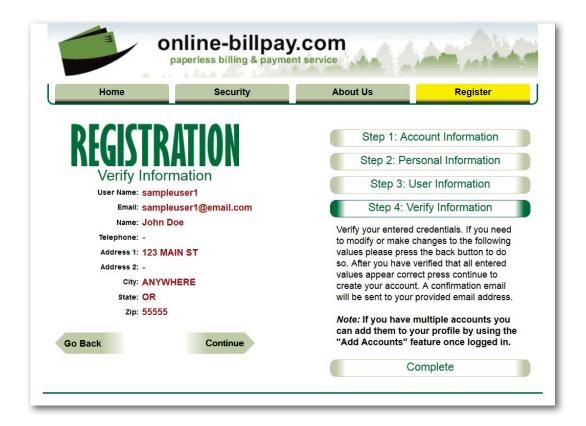
Step 4: Verify

This screen gives the customer one final chance to verify that all the data is correct. If they wish to change any of the information they should hit the back button.

Complete

Once the registration is complete, an email is sent to the user's email address informing them of the accounts creation. At this point the user receives the option to sign up for paperless. If they choose to not sign up, they will always have the option to do so later. The user is now redirected to their account page.

Frequently Asked Questions

What does the message "invalid credentials" mean?

This means that either the account number or identification number does not match our records. Make sure that the information is entered exactly as it is displayed on the bill. If you need to find this information for a customer, it can be found on the View Accounts page.

Is there a way to sign up customers myself?

Under the admin View Account page, there is the option to register a customer account. All you have to do is enter a username, password, and email address to sign up a customer on the spot. Once logged in, the customer can change their password and email address to whatever is desired.

What does "Email already in use" message mean?

This means the email has already been signed up with another account. If the account is with one of our other clients, the customer will see the other client's name. If the customer is trying to sign up a new account, new account signups are done under the add accounts menu once logged in. If the customer has forgotten their login details for that account see below how to recover username and password.

I forgot my username or password.

On the main login screen, there is an option "Forgot User Name or Password?" that will send the customer an email with their username and a link to rest their password. If the customer no longer has access to that email account, you can reset their password for them under the view accounts page. Once the customer logs in, they will be able to change passwords by clicking the option on the sidebar.

I didn't receive my registration email.

Confirm that the email you entered was correct by going to change personal info button on the sidebar. Look at the box labeled email and make sure the address was entered correctly. If not, correct it entering a new address and pressing confirm. Also, try adding "@online-billpay.com" to your "approved senders list" or in your address book so emails are not being blocked by your spam filter.