

**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.

The screenshot shows the home page of online-billpay.com. At the top is a banner with the logo and tagline. Below the banner is a navigation menu with 'Account Login', 'Security', 'About Us', and 'Register'. The 'Register' button is highlighted in yellow. To the right of the menu is a 'Welcome to online-billpay.com' section with a 'Register' button and a 'Why should you use online-billpay.com?' section. At the bottom is a footer with four columns: 'Manage Accounts', 'Save Time', 'Email Reminders', and 'Go Green'.

**online-billpay.com**  
paperless billing & payment service

**Account Login**  
User Name:  
Password:  
**Sign In**  
Remember Me:   
[Forgot User Name or Password?](#)

**Security**  
**About Us**  
**Register**

**Welcome to online-billpay.com**

If you are not already registered please click below:  
**Register**

Once registered, you will be able to access your account and pay your bill 24/7.

**Why should you use online-billpay.com?**

- We offer a secure and easy way to manage your utility bills.
- All your personal information is secure at all times.
- Our developers regularly monitor and update the system for a better experience.

**Manage Accounts**  
Pay all of your bills with a single login.

**Save Time**  
Quickly and easily pay your bills and keep record of every bill you receive.

**Email Reminders**  
Stay up to date with bill reminders sent via email.

**Go Green**  
Save trees with paperless payment options.

## 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.

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### REGISTRATION

Account Information

Account Number:

Identification Number:

**Note:** Your account number and your identification number are located on your statement.

Cancel Continue

**Step 1: Account Information**

In order to pay your bill online or sign up for paperless billing, you will need to register with online-billpay.com. To do so, please do the following:

- Please make sure to have the latest version of your current browser installed and javascript turned on in order to view the site properly.
- Also please add "@online-billpay.com" to your "approved senders list" or in your address book in order to receive emails from us.
- Lastly have your statement ready to refer to your account number and your identification number.

Step 2: Personal Information

Step 3: User Information

Step 4: Verify Information

Complete

## 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.

The screenshot shows the registration page for online-billpay.com. The header includes the company logo and navigation links: Home, Security, About Us, and Register. The main heading is "REGISTRATION Personal Information". A progress bar on the right indicates the current step: Step 1: Account Information, Step 2: Personal Information (highlighted), Step 3: User Information, Step 4: Verify Information, and Complete. The form fields include: Name (John Doe), Billing Address 1 (123 MAIN ST), Billing Address 2, City (ANYWHERE), State (Oregon), Zip (55555), and Telephone. A "Go Back" button and a "Continue" button are at the bottom.

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# REGISTRATION

Personal Information

*\* Required*

**\*Name:**  
John Doe

**\*Billing Address 1:**  
123 MAIN ST

**Billing Address 2:**

**\*City:**  
ANYWHERE

**\*State:** Oregon **Zip:** 55555

**Telephone:**

Go Back Continue

Step 1: Account Information  
Step 2: Personal Information  
Step 3: User Information  
Step 4: Verify Information  
Complete

Use this form to enter your personal contact information. This information will not be used for any purposes outside Online-Billpay.

## 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 receive 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).

The screenshot shows the registration page for online-billpay.com. At the top, there is a navigation bar with links for Home, Security, About Us, and Register (highlighted in yellow). The main heading is "REGISTRATION User Information". Below this, there are five required input fields: User Name, Password, Confirm Password, Email, and Confirm Email. To the right of the form, there are four steps listed: Step 1: Account Information, Step 2: Personal Information, Step 3: User Information (highlighted in green), and Step 4: Verify Information. Below the steps, there is a "Complete" button. At the bottom of the form, there are "Go Back" and "Continue" buttons. The page also includes a logo for online-billpay.com and a background image of trees.

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# REGISTRATION

User Information

*\* Required*

\*User Name:

\*Password:

\*Confirm Password:

\*Email:

\*Confirm Email:

Step 1: Account Information

Step 2: Personal Information

**Step 3: User Information**

Use this form to create your account credentials that will be used to log-in to Online-billpay on future visits.

Usernames must contain a minimum of eight characters and must contain at least one letter and one number.

Passwords must contain a minimum of six characters and must contain at least one letter and one number.

Step 4: Verify Information

Complete

Go Back Continue

## 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.

The screenshot shows the registration verification page for online-billpay.com. The page has a header with the company logo and name, and a navigation menu with buttons for Home, Security, About Us, and Register. The main content area is titled "REGISTRATION Verify Information" and displays the user's entered details: User Name: sampleuser1, Email: sampleuser1@email.com, Name: John Doe, Telephone: -, Address 1: 123 MAIN ST, Address 2: -, City: ANYWHERE, State: OR, and Zip: 55555. There are "Go Back" and "Continue" buttons at the bottom left. On the right side, there is a progress indicator with four steps: Step 1: Account Information, Step 2: Personal Information, Step 3: User Information, and Step 4: Verify Information (which is highlighted). Below the progress indicator is a "Complete" button. A note at the bottom right states: "Note: If you have multiple accounts you can add them to your profile by using the 'Add Accounts' feature once logged in."

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# REGISTRATION

## Verify Information

User Name: **sampleuser1**  
Email: **sampleuser1@email.com**  
Name: **John Doe**  
Telephone: -  
Address 1: **123 MAIN ST**  
Address 2: -  
City: **ANYWHERE**  
State: **OR**  
Zip: **55555**

Go Back Continue

Step 1: Account Information  
Step 2: Personal Information  
Step 3: User Information  
Step 4: Verify Information

Verify your entered credentials. If you need to modify or make changes to the following values please press the back button to do so. After you have verified that all entered values appear correct press continue to create your account. A confirmation email will be sent to your provided email address.

**Note: If you have multiple accounts you can add them to your profile by using the "Add Accounts" feature once logged in.**

Complete

## Complete

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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.

The screenshot shows the registration completion page for online-billpay.com. At the top, there is a navigation bar with links for Home, Security, About Us, and Register. The main heading reads "REGISTRATION Complete". Below this, a message states: "Your account has been created successfully. A verification email has been sent to your email address. Please note your account credentials for future logins." It then says "Press Finish to see your account!". A green-bordered box contains the question "Do you want to sign up for paperless billing?" with two radio button options: "Yes, sign me up for paperless billing" and "No, not at this time". Below the options, there is explanatory text: "Paperless billing will send all future invoices electronically to the e-mail address assigned to this account. You can change this option at any time by logging in and going to 'Settings' to manage paperless preferences." At the bottom of the box is a "Finish" button.



## Frequently Asked Questions

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### *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 reset 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.