

Manage Auto Pay Program

Overview

SmartHub allows you to sign up for Auto Pay – meaning your bill will automatically be paid each month in full without any further action on your part. If you'd like to set up automatic payments from a bank account or card, SmartHub Web makes it easy to manage them from your computer.

Here you'll learn to *enable*, *disable*, and *edit* Auto Pay.

Enable Auto Pay

- From the SmartHub home page, click **BILL & PAY** from the left menu bar.

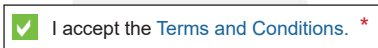


- Click on **Auto Pay Program** in the sub-menu.

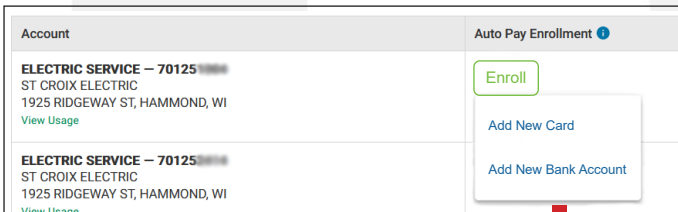
- Click on the green bar and select **Show All Accounts**.



- Read the Terms and Conditions and click the box **I accept the Terms and Conditions** to continue.

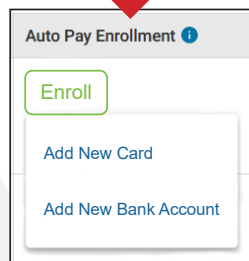


- Click on **Enroll** next to the appropriate account. A drop down will open with payment options.

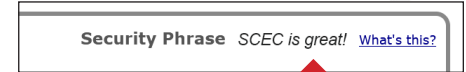


A drop down menu appears.

- Choose **Add New Card** or **Add New Bank Account**. If you have made a one-time payment in the past, you will also have an option to use a stored payment option.



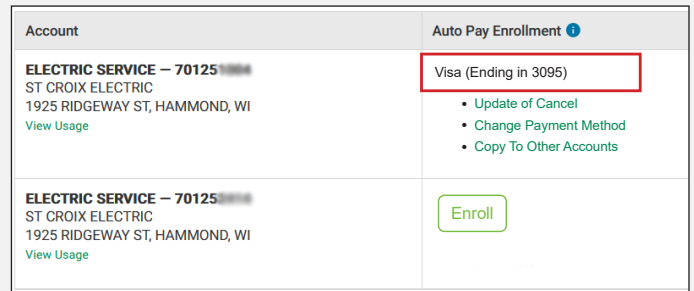
- A payment method box will open. **Before you go any further**, make sure the **Security Phrase** at the top is the same one you used to register your account. If not, contact us ASAP.



- Enter your payment information in the required boxes to connect your credit card or bank account. Click **Continue** (card) or **I Agree** (bank account). (Clicking **Reset** will delete all the information you have entered so you can start over.)

- You will receive a confirmation that your auto pay was added successfully. Click **Close** and you will return to the **Auto Pay Program** screen.

- The payment method now appears within the **Auto Pay Enrollment** column next to the Account.



- If you have more than one account and would like them added to auto pay, click on the **Copy To Other Accounts** link in the **Auto Pay Enrollment** column to use the same payment information or click on the **Enroll** button next to the other Account(s) to add a different payment method.

Manage Auto Pay Program

Web

Edit Auto Pay

1. Click **BILL & PAY** from the left menu bar.
2. Click on **Auto Pay Program** in the sub-menu.
3. Click the box to accept the **Terms and Conditions**.

Account	Auto Pay Enrollment
ELECTRIC SERVICE – 70125 ST CROIX ELECTRIC 1925 RIDGEWAY ST, HAMMOND, WI View Usage	Visa (Ending in 3095) <ul style="list-style-type: none"> • Update or Cancel • Change Payment Method

4. Click the **Update or Cancel** link located in the Auto Pay Enrollment column.
The payment details box opens.

Auto Pay Enrollment

Visa (Ending in 3095)

- Update or Cancel
- Change Payment Method

5. Make changes to your current payment method, such as updating your credit card number or expiration date.

Payment Card Details

Payment Method: Credit Card

Card Type: VISA

Card Number: *****3095

Expire Date: September 2024

Account Description (optional)

Cancel this Auto Pay

6. To add a new credit card or banking account, click **Change Payment Method**.

A drop down menu appears.

7. Select your desired payment option – **Add New Card** or **Add New Bank Account**.

If you have a stored payment method, an option to use that information will also be shown in the list and you may select it for auto pay.
A payment details box will open.

Auto Pay Enrollment

Visa (Ending in 3095)

- Update or Cancel
- Change Payment Method

Add New Card

Add New Bank Account

8. Enter your payment information in the required boxes to connect your credit card or bank account. Click **Continue** (card) or **I Agree** (bank account).

9. You will receive a confirmation that your auto pay was updated successfully. Click the **Close** button.

10. If you have multiple accounts, you will be asked you if you want to copy this information for the other accounts. Click **Yes** or **No** and follow the prompts.

Cancel Auto Pay

1. Click **BILL & PAY** from the left menu bar.
2. Click on **Auto Pay Program** in the sub-menu.
3. Click the box to accept the **Terms and Conditions**.

Account	Auto Pay Enrollment
ELECTRIC SERVICE – 70125 ST CROIX ELECTRIC 1925 RIDGEWAY ST, HAMMOND, WI View Usage	Visa (Ending in 3095) <ul style="list-style-type: none"> • Update or Cancel • Change Payment Method

4. Click the **Update or Cancel** link located in the Auto Pay Enrollment column.
The payment details box opens.

Auto Pay Enrollment

Visa (Ending in 3095)

- Update or Cancel
- Change Payment Method

5. Click the box next to **Cancel this Auto Pay**.

Payment Card Details

Payment Method: Credit Card

Card Type: VISA

Card Number: *****3095

Expire Date: September 2024

Account Description (optional)

Cancel this Auto Pay

Continue Reset

5. Click **Continue** (card) or **I Agree** (bank account).

6. A confirmation box will open saying that your auto pay was canceled successfully. Click the **Close** button.

✓ Cancel Successful

Your Auto Pay with Card Number *****3095 has been cancelled. All related accounts have been updated.

Close

7. The box closes and the Auto Pay Program page shows that auto pay was canceled.

Account	Auto Pay Enrollment
ELECTRIC SERVICE – 70125 ST CROIX ELECTRIC 1925 RIDGEWAY ST, HAMMOND, WI View Usage	Visa (Ending in 3095) <ul style="list-style-type: none"> • Reactivate • Change Payment Method