Paymentus – How To Guide

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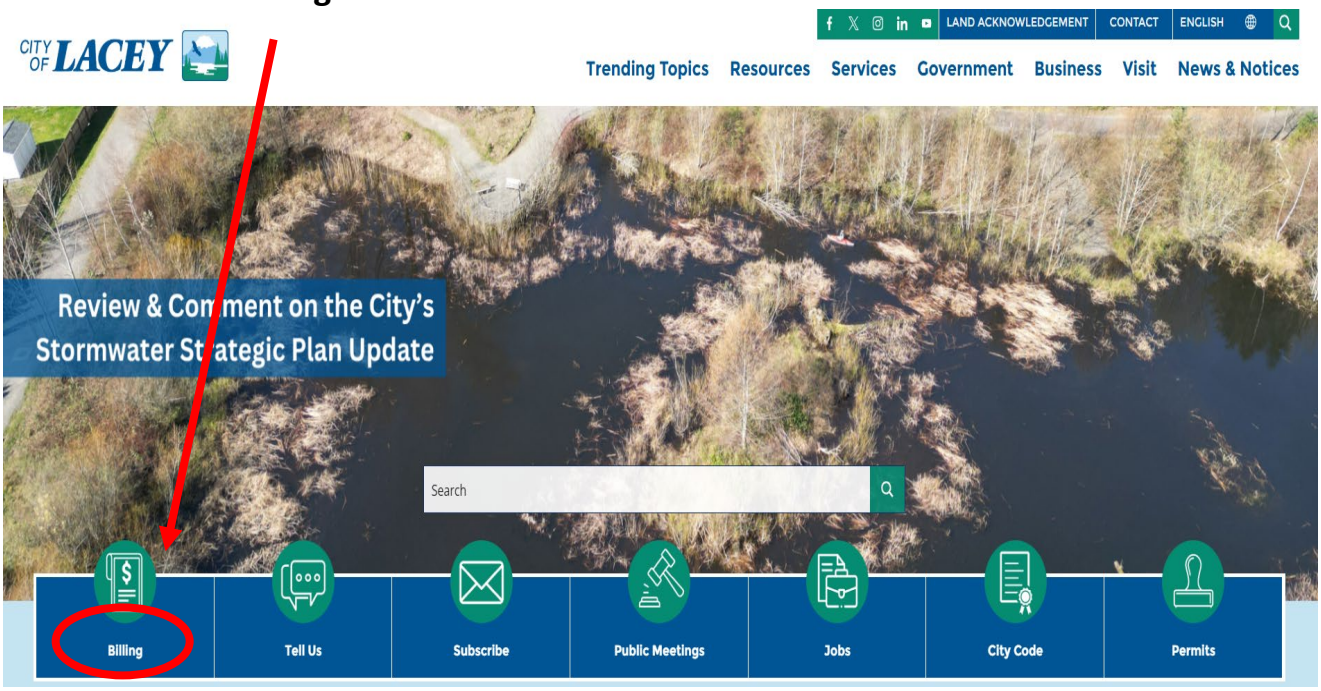
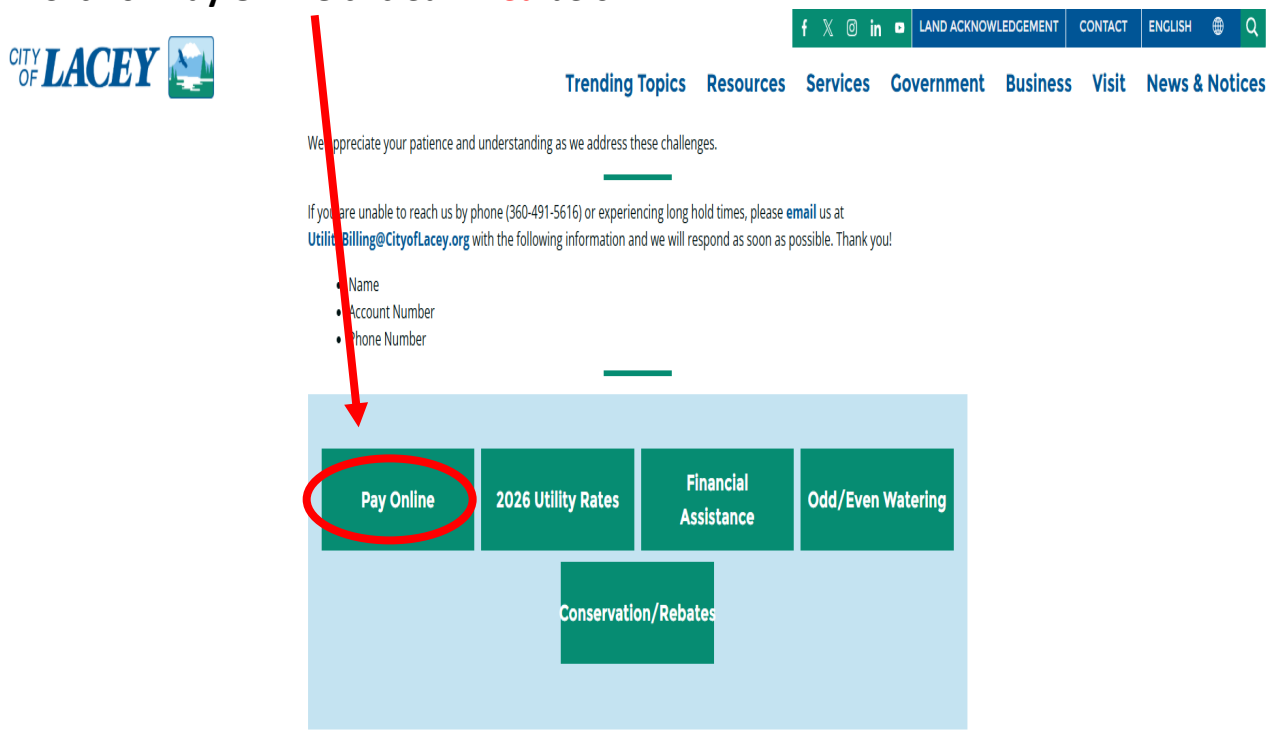
Paymentus – How to Set Up a Paymentus Portal Account

Visit the City's website: www.CityofLacey.org and access the Homepage

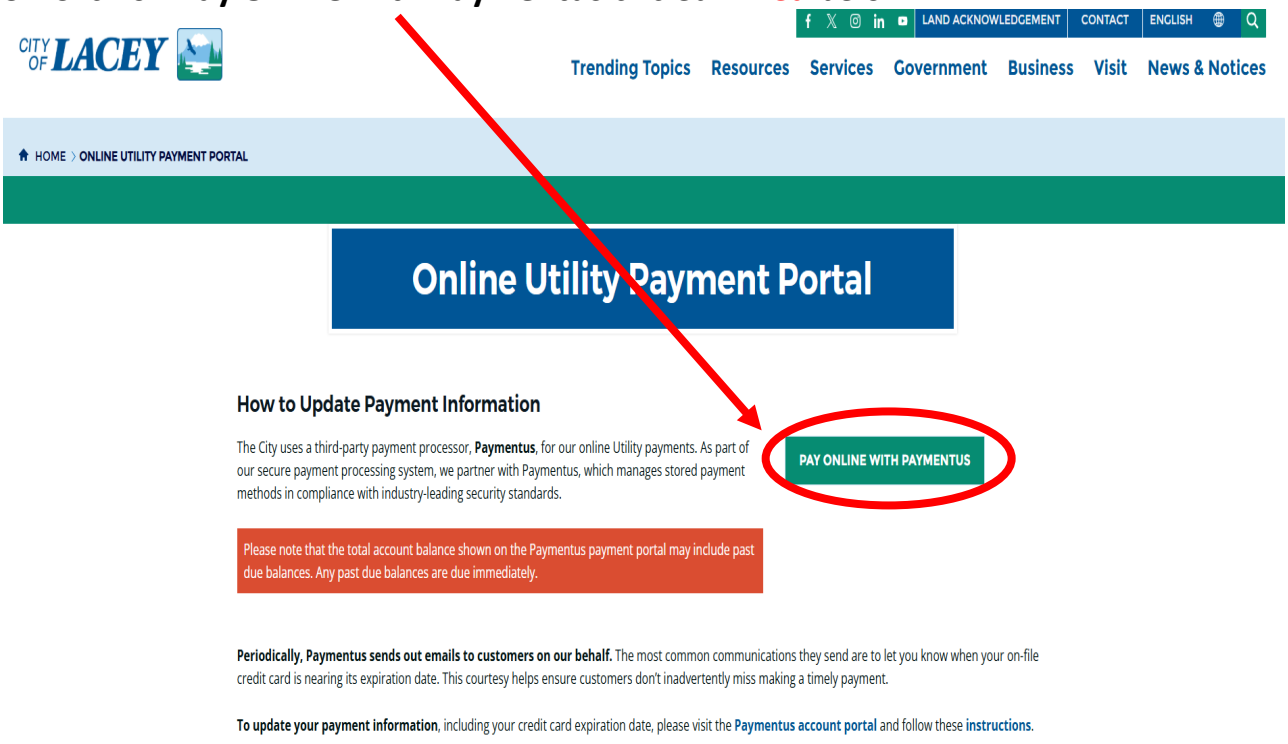
1. Click on the **Billing** Icon circled in red below.



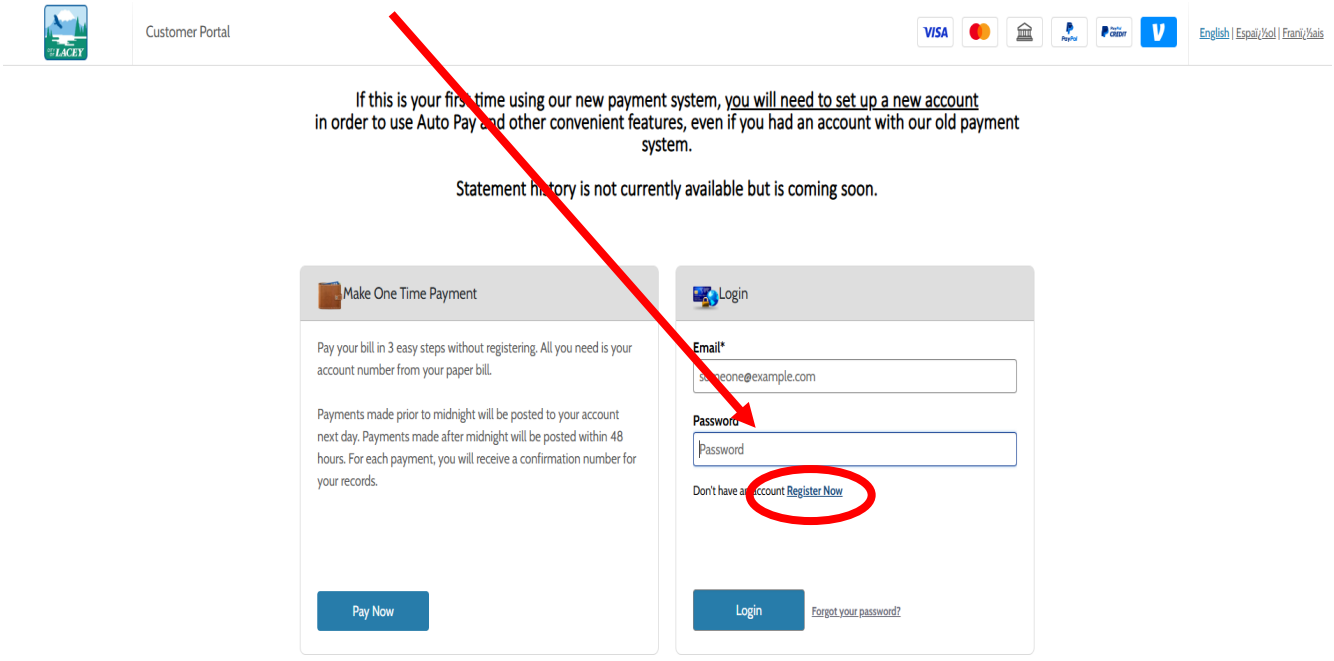
2. Click on **Pay Online** circled in red below.



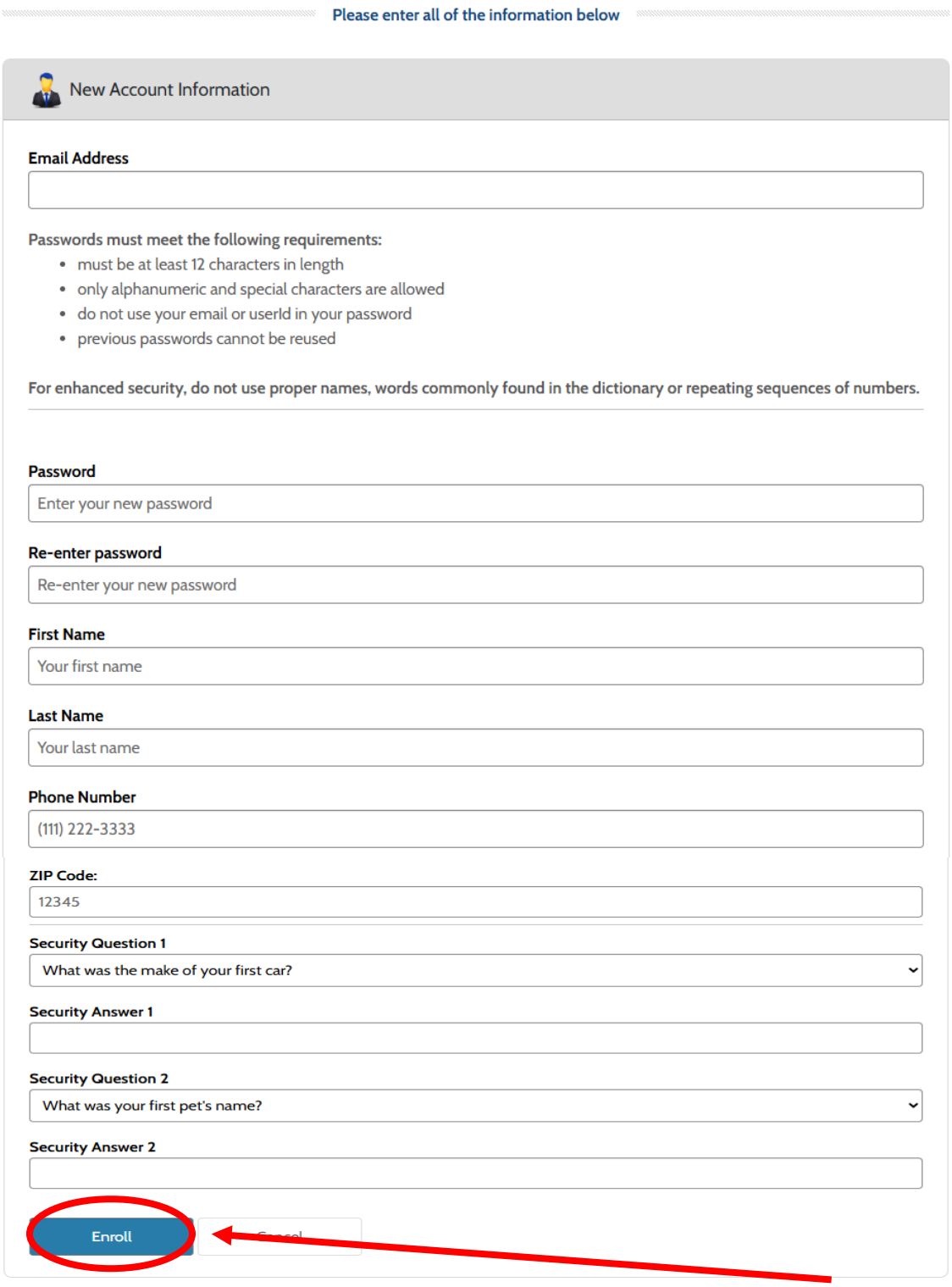
3. Click on **Pay Online with Paymentus** circled in red below.



4. Click the **Register Now** hyperlink circled in red below to being the registration process.



5. The following Registration Form will appear as outlined below. Fill out all required fields to complete the registration process.



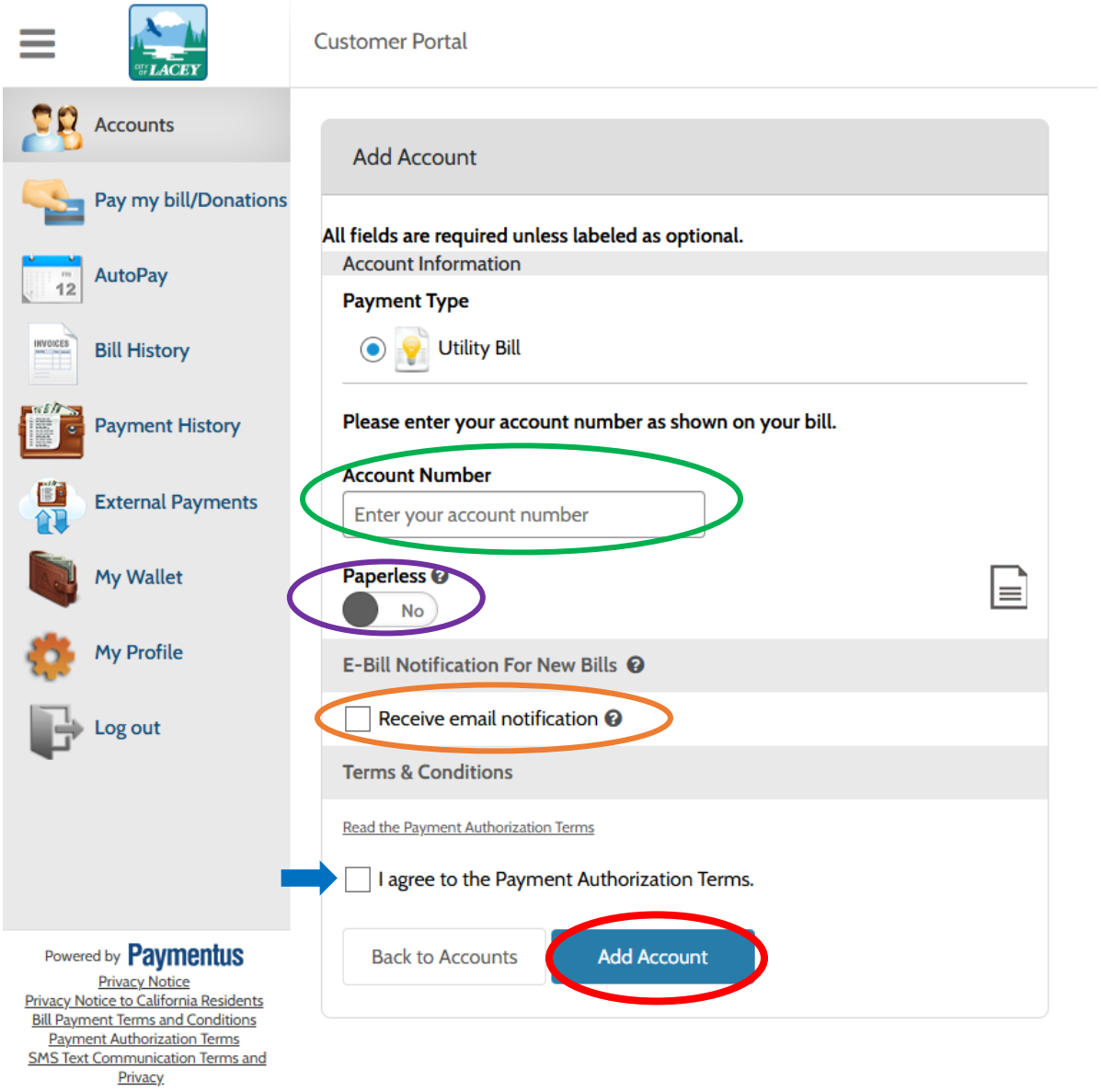
Once the Registration Form has been filled out, please click on **ENROLL** circled in red above.

After enrolling, the screen below will appear. Enter your utility account number with the dash "-" included in the field labeled **Account Number** circled in green.

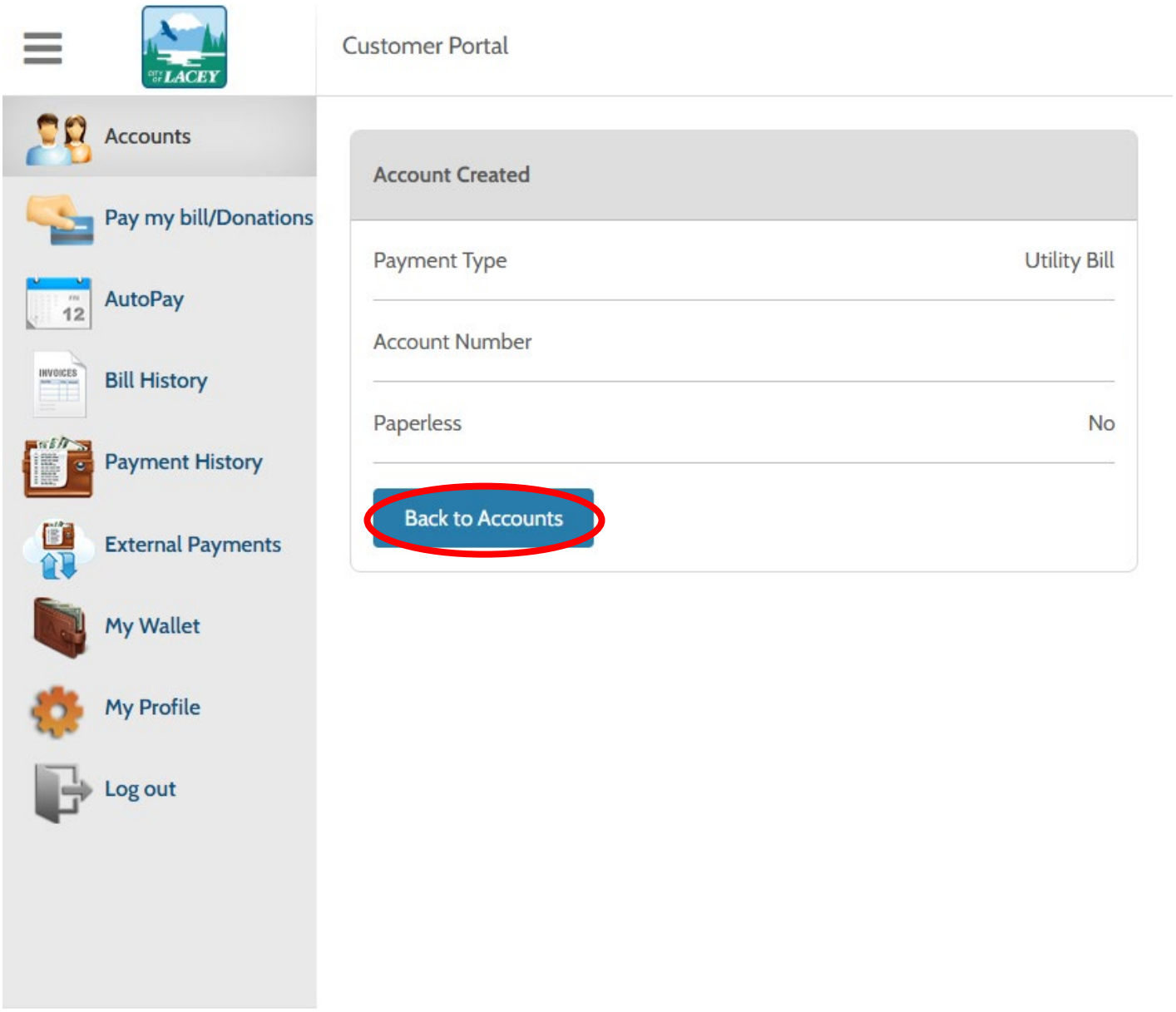
If you would like paperless billing, use the slide icon circled in purple, under **Paperless** to change the **No** to a **Yes**. Then click the box next to **Receive email notification** circled in orange.

Next click the box next to **I agree to the Payment Authorization Terms**, pointed out with a blue arrow.

Finally, click **Add Account** circled in red below.



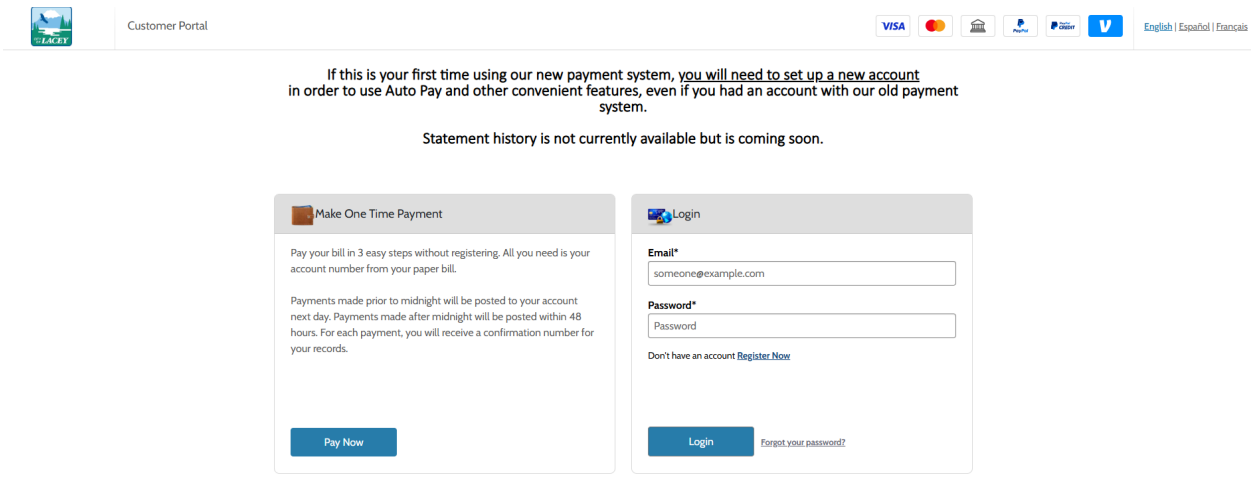
The following screen will appear informing you that the account has been created.



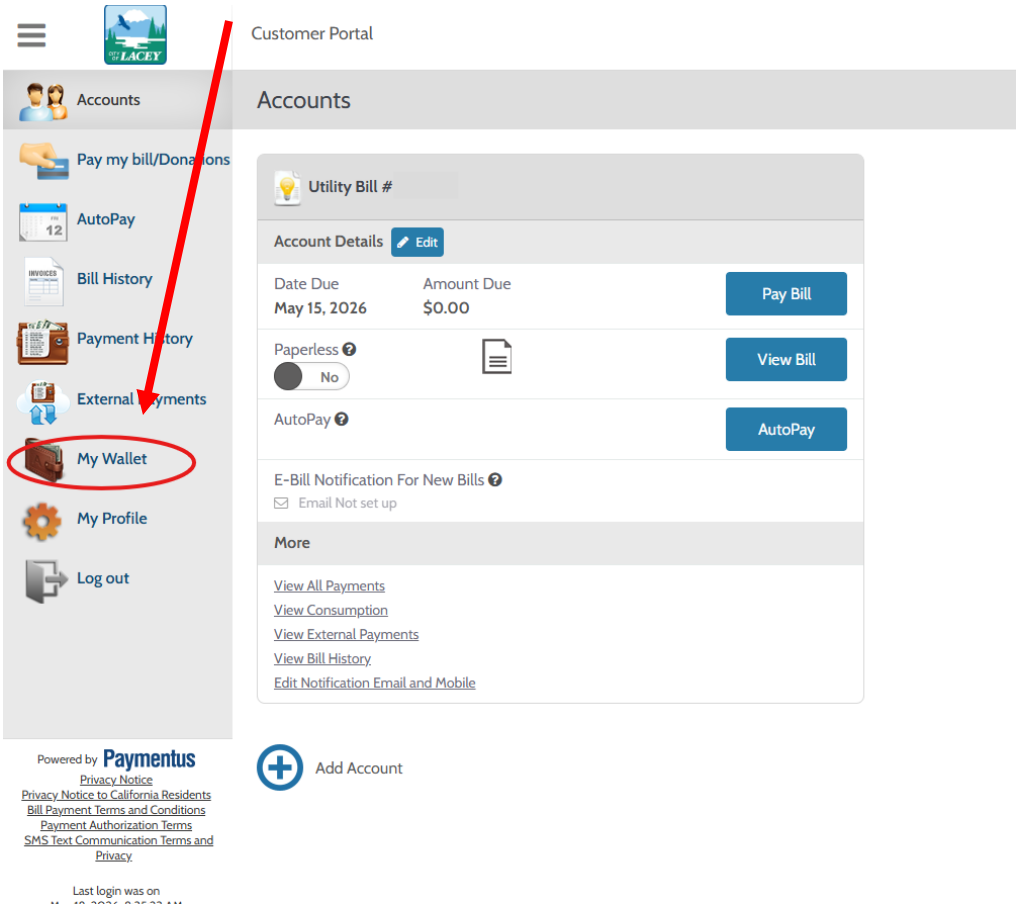
Click on **Back to Accounts** circled in red to see your new account and payment dispositions.

Paymentus - How to add a Payment Method to your Wallet

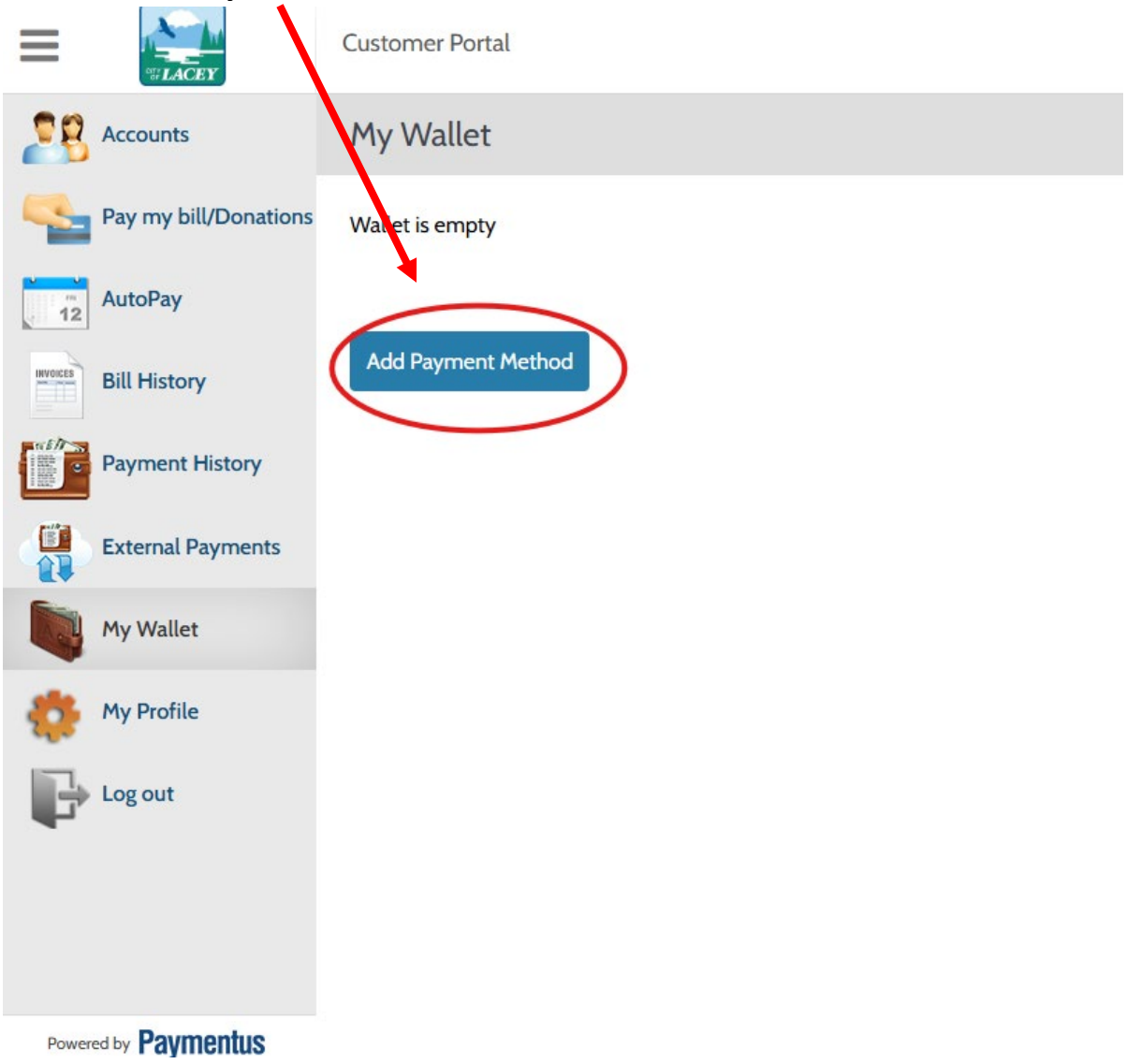
1. **Login** by entering your **Email** and **Password.**



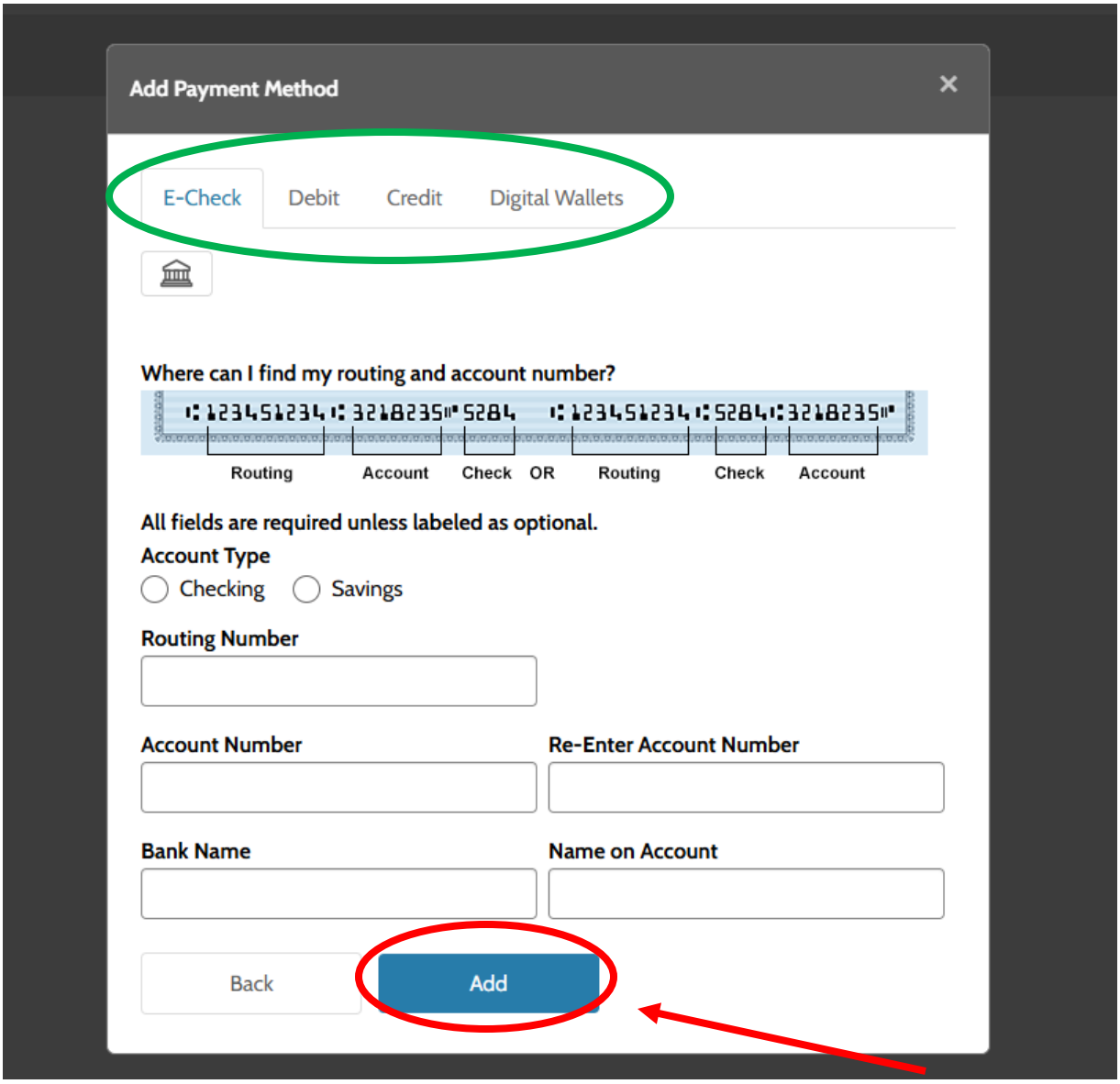
2. Click on **My Wallet** circled in red below.



3. Click on **Add Payment Method** circled in red below.

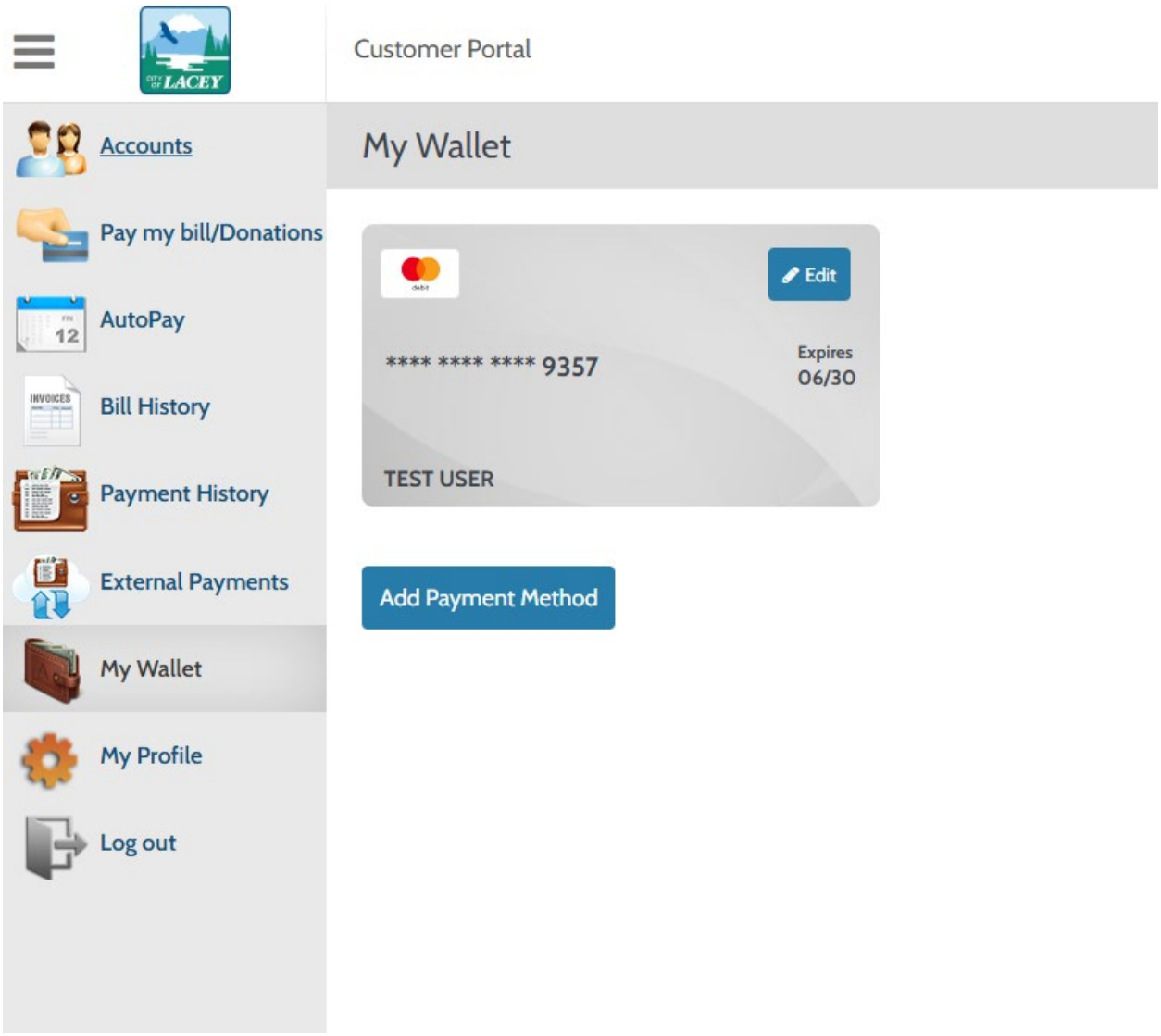


4. The following **Add Payment Method** form will pop up. Select the correct payment type circled in green below, and fill out all required fields.



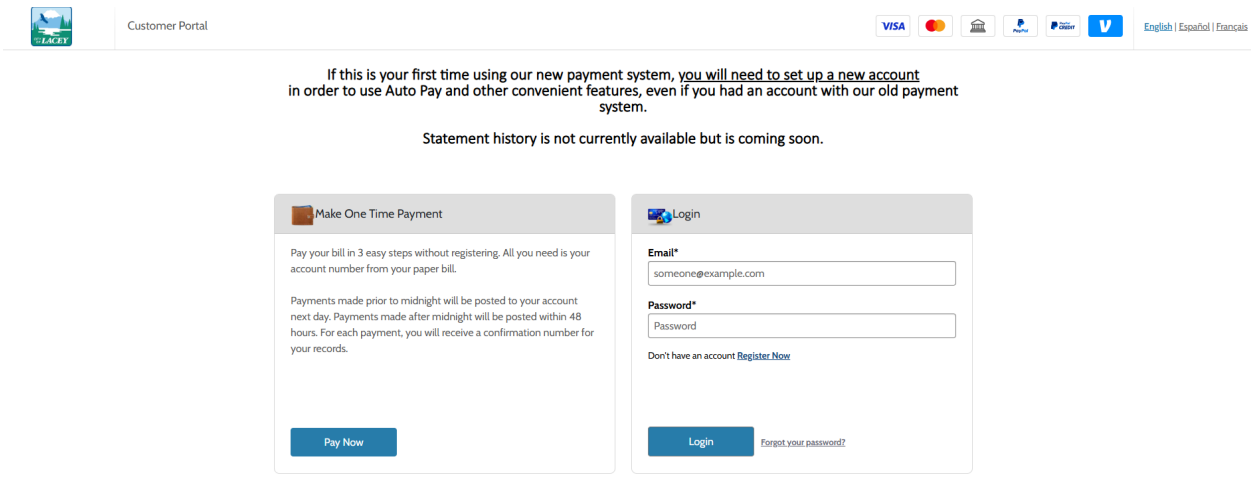
Once the **Add Payment Method** form has been filled out click on **Add** circled in red.

5. Once you have added a **Payment Method** you should see it listed like the example below.

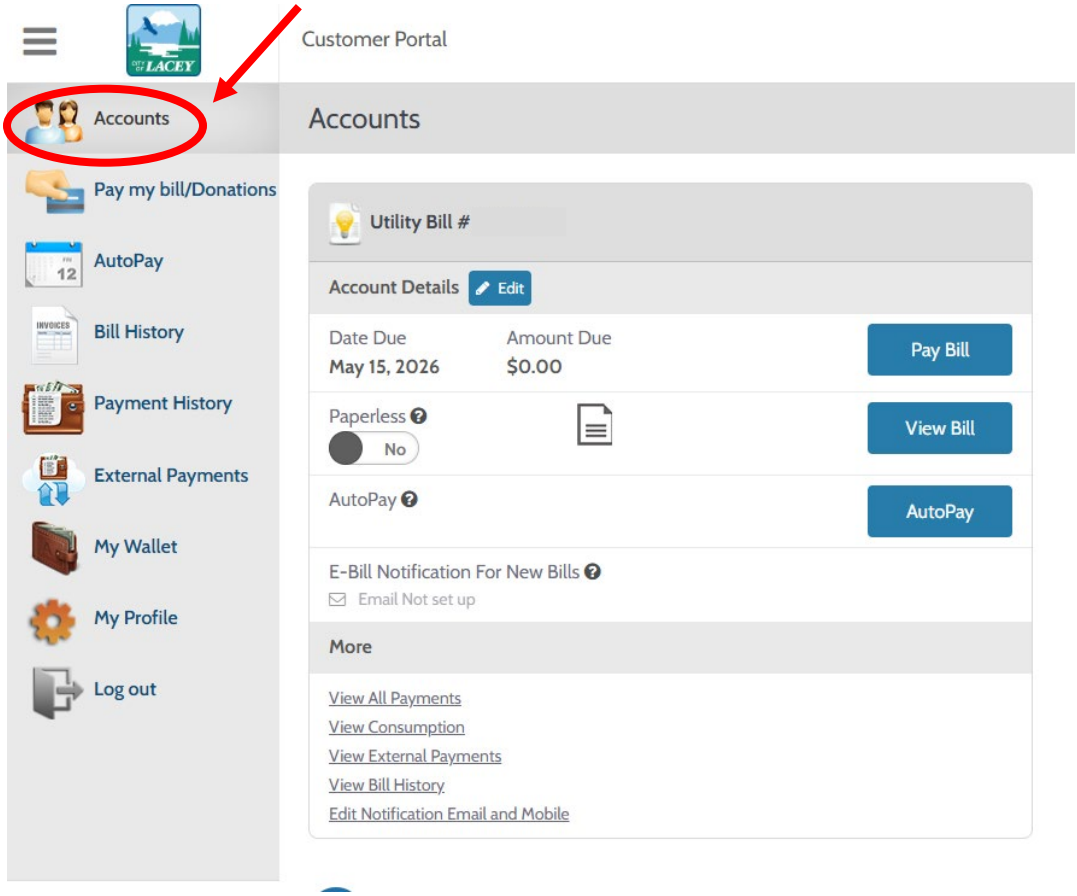


Paymentus - How to set up AutoPay

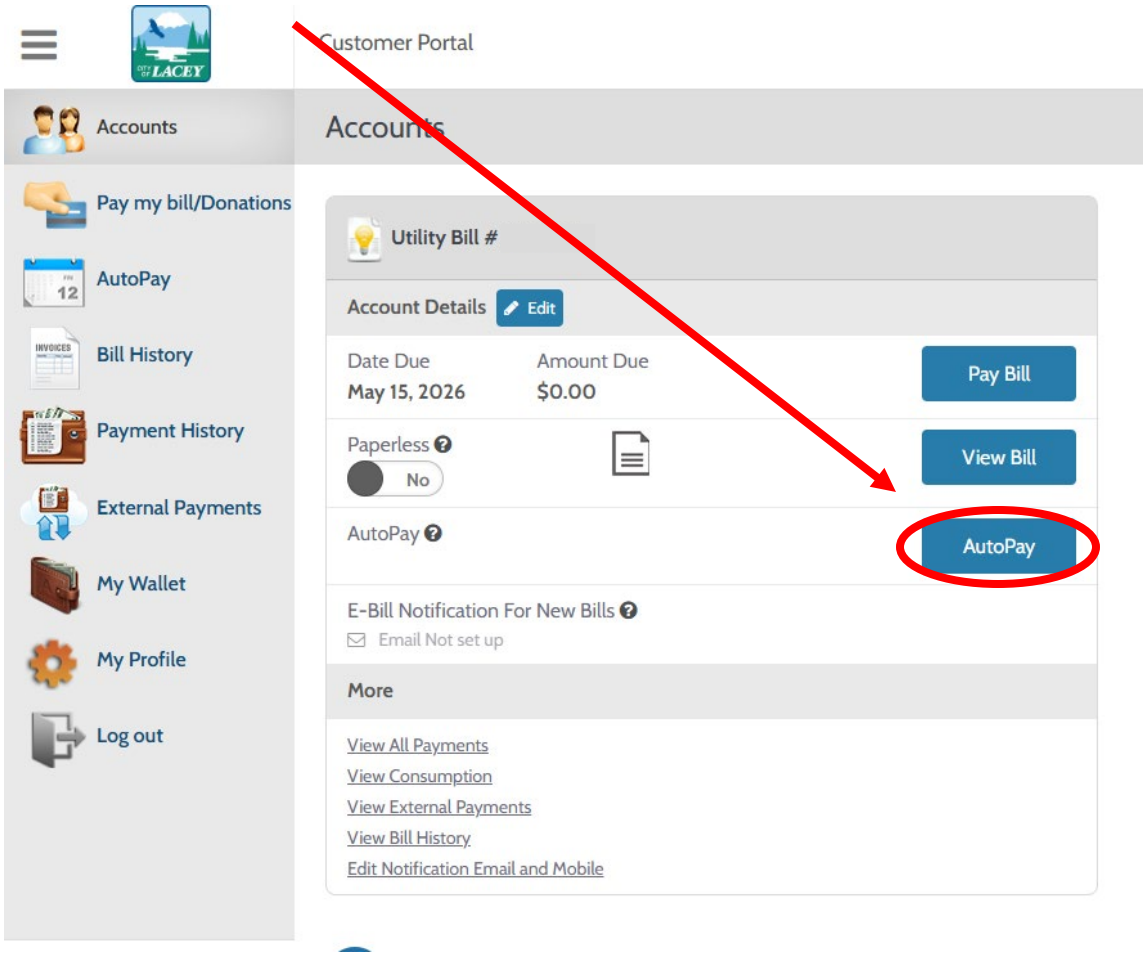
1. **Login** by entering your **Email** and **Password.**



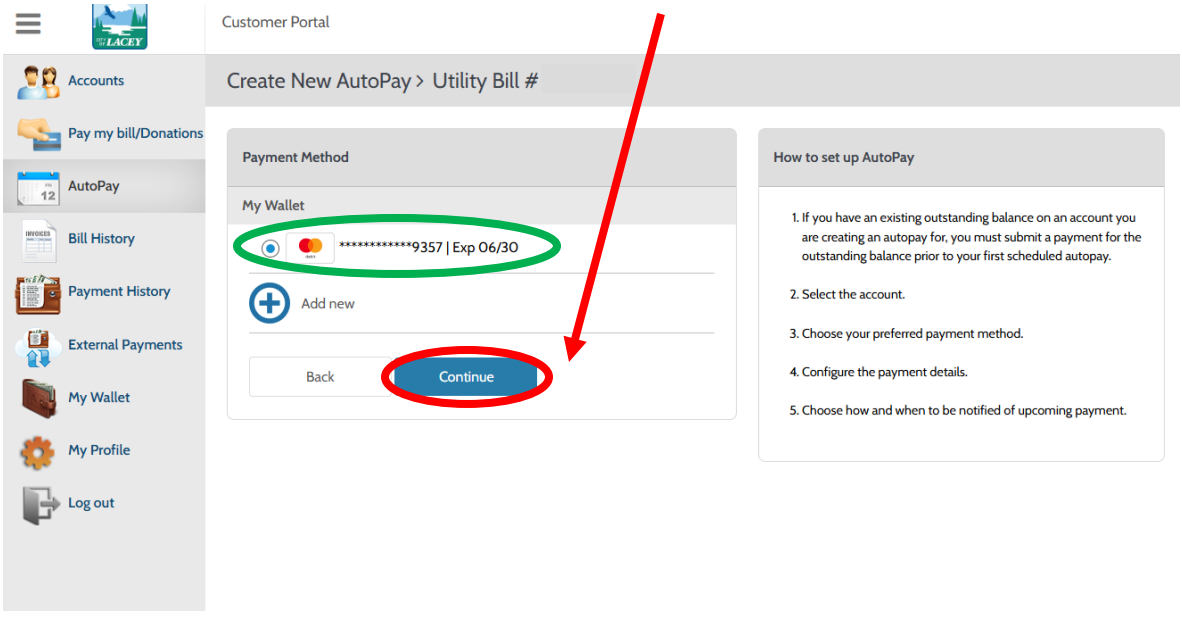
2. Click on the **Accounts** tab circled in red below.



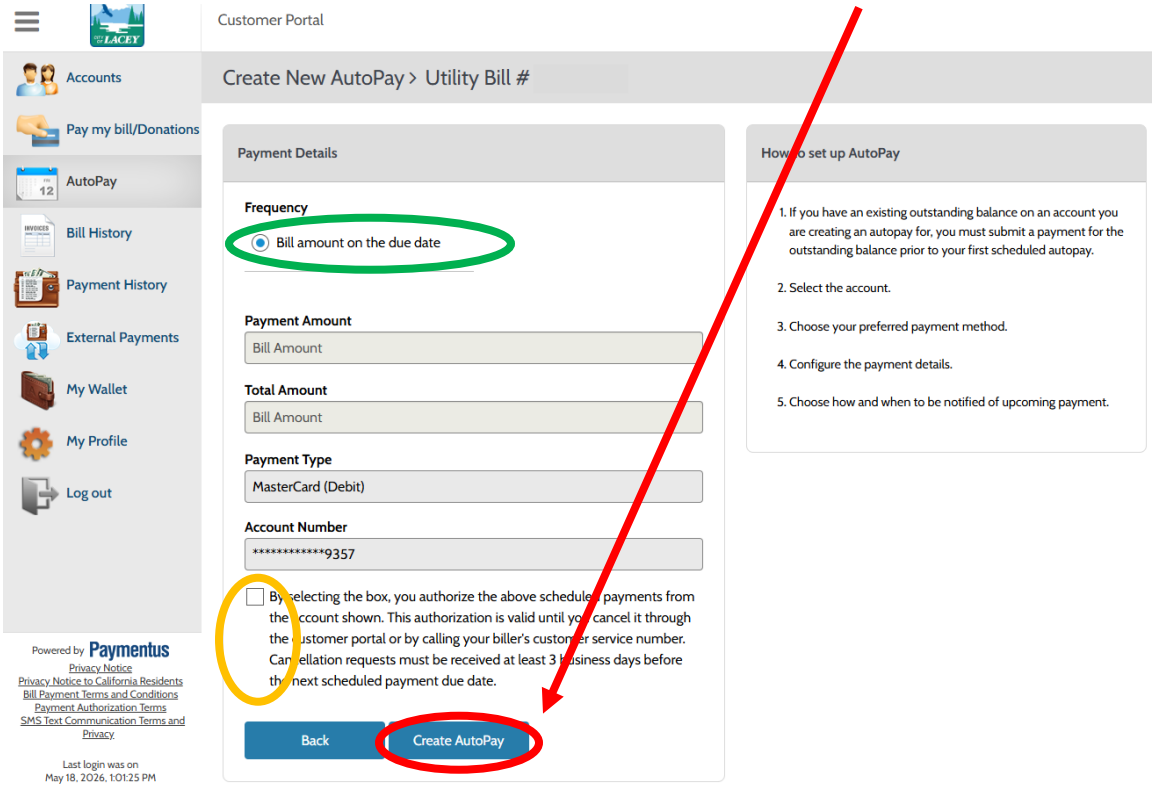
3. Click on **AutoPay** circled in red below.



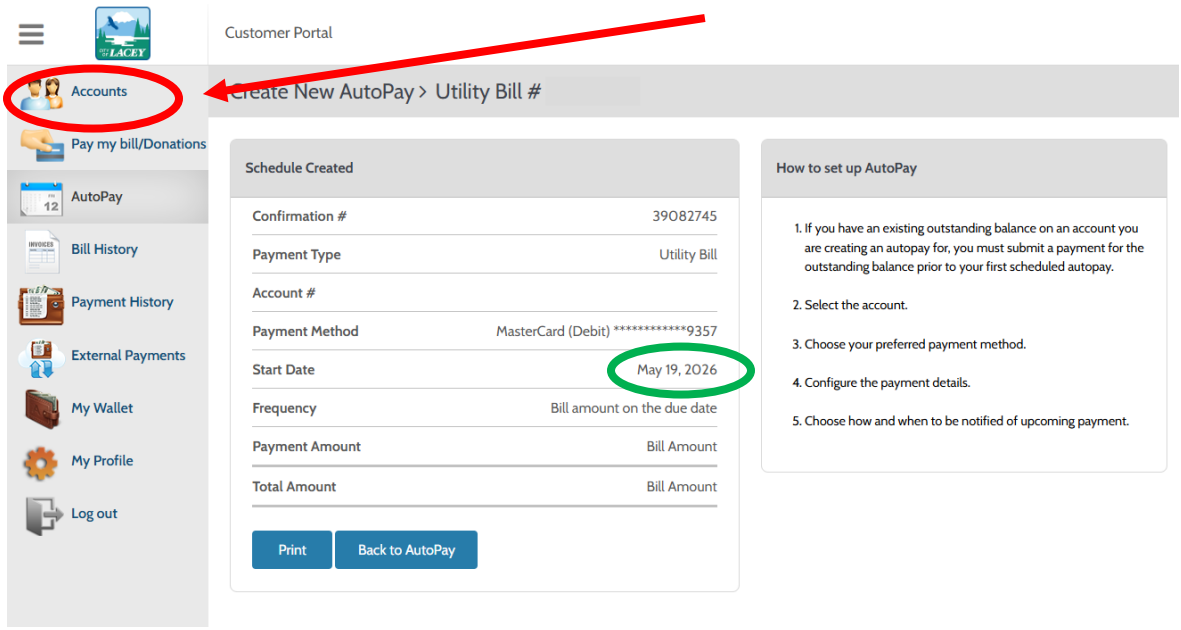
4. Select the desired **Payment Method** from the **My Wallet** options like the example circled in green, then click **Continue** circled in red below.



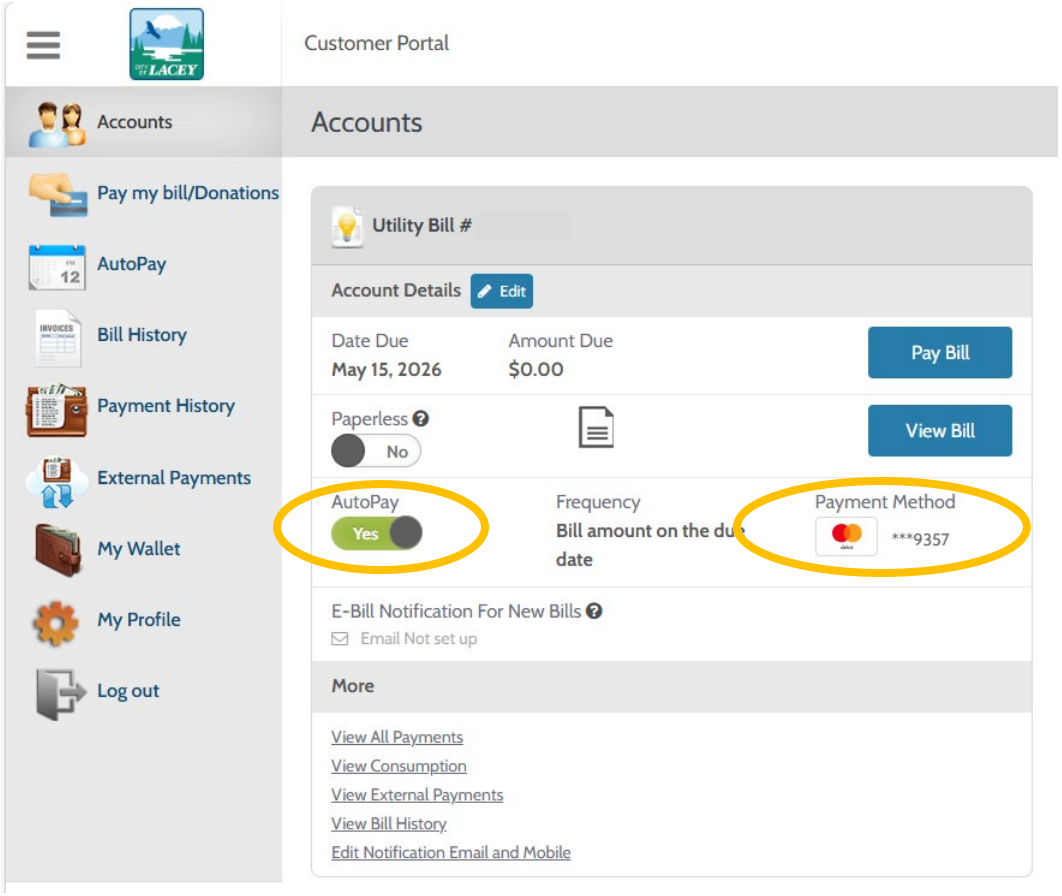
5. Select **“bill amount on the due date”** circled in green, please read and check **all** boxes circled in yellow, then click **Create AutoPay** circled in red below.



6. You will see the **Schedule Created** confirmation, showing the start date circled in green below. Then click on the **Accounts** tab circled in red below.

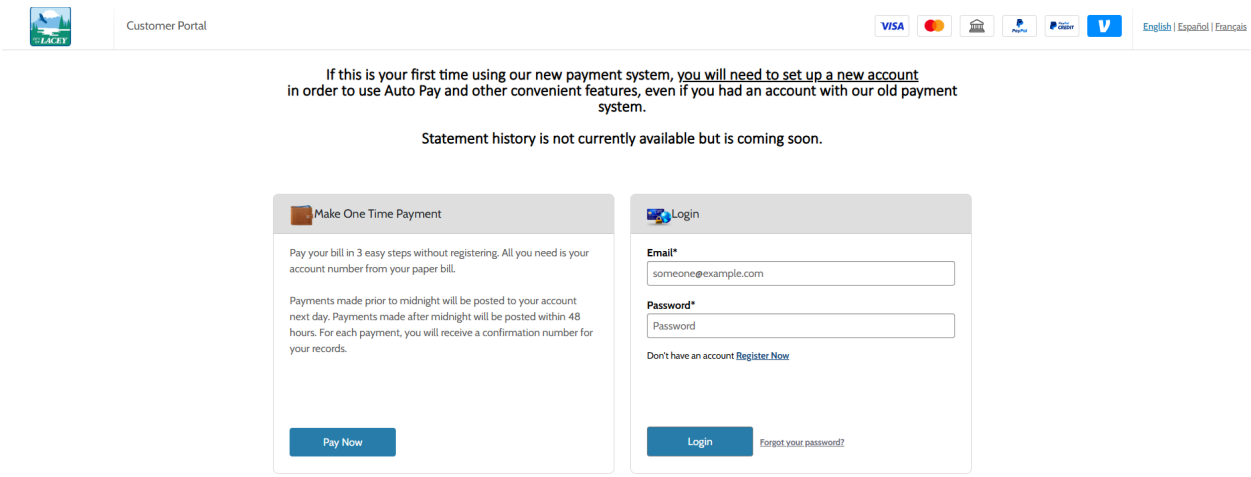


7. To confirm **AutoPay** is on, under **Accounts** will show “AutoPay” with a green “Yes” and the payment method listed to the right, both are circled in yellow in the example below.

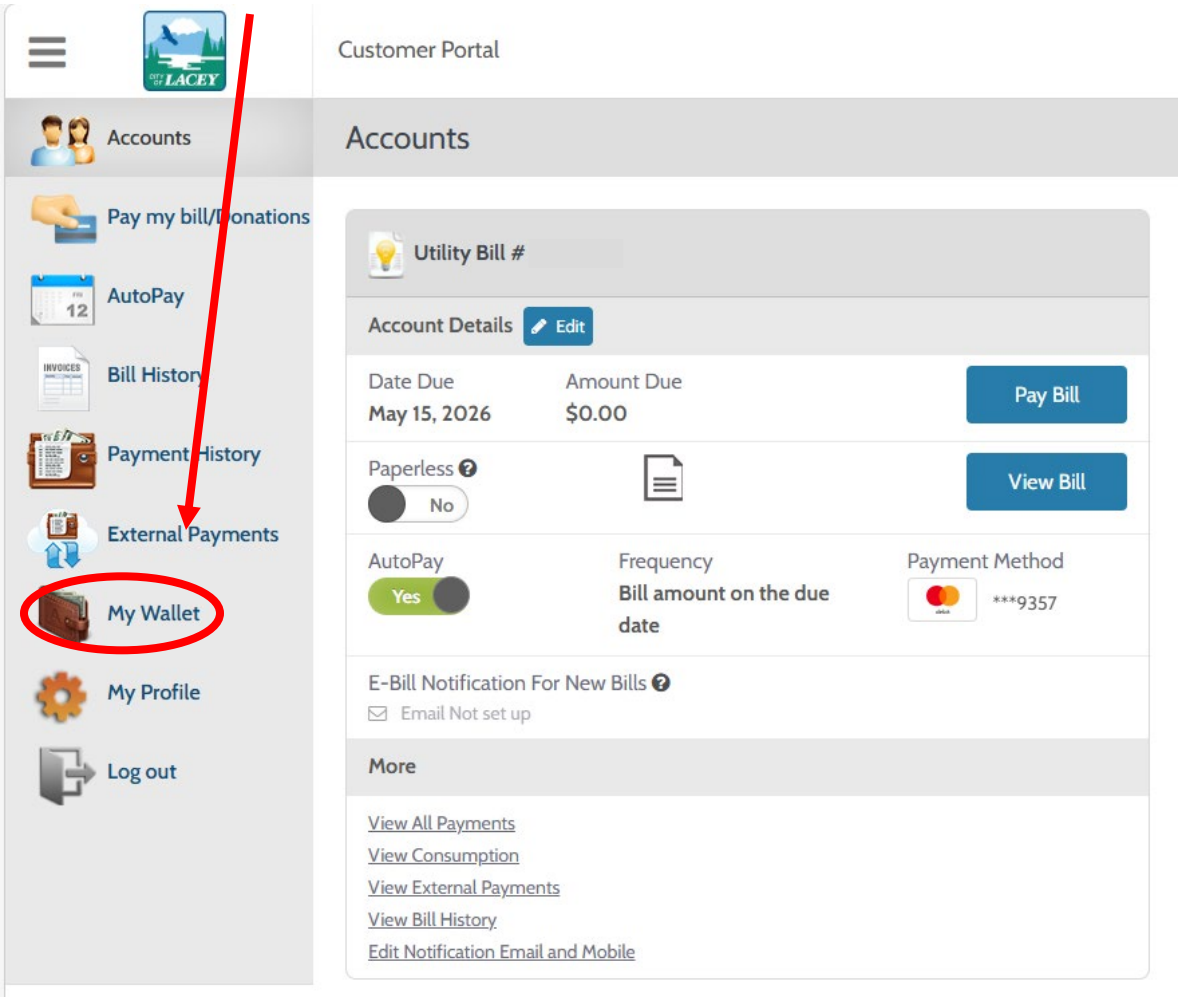


Paymentus - How to update a Payment Method/Autopay

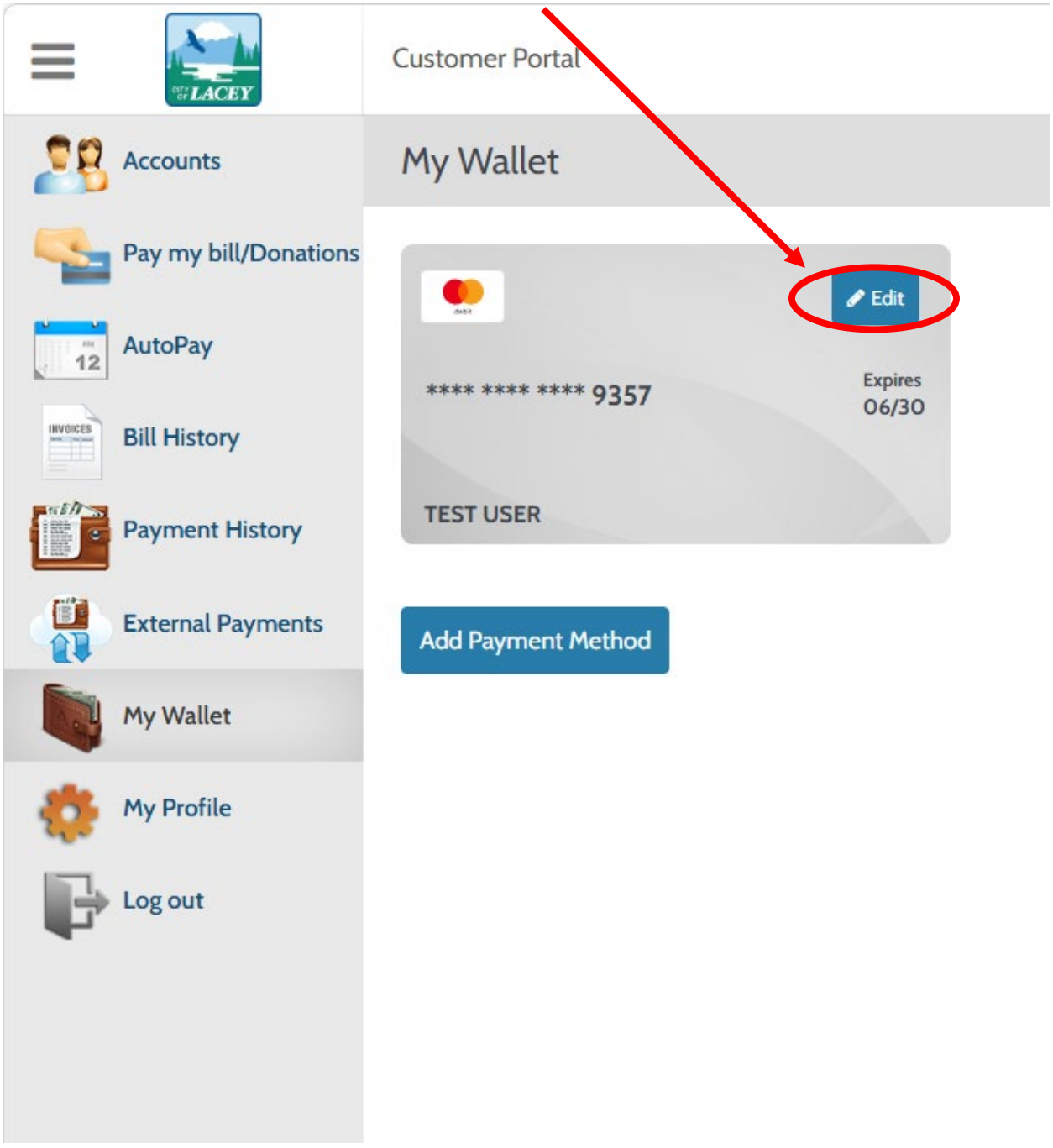
1. **Login** by entering your **Email** and **Password.**



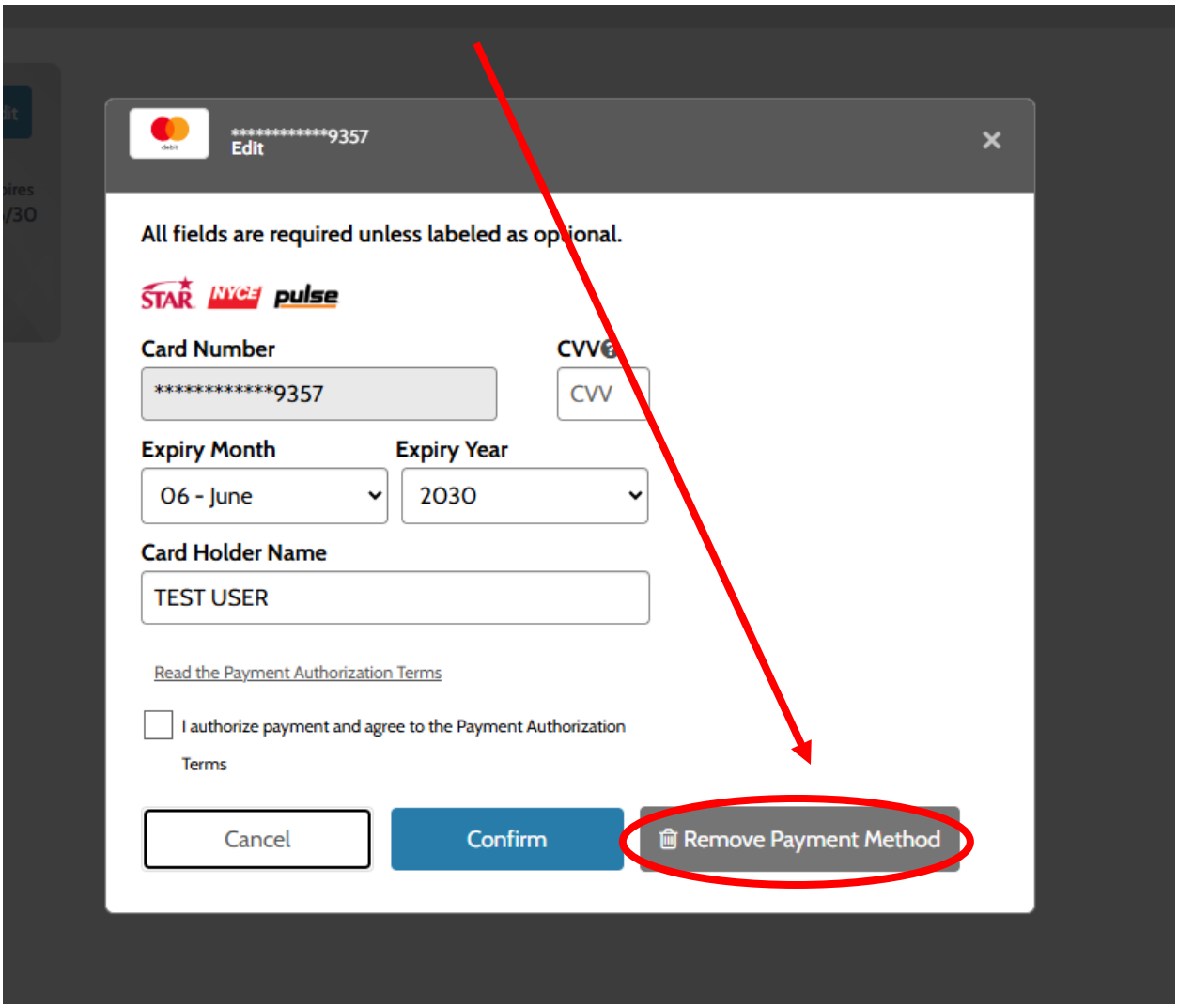
2. Click on **My Wallet** circled in red below.



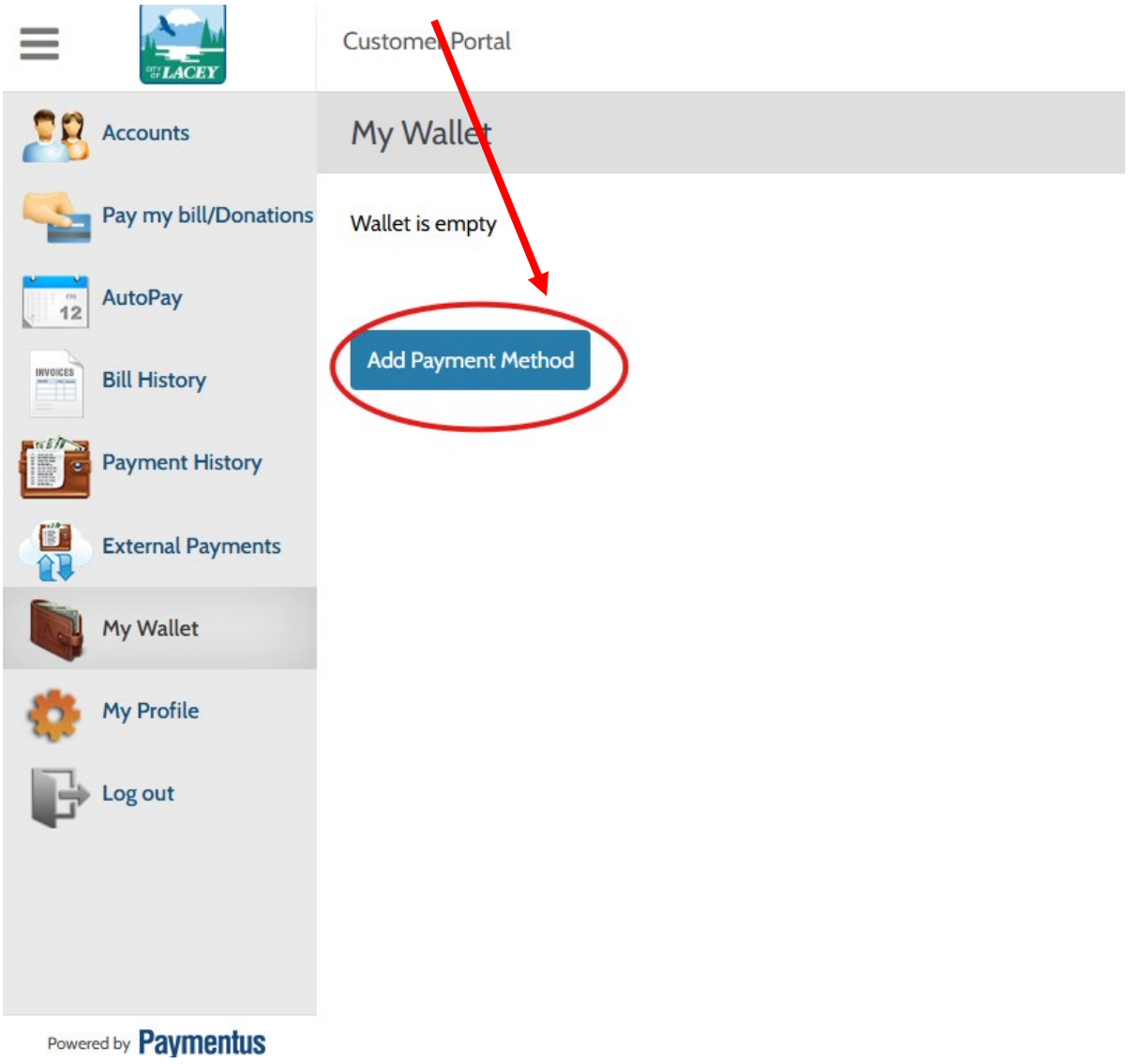
3. Click on **Edit** circled in red below, to remove any expired or unused **Payment Method**. Even if you are updating the expiration date on the current card, you will need to remove it and then readd it.



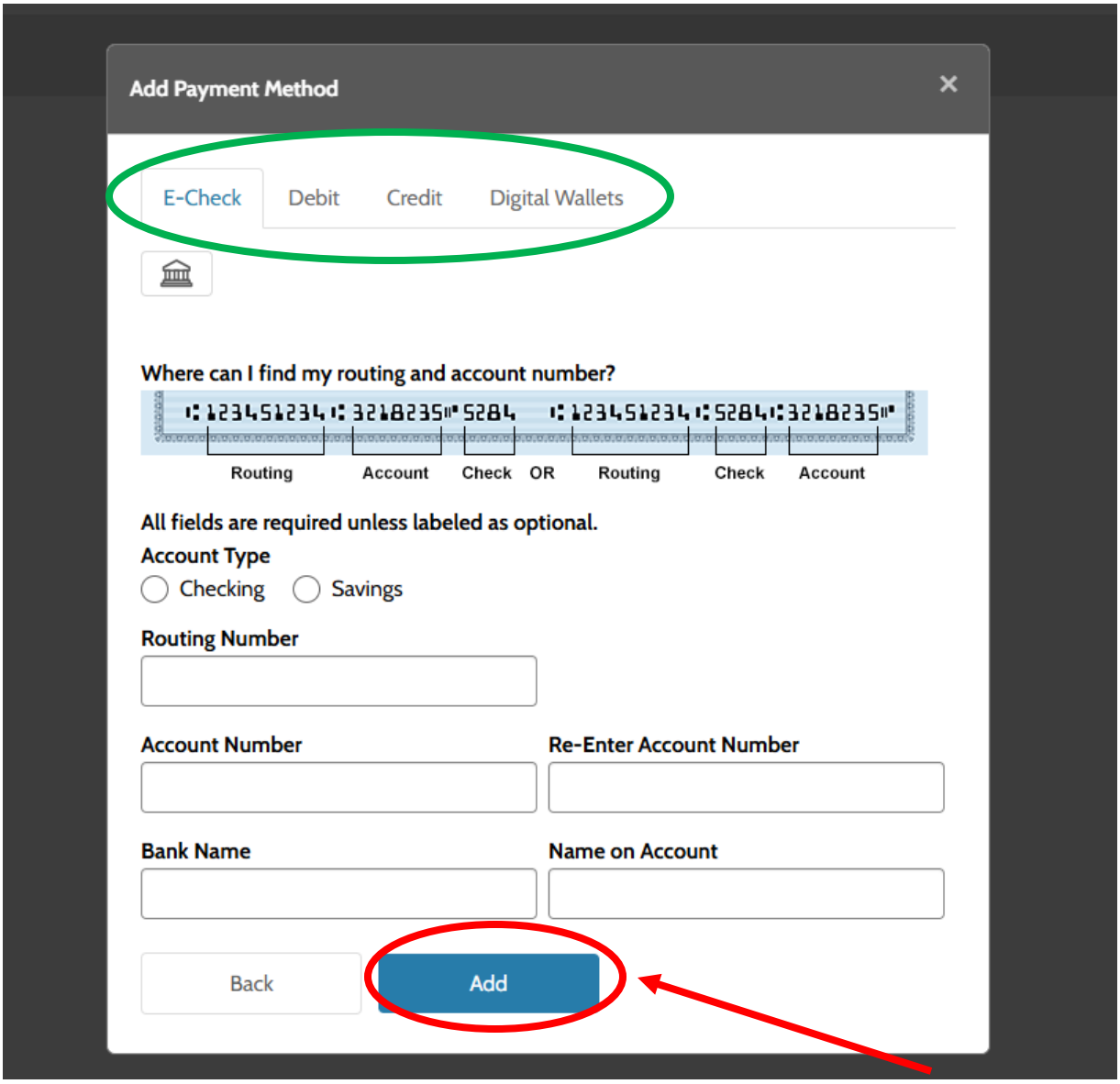
4. Click on **Remove Payment Method** circled in red below.



5. Click on **Add Payment Method** circled in red below.

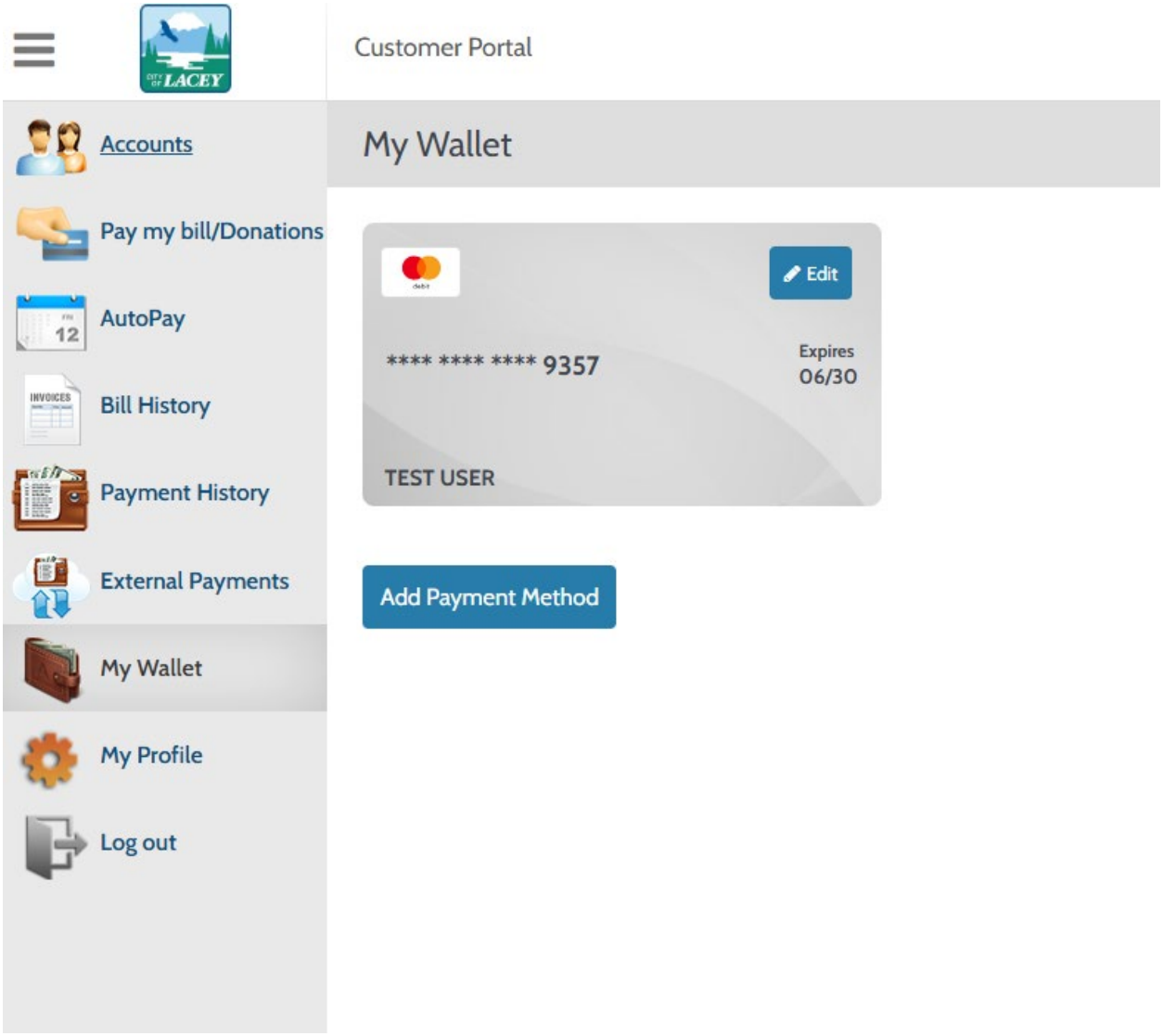


6. The following **Add Payment Method** form will pop up. Select the correct payment type circled in green below, and fill out all required fields.

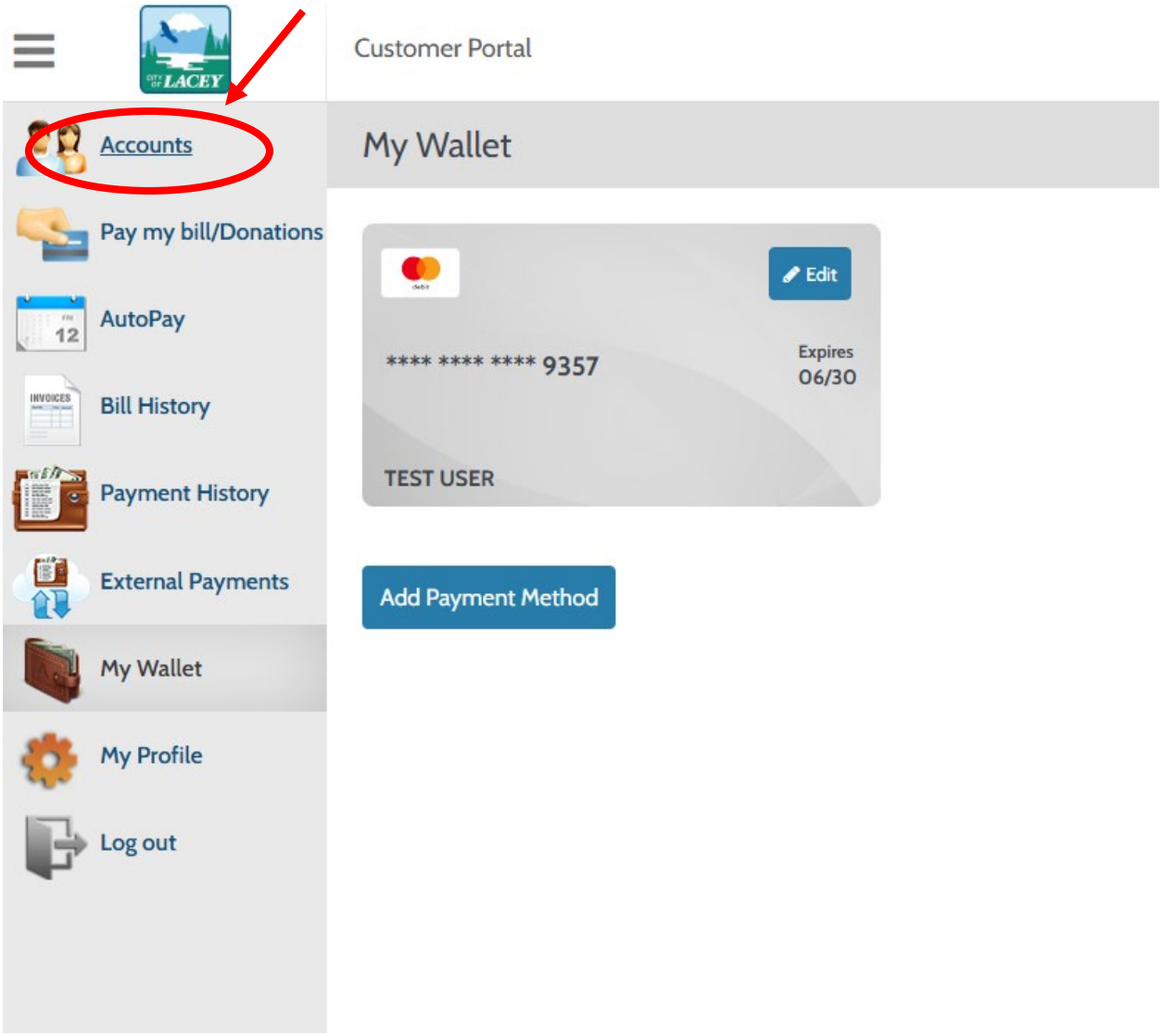


Once the **Add Payment Method** form has been filled out click on **Add** circled in red.

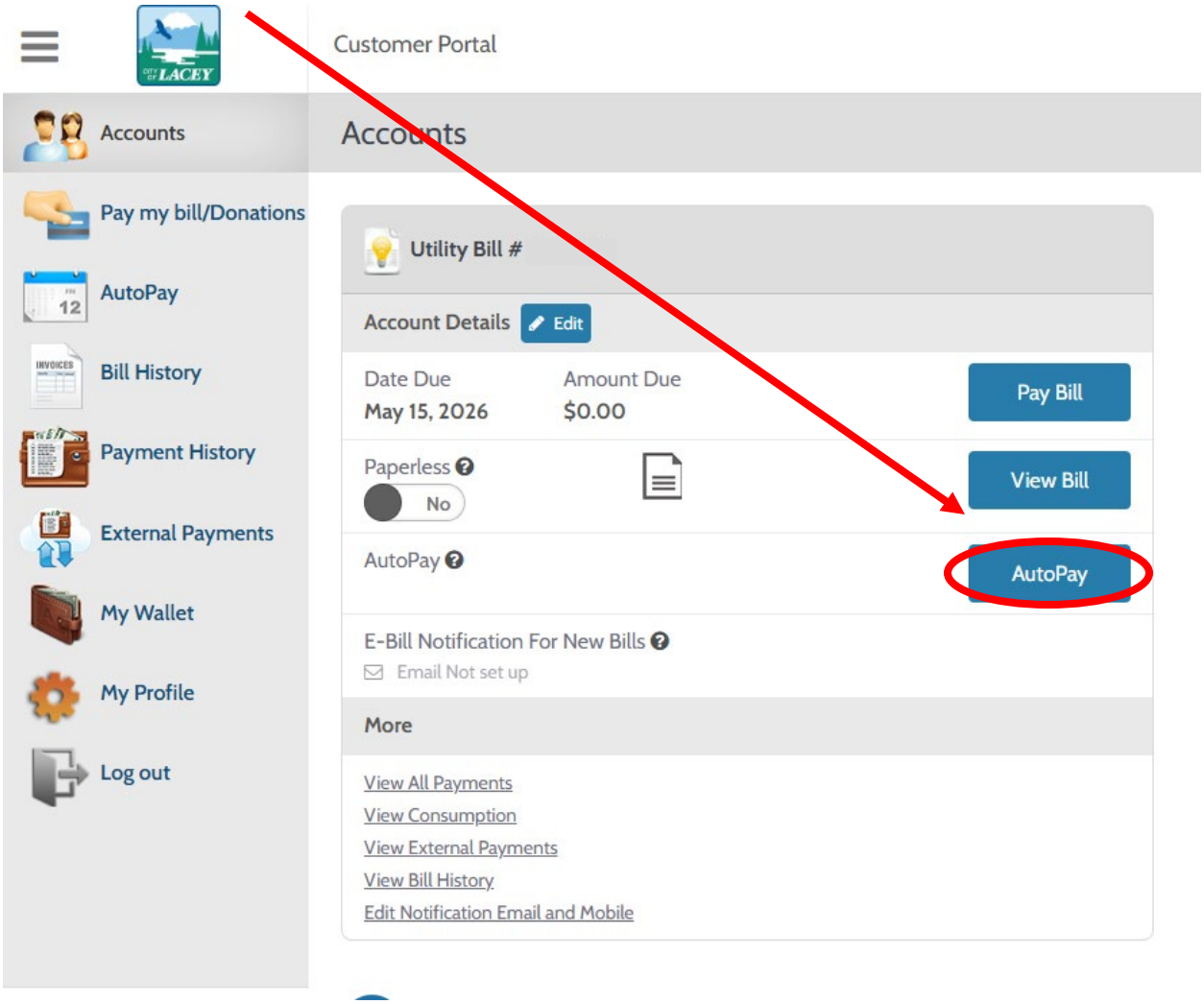
7. Once you have added a **Payment Method** you should see it listed like the example below.



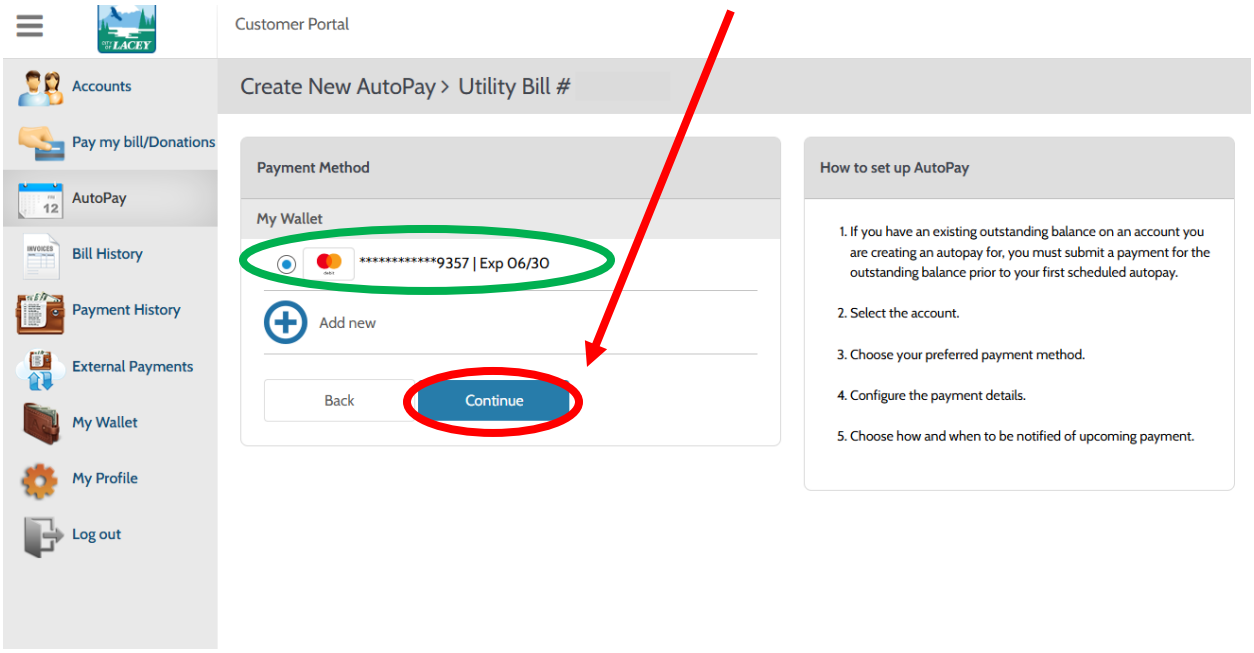
8. Click on the **Accounts** tab circled in red below.



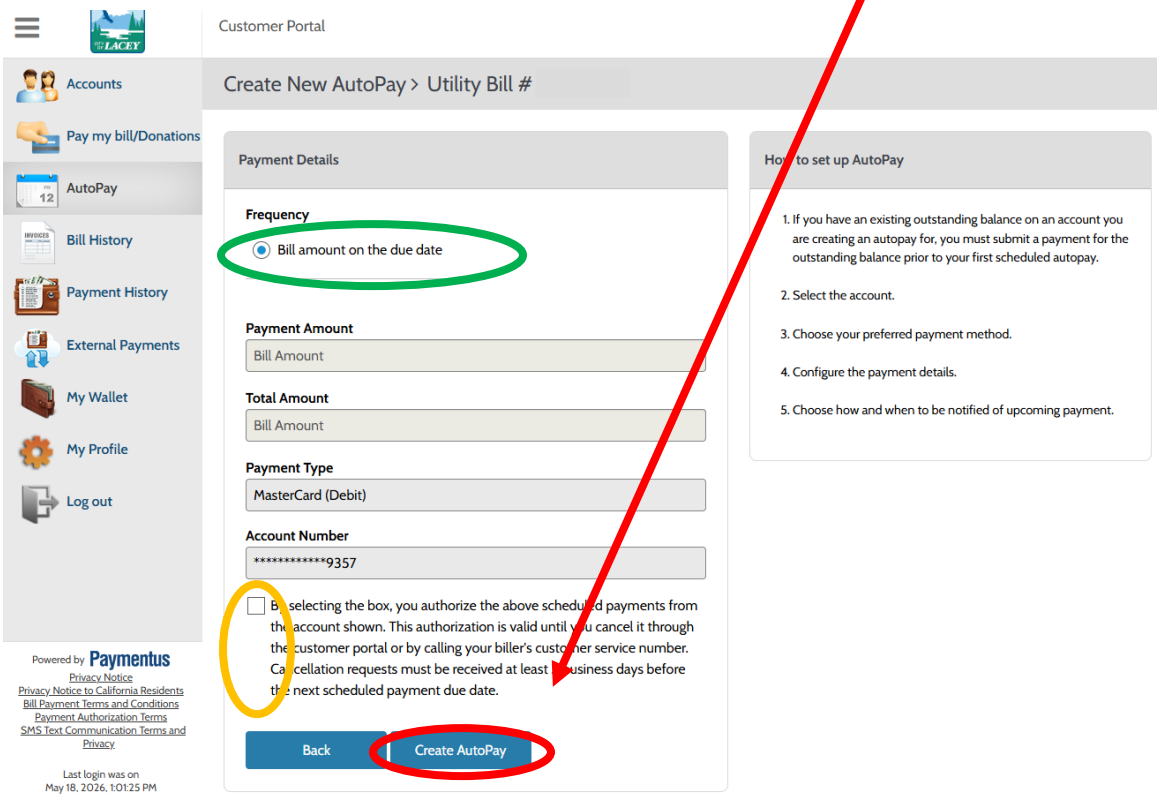
9. Click on **AutoPay** circled in red below.



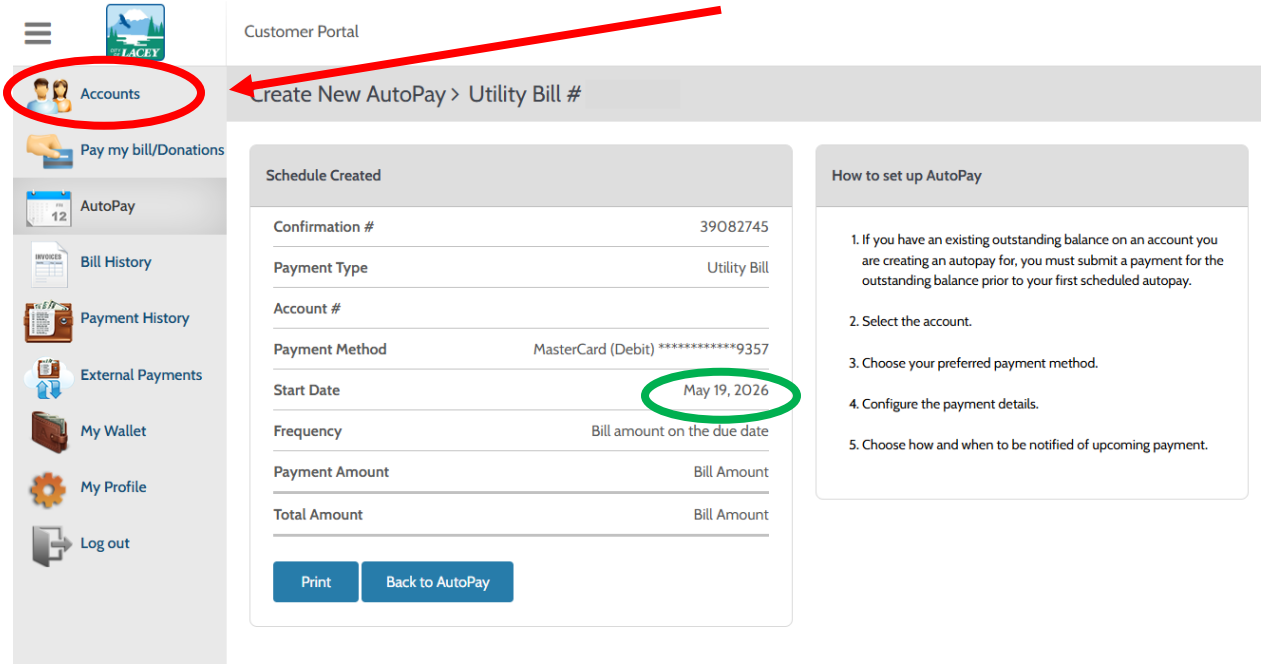
10. Select the desired **Payment Method** from the **My Wallet** options like the example circled in green, then click **Continue** circled in red below.



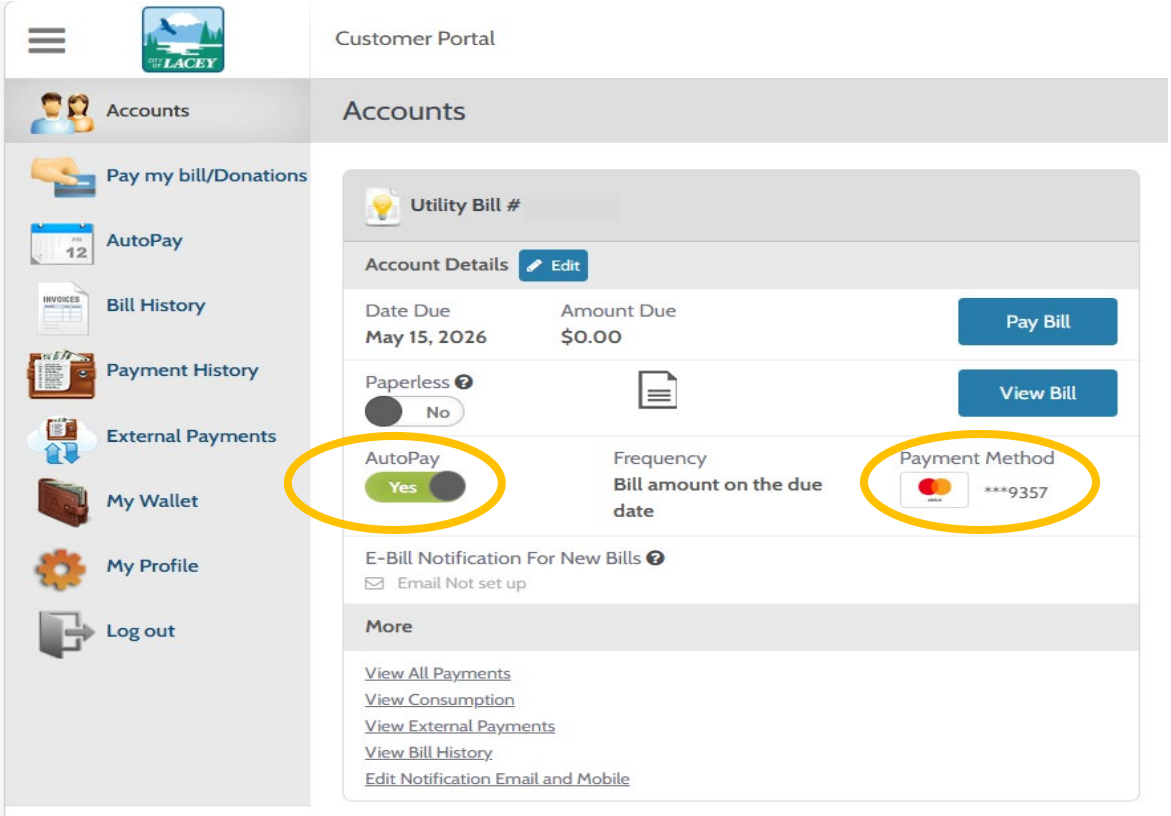
11. Select **"bill amount on the due date"** circled in green, please read and check **all** boxes circled in yellow, then click **Create AutoPay** circled in red below.



12. You will see the **Schedule Created** confirmation, showing the start date circled in green below. Then click on the **Accounts** tab circled in red below.

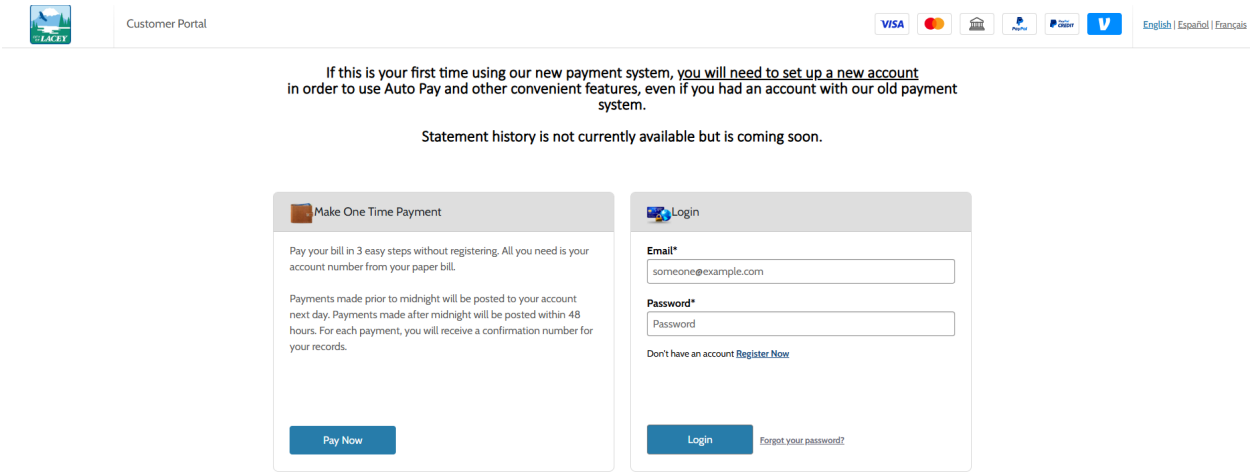


13. To confirm **AutoPay** is on, under **Accounts** will show "AutoPay" with a green "Yes" and the payment method listed to the right, both are circled in yellow in the example below.

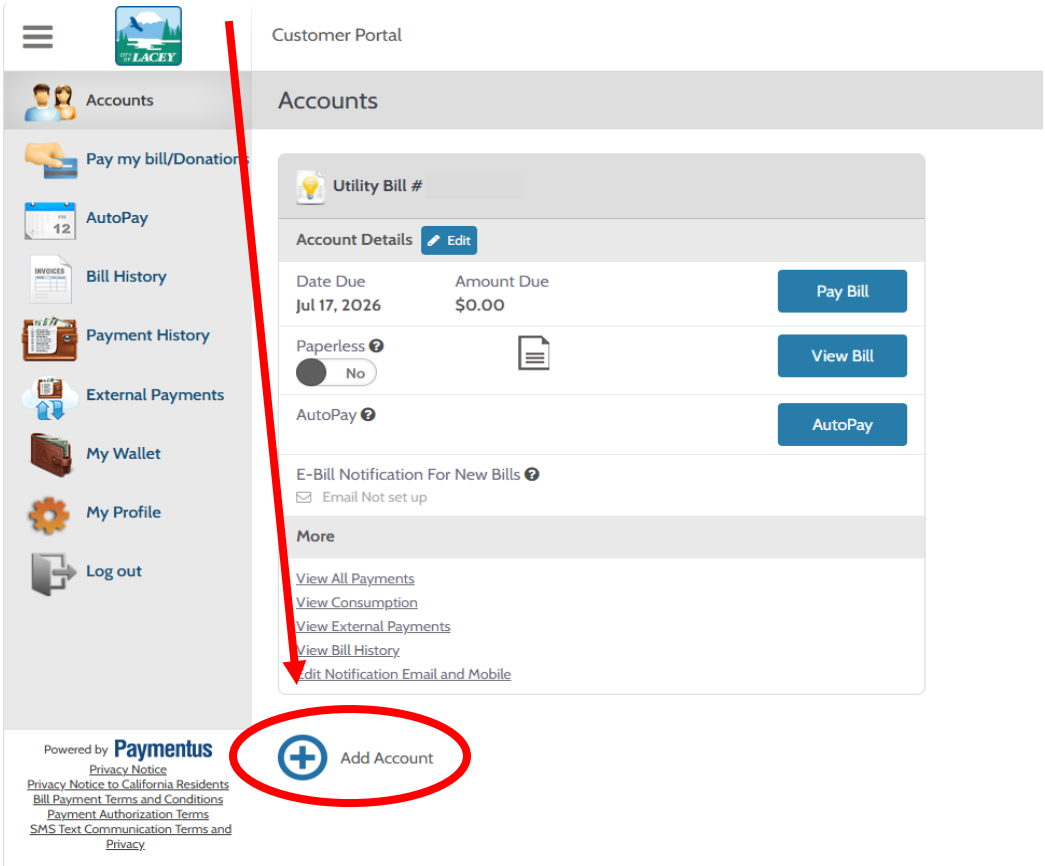


Paymentus - How to add or remove a Utility Account on your Paymentus Portal

1. **Login** by entering your **Email** and **Password.**



2. Click on **Add Account** circled in red below.

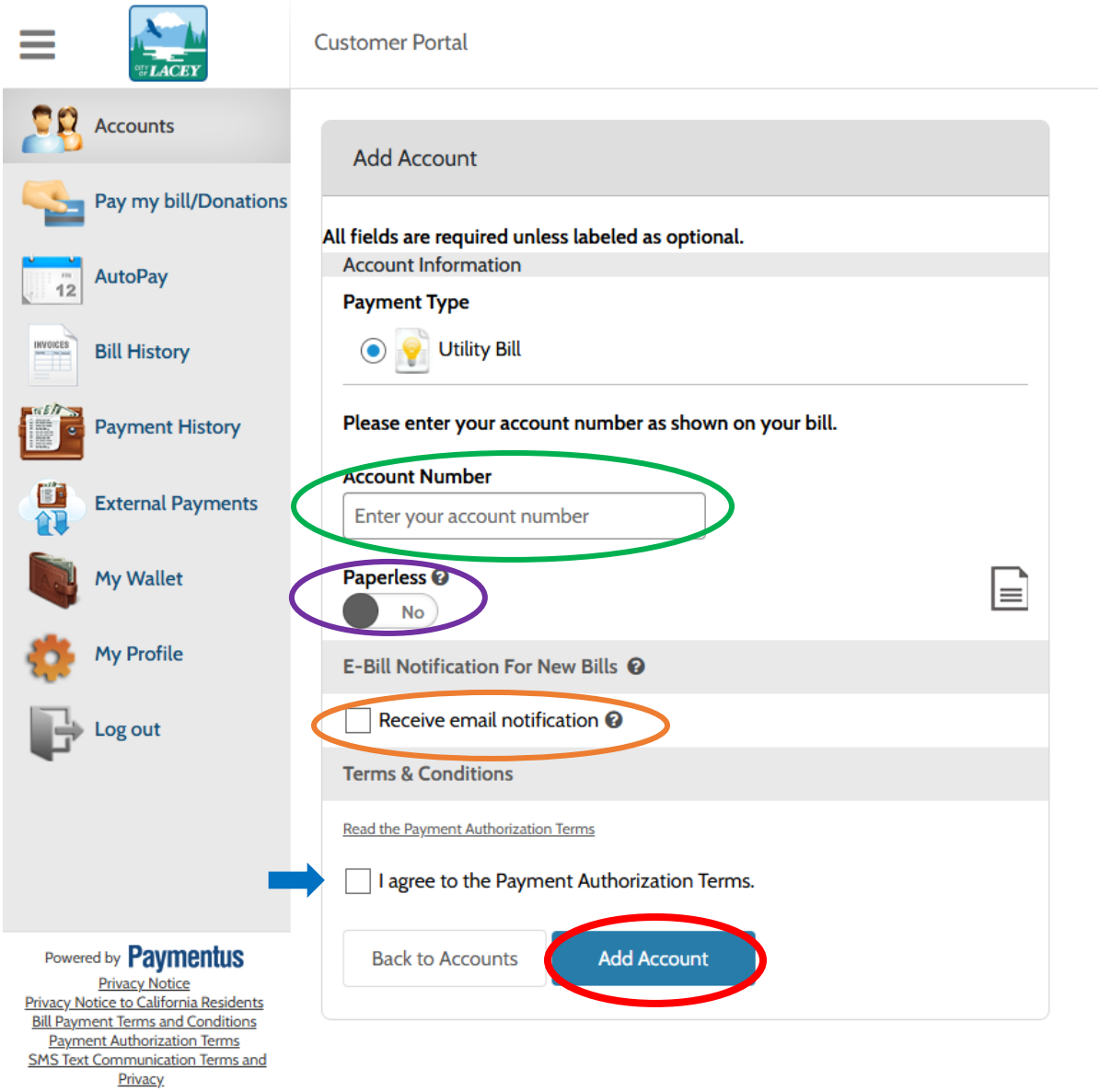


3. Enter your utility account number with the dash "-" included, in the field labeled **Account Number** circled in green.

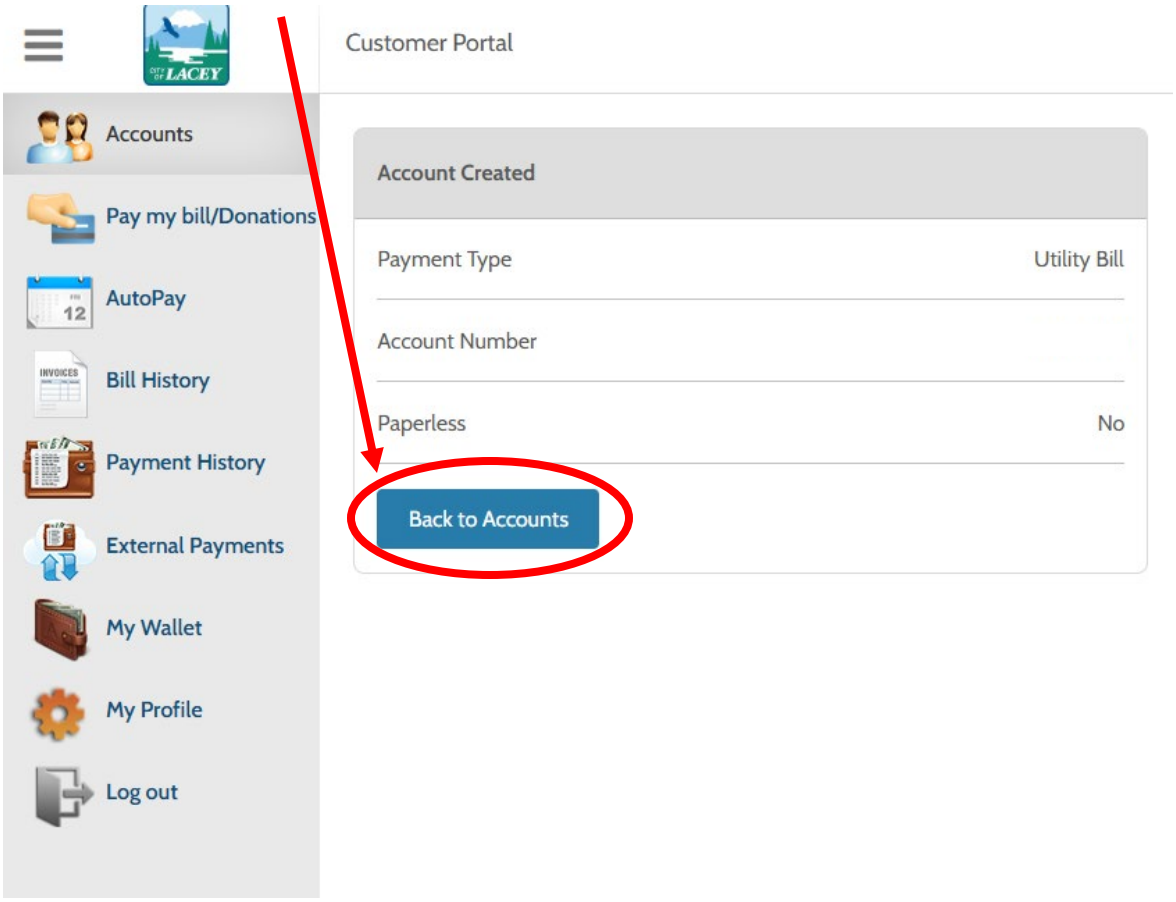
   If you would like paperless billing, use the slide icon circled in purple, under **Paperless** to change the **No** to a **Yes**. Then click the box next to **Receive email notification** circled in orange.

   Next click the box next to **I agree to the Payment Authorization Terms**, pointed out with a blue arrow.

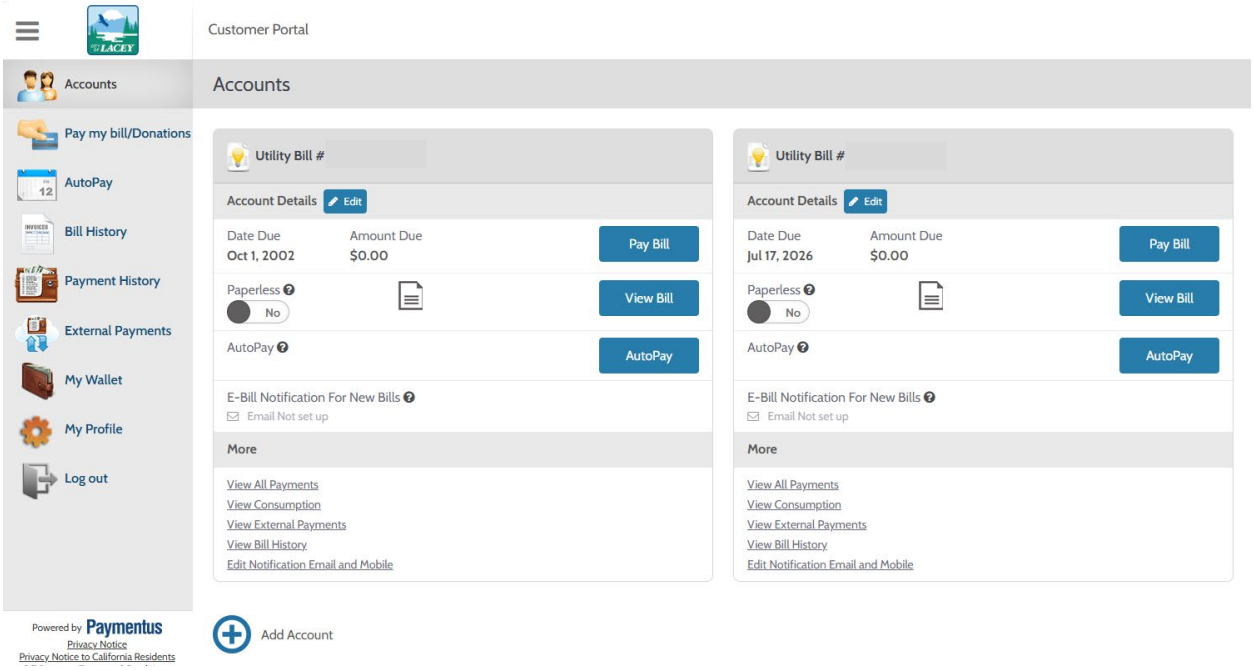
   Finally, click **Add Account** circled in red below.



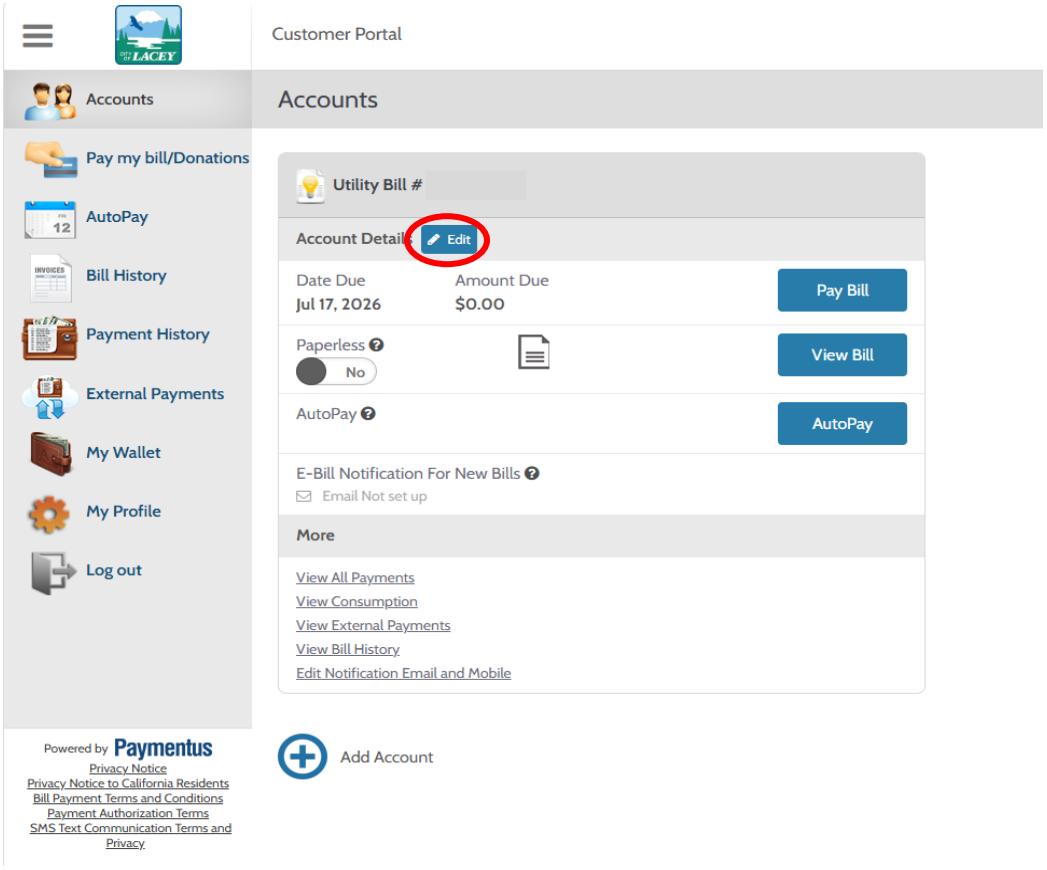
4. The following screen will appear informing you that the account has been created. Click **Back to Accounts** circled in red to see your new account.



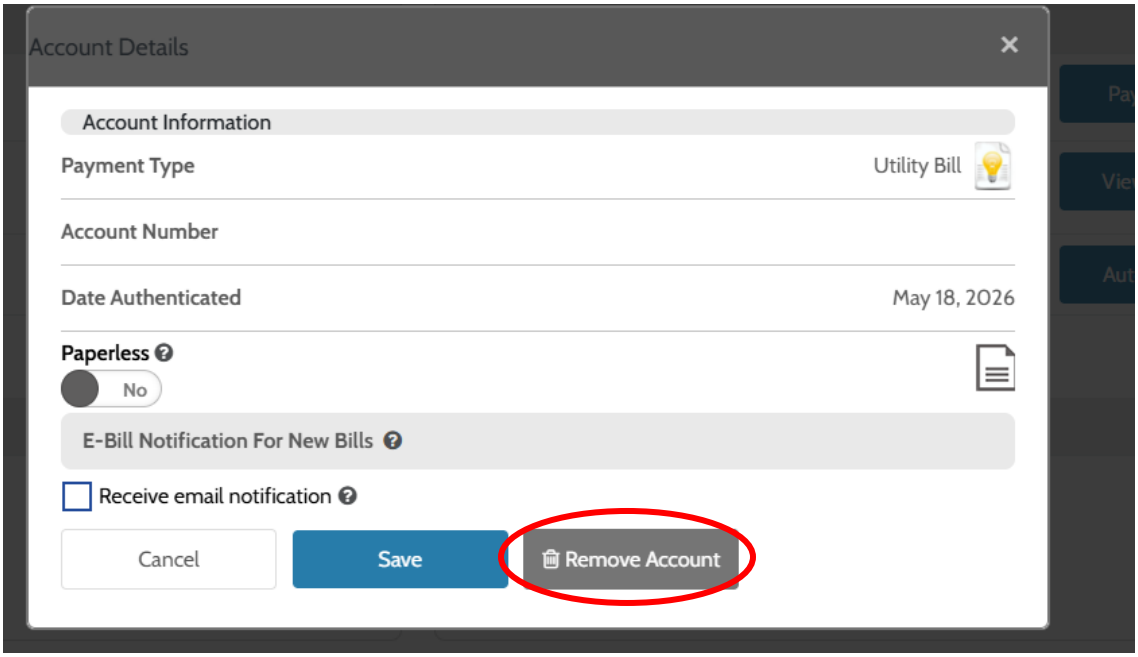
5. You should see all your **Accounts** listed like the example below.



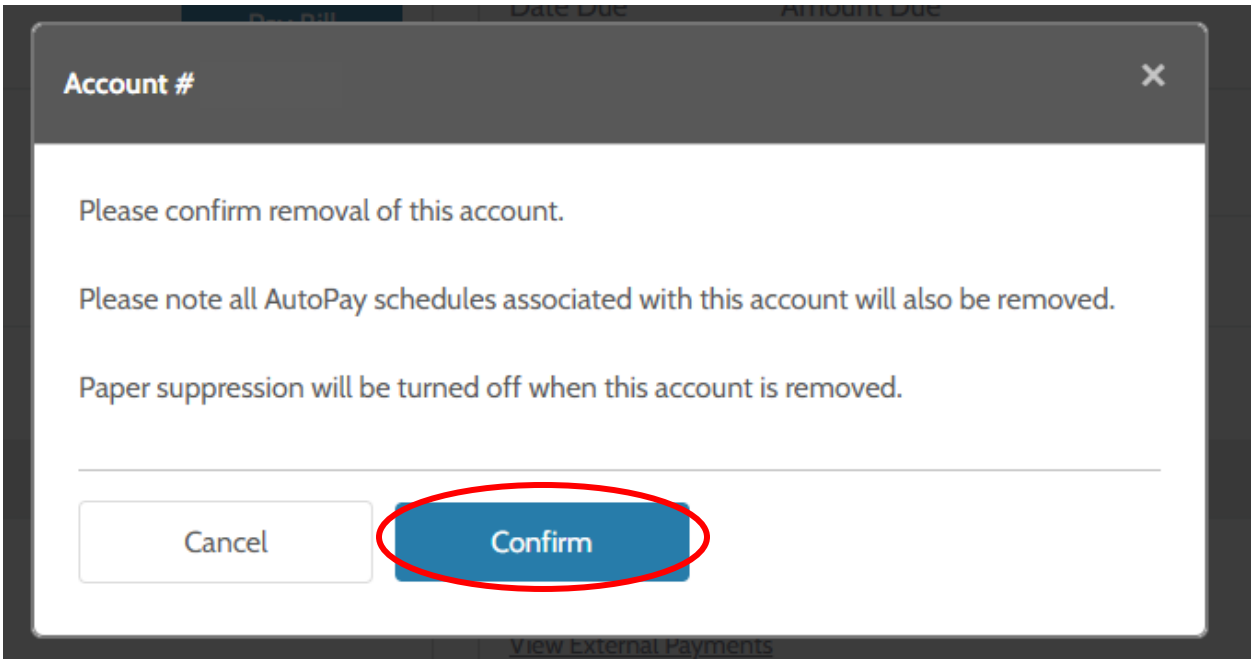
6. To remove an account, click on **Edit** circled in red below.



7. Click on **Remove Account** circled in red below.

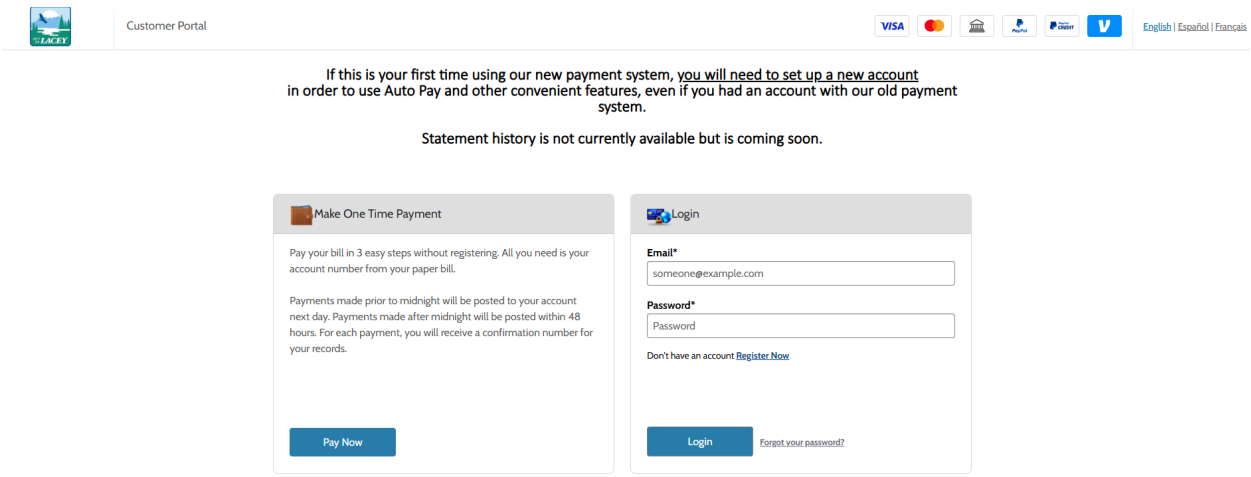


8. Click on **Confirm** circled in red below to remove the account.

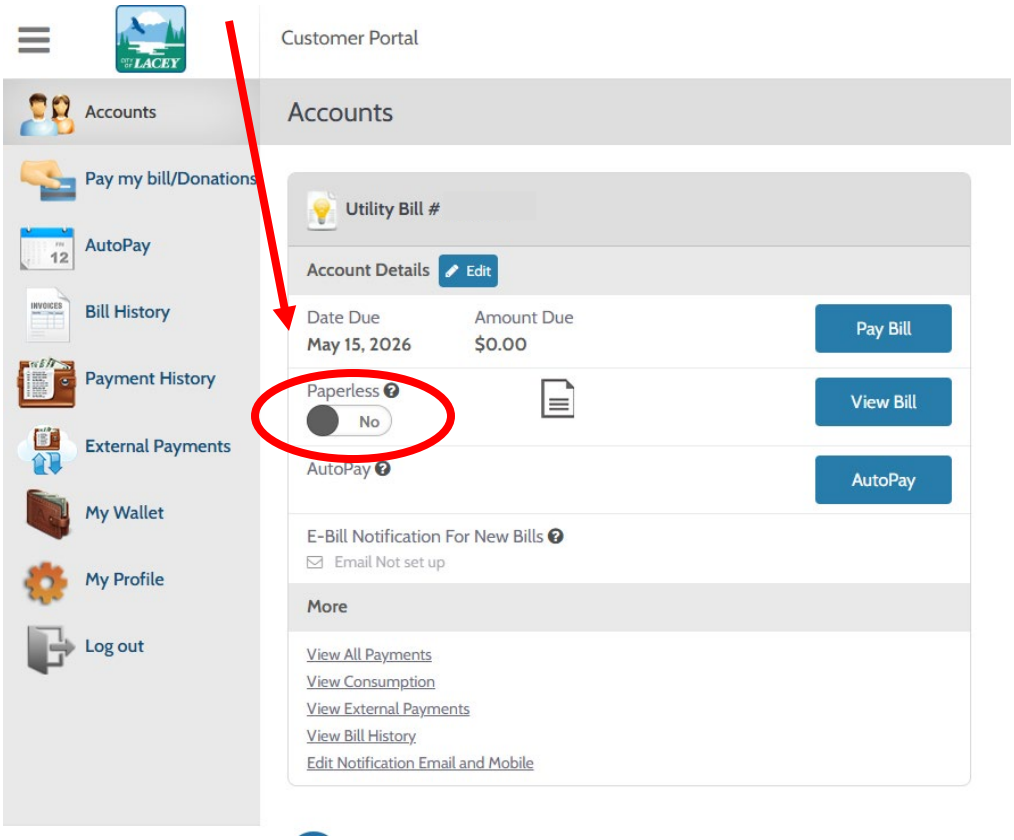


Paymentus - How to change to Paperless Billing

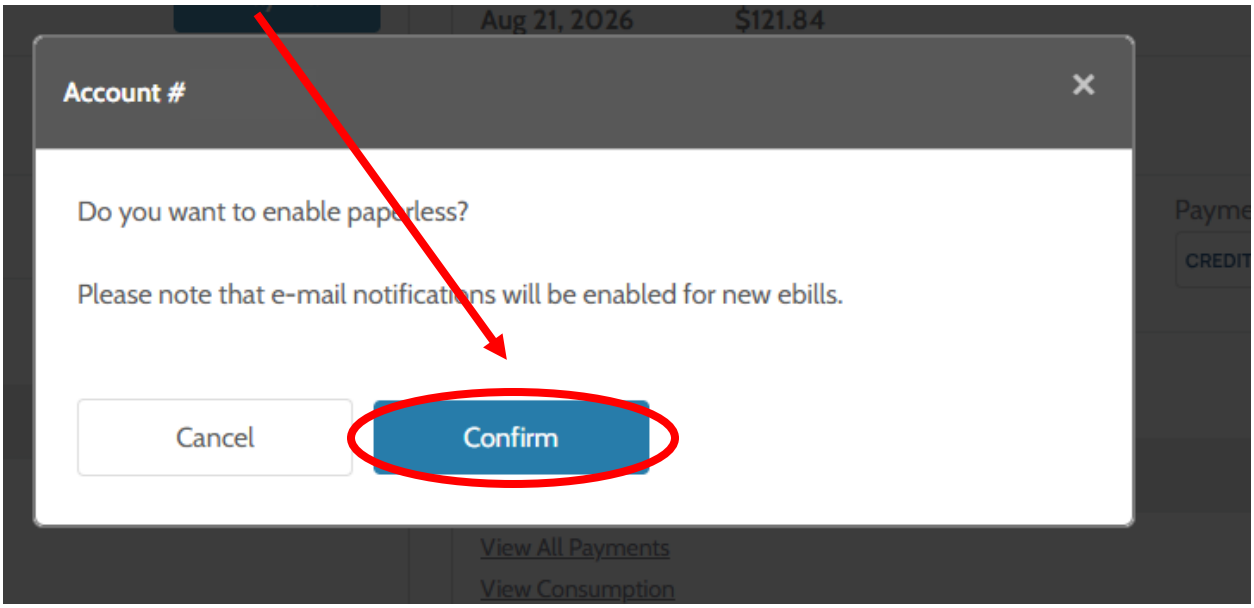
1. **Login** by entering your **Email** and **Password.**



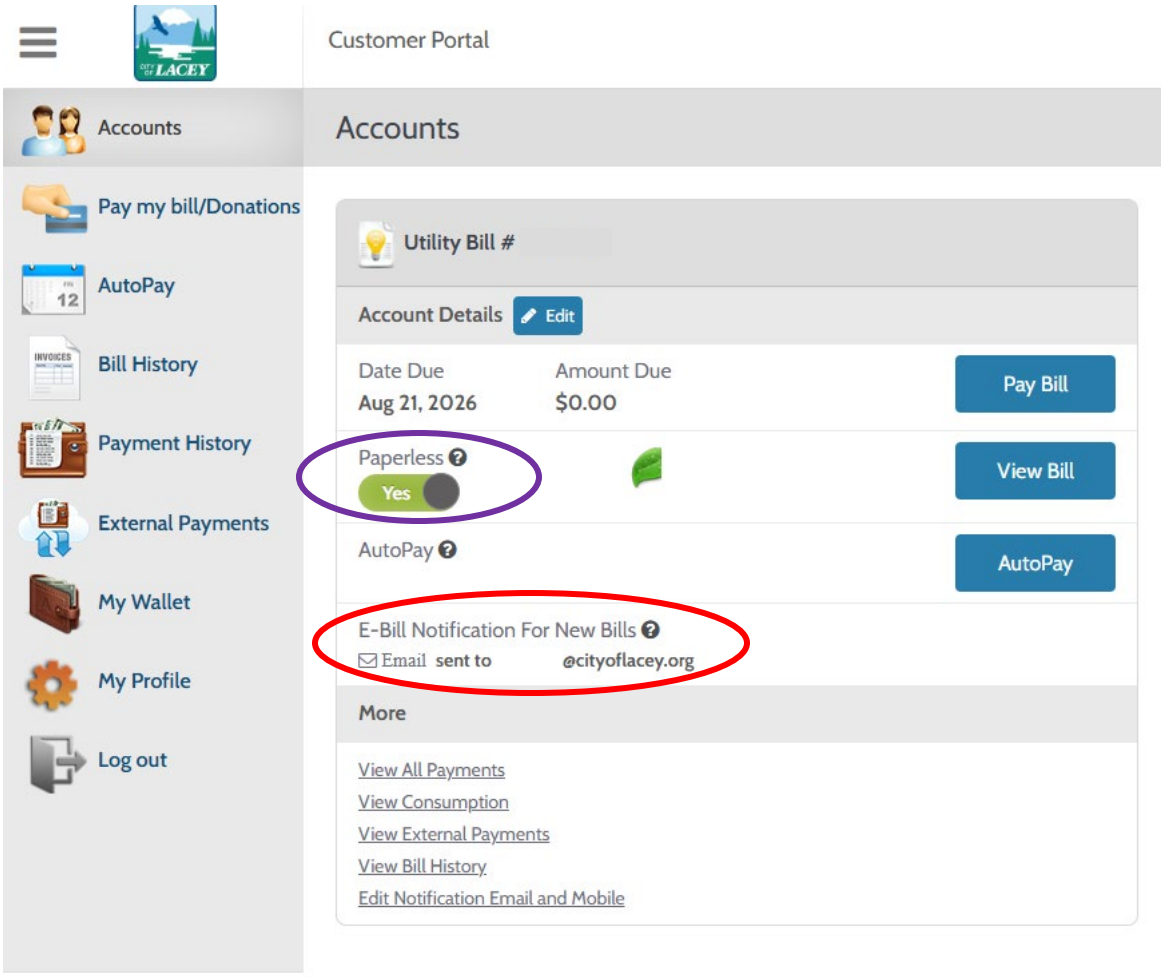
2. Use the slide icon circled in red, under **Paperless** to change the **No** to **Yes**.



3. The follow prompt will appear, click on **Confirm** circled in red below.

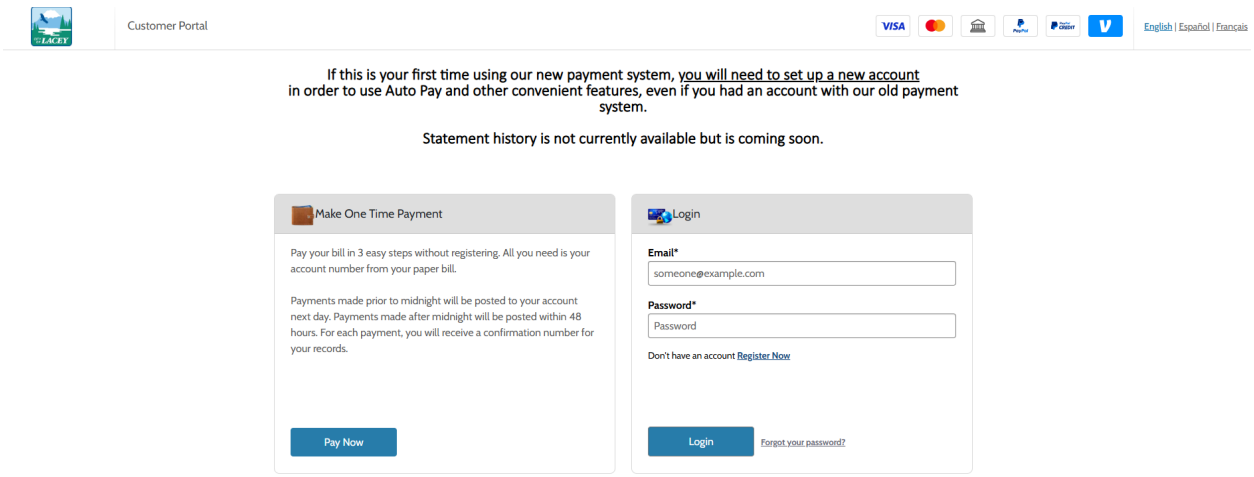


4. Next you will see a green **Yes** under **Paperless** circled in purple, as well as the **Email** the bill will be sent to circled in red below.

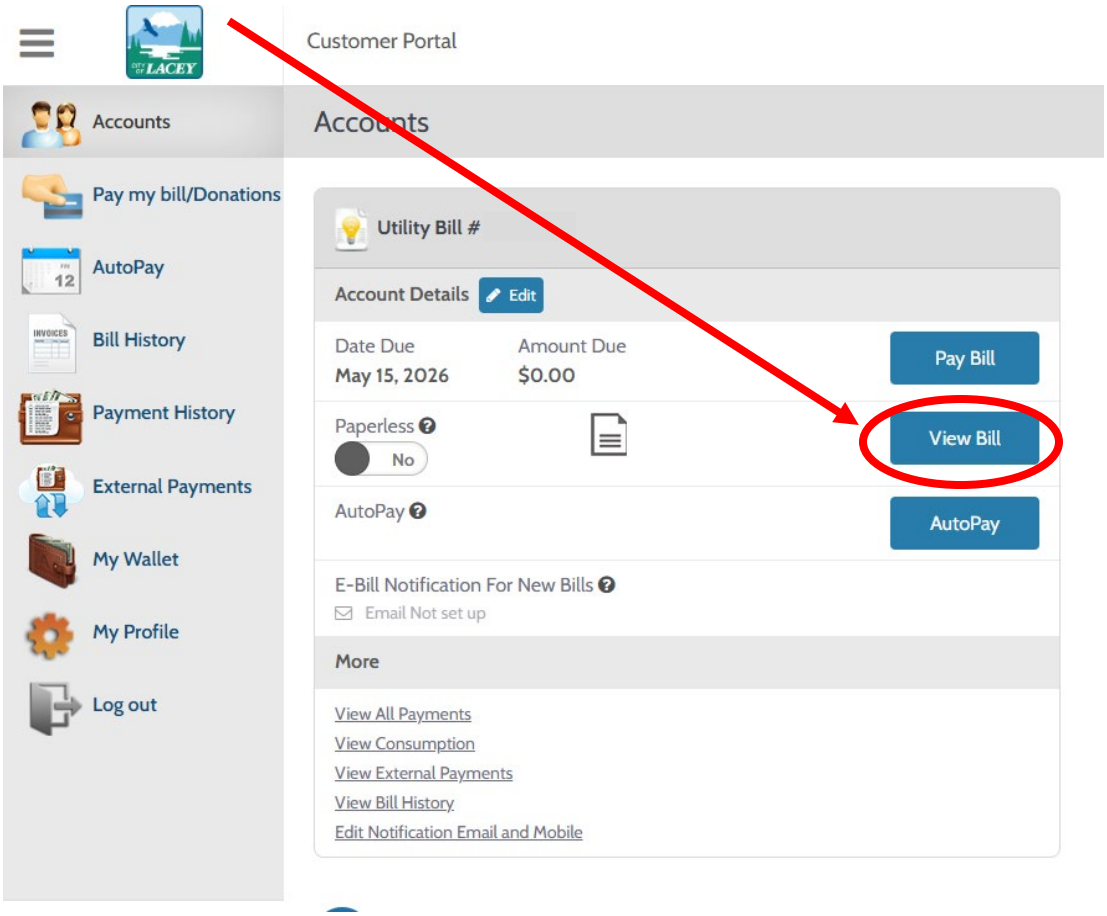


Paymentus - How to view Bills

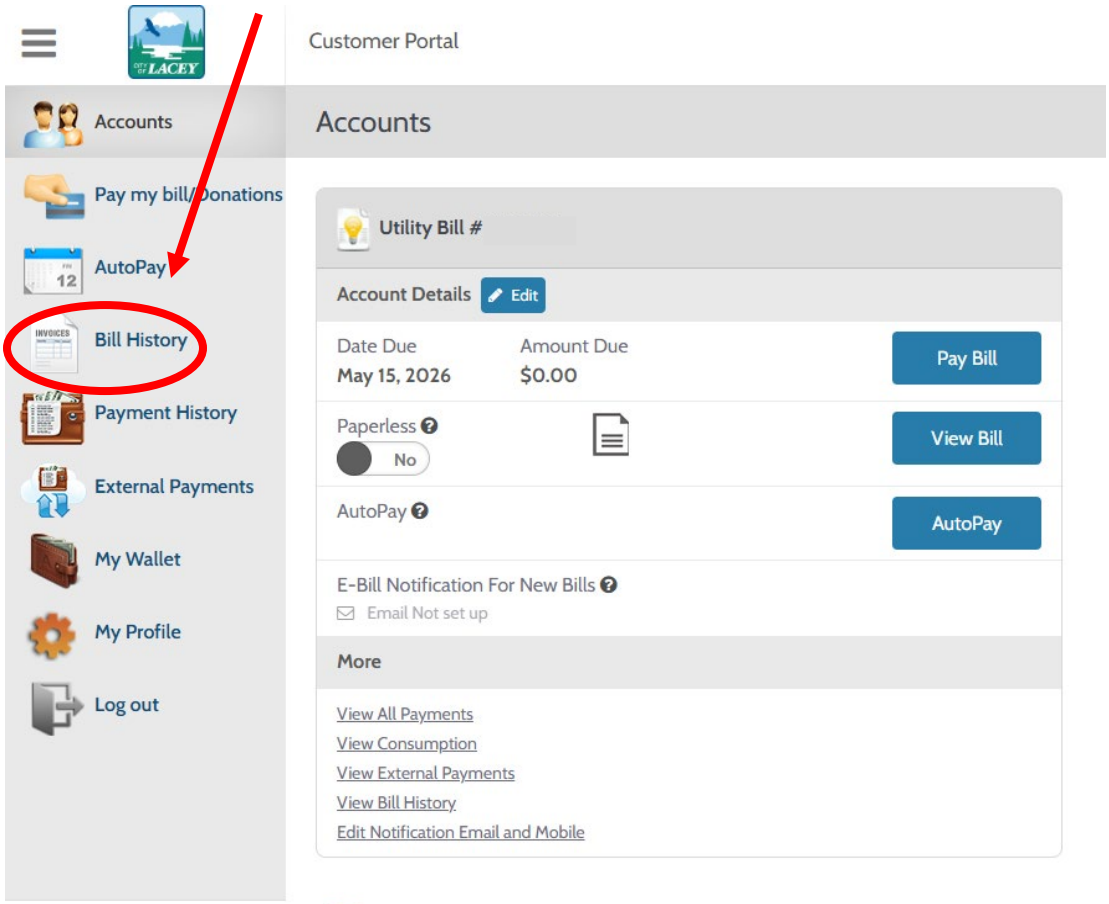
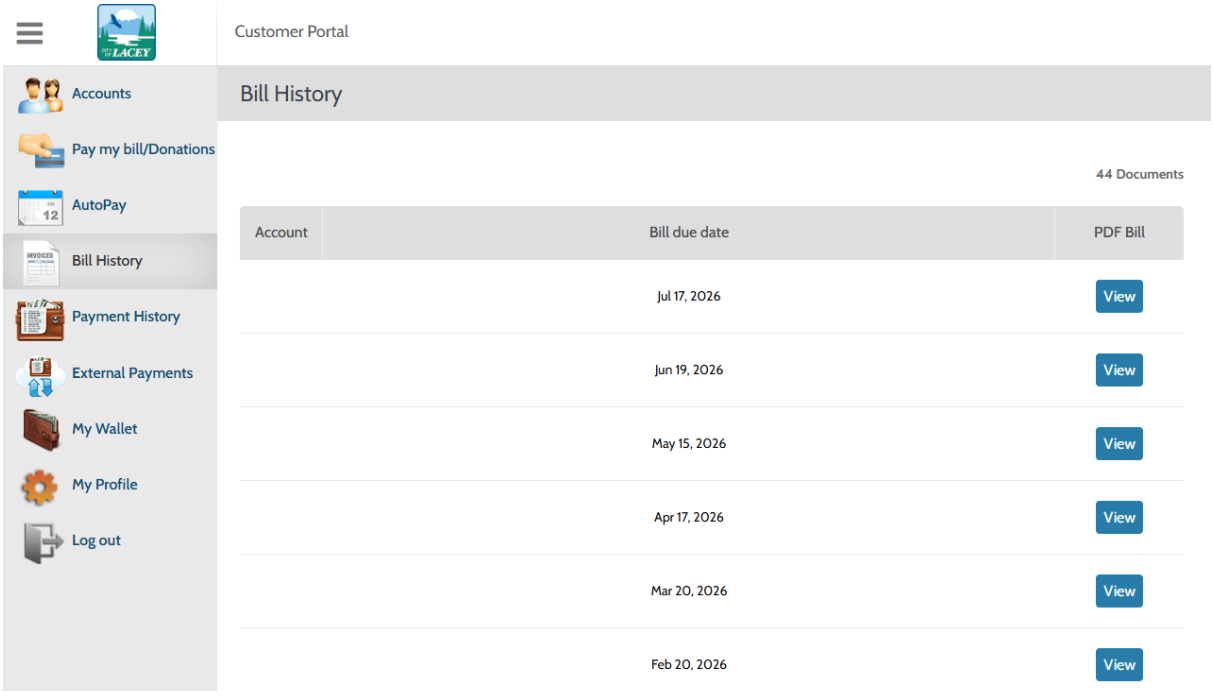
1. **Login** by entering your **Email** and **Password.**



2. Click on **View Bill** circled in red below to download your recent bill.



3. Click on **Bill History** circled in red below to view older bills.



4. Click on **View** next to the preferred bill date to download a copy of the bill.