# smarthub

## 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**

1. From the homepage, click the Billing & Payments tab.

Billing & Payments

- 2. Click the Auto Pay Program link in the far left menu. The Auto Pay Program page appears.
- 3. Within the row of the appropriate account, click

#### Sign up for Auto Pay.

A drop down menu appears.

Sign Up For Auto Pay »	
Add New	
Card 3	
Bank Account »	
Use Existing	l
Personal Checking (Ending in) »	

4. Select your desired payment option -- Add New (see next page) or Use Existing (only appears if you have Stored Payment Accounts).

#### Use Existing (payment method)

Select the existing payment method to use a. from the list. The Terms & Conditions box opens.

Read the Terms and Conditions. b.

Accounts

ELECTRIC SERVICE Account 004 1925 RIDGEWAY ST, HAMMOND, WI

How To

Web

#### Terms and Conditions

Remember: The amount currently due on your account should be paid in

Accept

c. Click the Accept button. The Auto Pay - [Payment Method] Setup box opens.

d. Verify the Security Phrase is correct. If not, contact customer service ASAP.

Security Phrase SCEC is great! What's this?

Verify the stored information is accurate. e.

Click the I Agree (Bank Account) or f. **Continue** (Card) I Agree button.

Continue

Confirmation text appears at the top of the box indicating success.

Click the Close button, in the upper right g. of the box.

h. The box closes and the payment method appears within the Auto Pay Payment Account column on the Auto Pay Program page.

Accounts ELECTRIC SERVICE

VISA Visa (Ending in

Auto Pay Payment Account What's this?

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## How To

Web

## **Manage Auto Pay Program**

#### Add New (payment method).

The Terms & Conditions box opens.

Accounts

#### ELECTRIC SERVICE

Account 1004 1925 RIDGEWAY ST, HAMMOND, WI



Remember: The amount currently due on your account should be paid in

Accept

- a. Read the Terms and Conditions.
- b. Click the Accept button.
   The Auto Pay [Payment Method] Setup box opens.

Security Phrase SCEC is great! What's this?

- d. Verify the Security Phrase is correct. If not, contact customer service ASAP.
- e. Enter your information into the required fields.
- f. Click the I Agree (Bank Account) or **Continue** (Card) button.



Confirmation text appears at the top of the box indicating success.

g. Click the **Close** button, in the upper right of the box.

Close	X	
**************************************		1

The box closes and the payment method appears within the Auto Pay Payment Account column on the Auto Pay Program page.

### **Disable Auto Pay**

- 1. From the homepage, click the **Billing & Payments** tab.
- 2. Click the Auto Pay Program link in the left menu.

The Auto Pay Program page appears.

3. Click the Update or Cancel link, located in the Actions column next to the Auto Pay Payment Account.

 
 Auto Pay Payment Account What's this?
 Actions

 Image Personal Checking (Ending in \_\_\_\_)
 Update or Cancel » Change Payment Method »

The Terms & Conditions box opens.

4. Click the Accept button.

The Auto Pay - [Payment Method] Setup box opens.

- 5. Verify your Security Passphrase is correct.
- 6. Click the **Cancel this Auto Pay** checkbox located near the bottom of the form.

Account Description (optional) Communications Card
Cancel this Auto Pay

8. Click the **I Agree** (*Bank Account*) or **Continue** (*Card*) button.

Confirmation text appears at the top of the box indicating success.

9. Click the **Close** button on the upper right of the box.

The box closes and the Auto Pay Program page no longer shows an active recurring payment method.

The Center of Customer Engagement

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## **Manage Auto Pay Program**

## **Edit Auto Pay**

- From the homepage, click the Billing & Payments tab.
- 2. Click the Auto Pay Program link in the left menu.

Billing & Payments Billing History Payment History Auto Pay Program Community Cents Budget Billing

The Auto Pay Program page appears.

3. Click Change Payment Method in the Actions column.

A drop down menu appears.

Update or Cancel » Change Payment Method » Add New Card »

Bank Account »

- Select your desired payment option -- Add New (see next column) or Use Existing (only appears if you have Stored Payment Accounts).
  - Use Existing (payment method)

a. Select the desired payment method from the list.

The Terms & Conditions box opens.

- b. Read the Terms and Conditions.
- c. Click the Accept button. The Auto Pay Program [Payment Method] Setup box opens.

d. Verify the Security Phrase is correct. If not, contact customer service ASAP.

e. Verify payment method information is accurate.

- h. Click the I Agree (Bank Account) or Continue (Card) button.
   Confirmation text appears at the top of the box indicating success.
  - i. Click the **Close** button, in the upper right of the box.

The box closes and the new payment method appears within the Auto Pay Payment Account column on the Auto Pay Program page.

#### Add New (payment method).

The Terms & Conditions box opens.

- a. Read the Terms and Conditions.
- b. Click the Accept button.
   The Auto Pay Program [Payment Method] Setup box opens.
- c. Verify the Security Phrase is correct. If not, contact customer service ASAP.

Security Phrase SCEC is great! What's this?

- e. Enter your information.
- f. Click the I Agree (Bank Account) or
   Continue (Card) button.
   Confirmation text appears at the top of

the box indicating success.

g. Click the **Close** button, in the upper right of the box.

The box closes and the new payment method appears within the Auto Pay Payment Account column on the Auto Pay Program page.

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## How To

Web