AutoPay Sign Up & Management

The AutoPay feature will pay a customer's bill on the date designated by the client. The customer must have a default payment method to complete the AutoPay registration. Invoice Cloud checks the balance of the customer's bill prior to initiating the AutoPay.

How to Sign Up for AutoPay:

1. From the Customer Portal the registered user selects the **>** button to the right of **AutoPay** or from the **My Profile** menu at the top of the screen they can selects **AutoPay**.

Your Account At A Glance

I Want To...

Pay My Invoices >

Manage My Accounts >

	AutoPay	✕ Not Enrolled	>
	Paperless	✓ Enrolled	>
	Pay By Text	✕ Not Enrolled	>

Recent Open Invoices >

Invoice Date	Due On	Balance Due
12/28/2021	1/21/2022	$59.77

Recent Closed Invoices >

Invoice Date	Account #	Record Type
11/29/2021	UTIL-1149	N
10/31/2021	UTIL-1149	N
10/13/2021	UTIL-1149	N

Recent Payments >

Payment Date	Account #	Amount
12/29/2021	UTIL-1149	$1.00
12/29/2021	UTIL-1149	$1.00
11/19/2021	UTIL-1149	$68.77

Upcoming Scheduled Payments >

No History Available

or

The user can also access AutoPay from the **Manager Users** selection from the **My Profile** menu. From the list of users, select the one to add AutoPay but clicking on the arrow to the left of the name.

Note: Regardless of how the user accesses AutoPay, the following screen will appear:

2. From the AutoPay page the user selects, **New AutoPay Setup**.
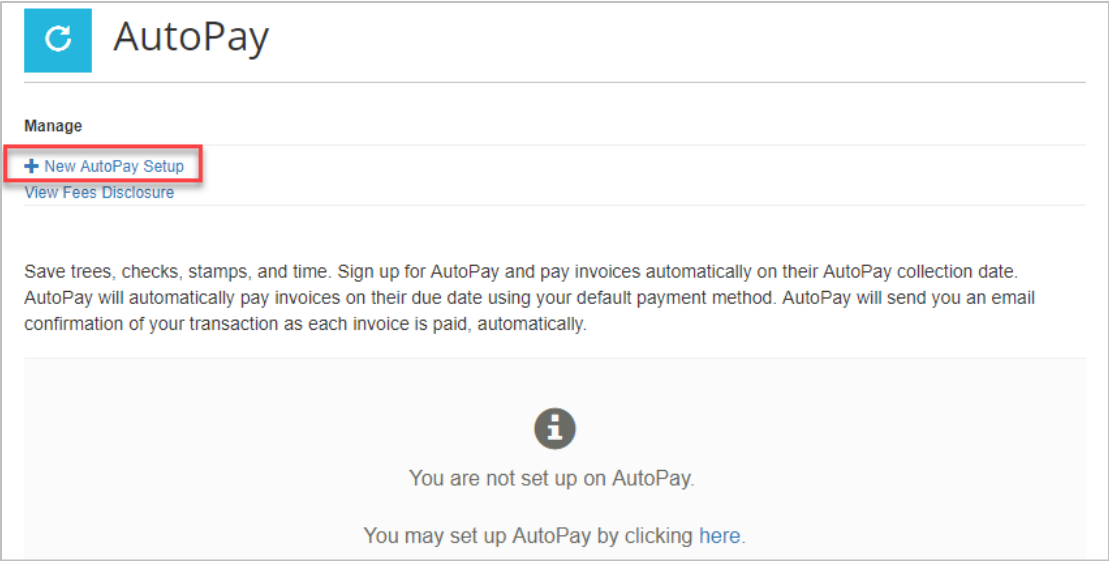
3. From the setup page, the user verifies that the correct account is selected, the correct invoice type and the desired payment method. By enabling AutoPay, the user agrees to the Invoice Cloud Terms and Conditions. After those choices are made, the user clicks on **Save this AutoPay Setup**. The user will be sent an email that confirms the AutoPay registration. No action is needed.
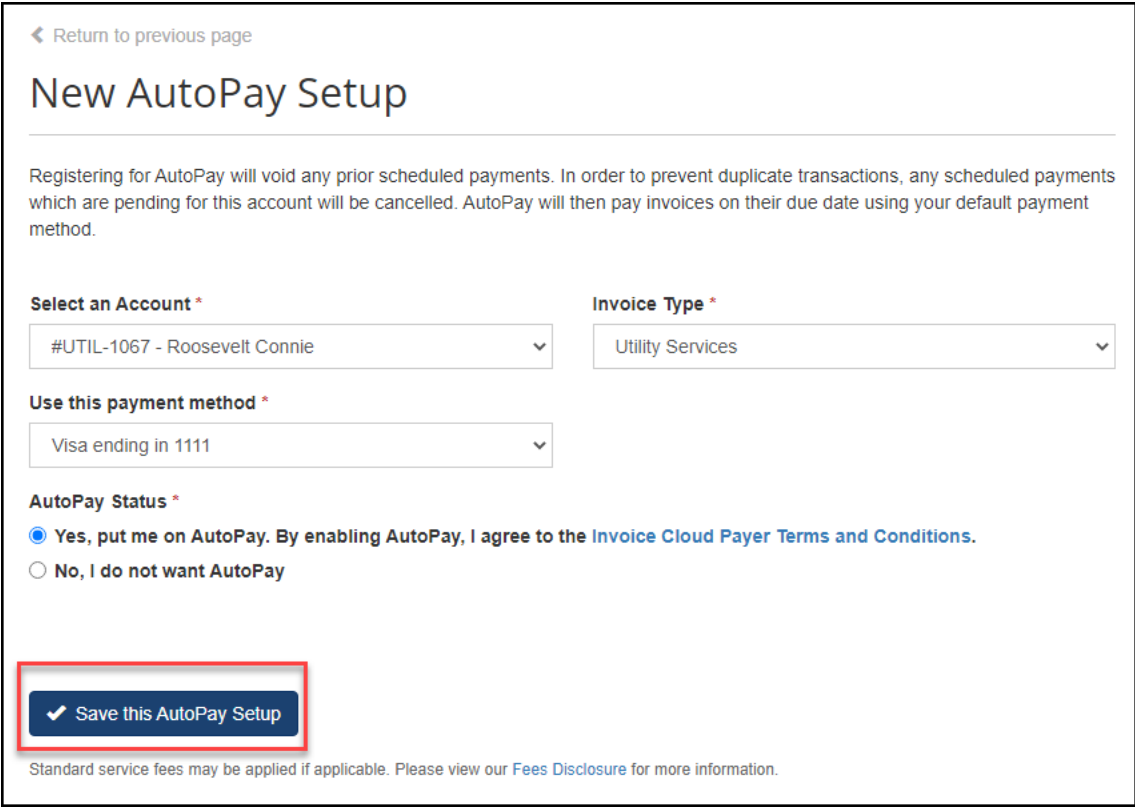
4. When the customer now visits their Portal dashboard a green checkmark confirms the user's AutoPay enrollment.

Your Account At A Glance

I Want To...

Pay My Invoices ›

Manage My Accounts ›

⟳ AutoPay	✅ Enrolled	›
🍃 Paperless	✅ Enrolled	›
📱 Pay By Text	✖ Not Enrolled	›

Recent Open Invoices ›

Invoice Date	Due On	Balance Due
12/28/2021	1/21/2022	$59.77

Recent Closed Invoices ›

Invoice Date	Account #	Record Type
11/29/2021	UTIL-1149	N
10/31/2021	UTIL-1149	N
10/13/2021	UTIL-1149	N

Recent Payments ›

Payment Date	Account #	Amount
12/29/2021	UTIL-1149	$1.00
12/29/2021	UTIL-1149	$1.00
11/19/2021	UTIL-1149	$68.77

Upcoming Scheduled Payments ›

No History Available

Updated 12/29/2021

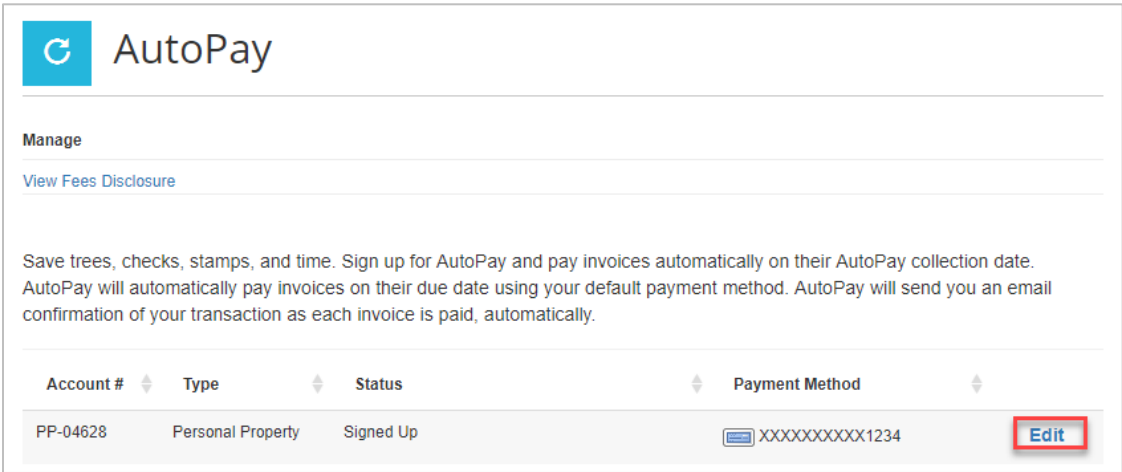**Manage AutoPay Settings**

1. From the Customer Portal dashboard, the user can select, **Manage my accounts**, **AutoPay,** or select **AutoPay** from the **My Profile** menu at the top of the page.
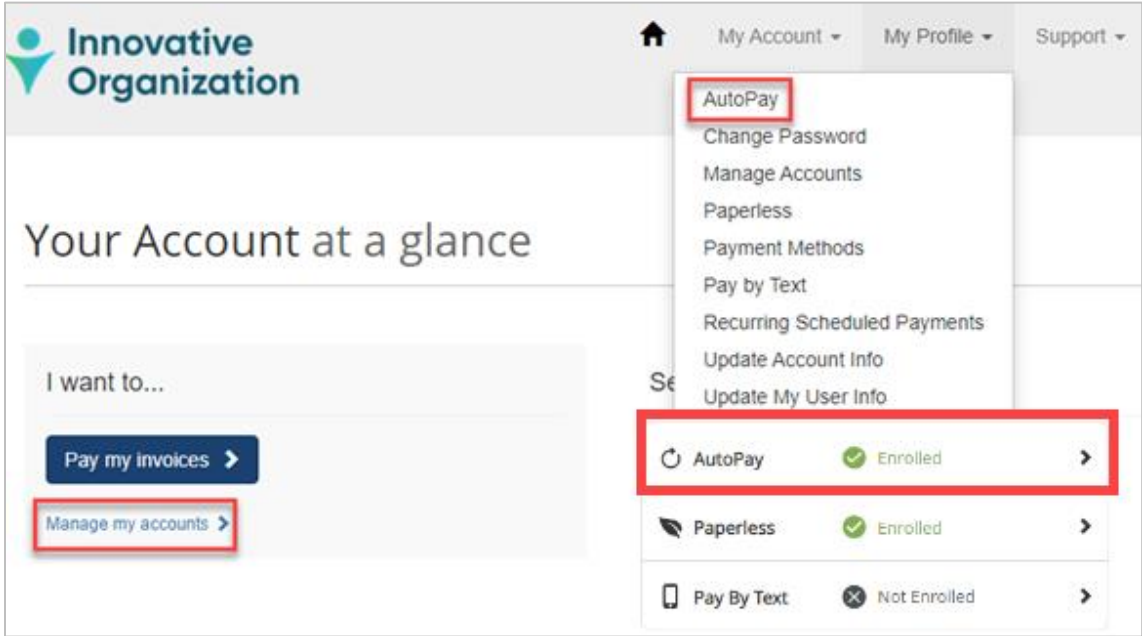
2. From the AutoPay page the user selects **Edit**.

3. The user can select another form of payment if one has been saved to their profile. If the user wishes to cancel AutoPay, the user selects **No, I do not want AutoPay**. After the choices are made, the user clicks on **Save this to AutoPay Setup**.

4. If the user cancels AutoPay, the following page appears confirming the AutoPay signup status.