Pay by Text Registration

The Pay by Text feature is the fastest growing payment method for registered customers. This feature allows your customers to conveniently pay their bill by answering with an **OK** and a **Pay** command if they wish to pay with their saved payment method. The customer is also provided with a link to access the virtual site right on their mobile device to complete the payment. Registration is a quick two-step process.

How to Register for Pay by Text:

1. From the Customer Portal the registered user selects the > icon to the right of **Pay by Text** or from the **My Profile** menu at the top of the screen they can select **Pay by Text**.

Innovative Organization	My Account ▼ My Profile ▼ AutoPay Chases Deserved	Support - 🕞
Your Account At A Glance	Change Password Manage Accounts Paperless Payment Methods Pay by Text	
l Want To	Recurring Scheduled Payments Update Account Info Update My User Info	>
Pay My Invoices > Manage My Accounts >	Paperless Enrolled Pay By Text Not Enrolled	>

Or the user can access the Pay by Text page by selecting **Manage My Accounts**. From the list of users, select the one to add Pay by Text by clicking on the arrow to the left of the name and then **Edit Pay by Text enrollment**.

Customer Name Address Account Number Email Address Wilt Otto 9785 Lake View Rd. UTIL-1128 otto@mail.com Account Settings Account Services Account Services Invoice Type(s) AutoPay AutoPay Utility Services Not Enrolled Edit AudoPay enrollment Default Payment Method Not Enrolled Kot Enrolled Edit payment methods Not Enrolled Edit Paperless Billing	The accounts that r	have been added to your profil	e are displayed below. You may	open each one to configure	e set
Account Settings Account Services Invoice Type(s) AutoPay Utility Services Not Enrolled Default Payment Method Edit AutoPay enrollment None Paperless Billing Edit payment methods Not Enrolled	Customer Name	Address	🔶 Account Number	Email Address	¢
Invoice Type(s) AutoPay Utility Services Not Enrolled Default Payment Method Edit AutoPay enrollment None Paperless Billing Edit payment methods Not Enrolled	Wilt Otto	9785 Lake View Rd.	UTIL-1128	otto@mail.com	
Utility Services Not Enrolled Default Payment Method Edit AutoPay enrollment None Paperless Billing Edit payment methods Not Enrolled	Account Setting	js	Account Service	s	
Default Payment Method Edit AutoPay enrollment None Paperless Billing Edit payment methods Not Enrolled	Invoice Type(s)		AutoPay		
Default Payment Method None Paperless Billing Edit payment methods Not Enrolled	Utility Services		Not Enrolled		
Edit payment methods Not Enrolled	Default Payment M	ethod	Edit AutoPay enrollmen	t	
	None		Paperless Billing		
Edit Paperless enrollment	Edit payment methods		Not Enrolled		
			Edit Paperless enrollme	ent	
			Not Enrolled	ent	



2. From the **Pay by Text** page the user selects, the check box next to **Sign up for Pay by Text**.

Pay	by Text		
Your Accounts #UTIL-1128 - Wilt Otto)		
Sign up for Pay	By Text		
✓ Save my change	es		

3. The user enters their mobile phone number including area code and clicks on **Save my** changes.

Pay by Text
Your Accounts
#UTIL-1128 - Wilt Otto
Sign up for Pay By Text
Enter a Phone Number *
XXX - XXX - XXXX
Message and data rates may apply. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud. Text HELP for more information.
Message frequency varies. Contact customer support at (901) 123-4567. T-Mobile is not liable for delayed or undelivered messages.
incodgoo.
✓ Save my changes



4. The user receives confirmation that the record has been successfully updated and the user is instructed to check their mobile phone to complete the registration process. The user can select **Resend TEXT** to have the text resent to their phone. They can also cancel the registration by selecting the link at the bottom of the screen: *You may cancel this registration by clicking here.*

Pay by Text	
Your Accounts	
#UTIL-1128 - Wilt Otto	
Your information has been updated successfully.	
Please check your mobile phone and read the details in order to complete the registration process.	
Registered Phone Number * 813 - 526 - 3211	
Message and data rates may apply. You may opt out of text delivery at any time by replying STOP to any Text message receir from Invoice Cloud. Text HELP for more information. Message frequency varies. Contact customer support at (901) 123-4567. T-Mobile is not liable for delayed or undelivered messages.	ved
Resend TEXT	
You may cancel this registration by clicking here.	

InvoiceCloud[®]

After the user enters their mobile phone number on the Customer Portal, from their mobile phone they will complete the registration by responding to text displayed in Figure 1 below. The user types in OK as shown in Figure 2. When the user receives the response shown in Figure 3, the Pay by Text registration is complete.

Figure 1	Figure 2	Figure 3
I AT&T 1:37 PM √1 741-21>	■> ■ AT&T ♥ 1:37 PM ♥ ■) ▼ 0 741-21>	III AT&T < 1:37 PM
Text Message Today 1:36 PM Congratulations, you are almost done. Reply OK to activate TEXT messaging from Training - TEST	Text Message Today 138 PM Congratulations, you are almost done. Reply OK to activate TEXT messaging from Training - TEST	Congratulations, you are almost done. Reply OK to activate TEXT messaging from Training - TEST
	Ok	You will now receive TEXT messages from Training - TEST Reply STOP to unsubscribe from future TEXT messages.
	I Hi We	Ok Thanks Talk later
	Q W E R T Y U I O P A S D F G H J K L	A S D F G H J K L
Text Message		◆ Z X C V B N M ④ 123 ⊕ ↓ space return

6. The **Customer Portal** dashboard shows the green check confirming the user's **Pay by Text** registration.

Your Account At A Gla	nce		
I Want To	🖒 AutoPay	Senrolled	>
Pay My Invoices >	Paperless	Senrolled	>
Manage My Accounts >	📮 Pay By Text	🕑 Enrolled	>

Cancelling Pay by Text

 Users can cancel Pay by Text by selecting Pay by Text from the dashboard or by selecting Pay by Text from the My Profile menu. The Pay by Text page appears, and the user selects the cancellation link and they are now unenrolled in Pay by Text.

D Pay	by Text
Your Accounts	
#UTIL-1128 - Wilt Otto	
Registered Phone N	Imber *
813 - 526 -	3211
•	es may apply. You may opt out of text delivery at any time by replying STOP to any Text message received xt HELP for more information.
Message frequency va messages.	aries. Contact customer support at (901) 123-4567. T-Mobile is not liable for delayed or undelivered
Resend TEXT	
You may cancel this re	aistration by clicking here.