Customer Relations Department (CRD)					the second second second	
Process I.D.: Registerin	g an Account on	Paymentus Customer Portal				Contraction of the second s
	VERIEV	STORAGE		-	CITY UTILITIES	sarch
	DELAY				City Home Utilities Home About Customer Service Services O	nline Forms -
Go to www.cityoffortwa	<u>yne.org/utilities</u> and c	lick "Pay My Bill" (See Ref #1)			Ways You Can Help	Image: Constant state Constant state
2 Click "Register Now"	(See Ref #2)			P https://	secure1.paymentus.com/cp/fwin?lang=en	نې د ۵.۵ (۵۵ - ۹.
					Customer Portal	
					Make One-Time Payment	Eogin
				Pay y accor Paym next hours your	our bill in 3 easy steps without registering. All you need is your int number from your paper bill. rents made prior to midnight will be posted to your account day. Payments made after midnight will be posted within 48 s. For each payment, you will receive a confirmation number for records.	Email Password Don't have an account <u>Register Now Ref #2 </u>
					Pay Now	Login Eorpot your password?
				-		
				-		
Page 1 of 3 WI Author: Jody Lane QC Approved by: Michelle Bowlin						
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ustomer Relation	ons Department	(CRD)
rocess I.D.: Registe	ring an Account or	n Paymentus Customer Portal
TQC	VERIFY	Y STORAGE
O WORK	DELAY	
Complete all the fiel	ds and click "Enroll" (S	See Ref #3)
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		WI Author: Jody Lane
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Please enter all of the information below	
New Account Information	
Email Address	
Passwords must meet the following requirements:	
must contain at least one number and 1 alpha	
 only alphanumeric characters are allowed 	
For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences numbers.	of
Password	
Enter your new password	
Re-enter password	
Re-enter your new password	
irst Name	
Your first name	
ast Name	
Your last name	
IP Code	
12345	
Phone Number	
(111) 222-3333	
Security Question 1	
What was your childhood best friend's name?	~
ecurity Question 1	
What was your childhood best friend's name?	~
ecurity Answer 1	
ecurity Question 2 What was the make of your first car?	\checkmark
ecurity Answer Z	
Enroll Cancel	
T	

Customer Relations Department (CRD)							
Process I.D.: Registering an Account on Paymentus Customer Portal				New Account Created			
				Thank you. You have successfully created an account at Fort Wayne City Utilities.			
				Email Address Email Address entered will appear here			
Verify the information entered was correct and click "Login to Customer Portal" (See				First Name First Name entered will appear here			
⁴ Ref #4)				Last Name Last Name entered will appear here			
				ZIP Code ZIP Code entered will appear here			
				Phone Number priorie number entered will appear here What was your shildhead best friend's parse? Security Answer 1 entered will appear here			
				What was your clinicitical and a marker in the smarker in the smarker of the smarker of the smarker of your first car?			
				Login to Customer Portal			
5 Add Account (See Ref #	5)		\bigcirc	Customer Account Ni can be found on your b	umber bill here		
Step 1: Type Customer Account Number			\bigcirc	Add Account Ref #5 Where is my Customer Account Number?			
Step 2: Enroll in eBilling: Click "No" under Paperless - Note: "Receive email notification" will automatically be selected			\bigcirc	Account Information	Account # 00123456		
Step 3: Read the Terms	& Conditions		\bigcirc	O y Utility Bill O y	10090304		
Step 4: Agree to the Terr	ms & Conditions by	clicking the box	\bigcirc	Please enter your Customer number and Account number together without Customer number and Account number together without Customer and Customer number and Customer and Custom	16.54 eSuppre at the will be at within at at a suppression		
Step 5: Click "Add Acco	ount"		\bigcirc	any spaces as shown on your bill.	fair for Billing Cycle de 1 Mil Saltana 2 Diel Galleria		
			-	Enter together, no spaces - Step 1: Type Customer Account Number here	1.11		
				Paperless @			
				NO Step 2: To enroll in paperless billing, click here per Step 2:			
				Terms & Conditions			
				Read the Terms & Conditions			
				Step 4: Agree to the Terms & Conditions. Step 4: Agree to the Terms & Conditions by clicking the box to the left			
				Back to Accounts Add Account <u>Step 5</u> : Click "Add Account"			
				Account Croated			
6 If created successfully, will get an "Account Created" screen (See Ref #6)				Ref #6			
				Payment Type Utility Bill			
				Customer Account Number Customer Account # will show here			
Page 3 of 3							
		Ŭ		Account Number			
		WI Author: Jody Lane					
		·····		Paperless Yes			
		QC Approved by: Michelle Bowlin					
CRD-WI-041	02/08/17	Document Control Approved by:		Back to Accounts			