

# Town of Wake Forest Customer Portal Guide

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**Paymentus**

*November, 2020*


*Version 1*

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# Register Now

- Click on the **Register Now** link
- Fill out the required fields
- Click on the **Enroll** button

 **New Account Information**

**Email Address**

**Passwords must meet the following requirements:**

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

**Password**

**Re-enter password**

**First Name**

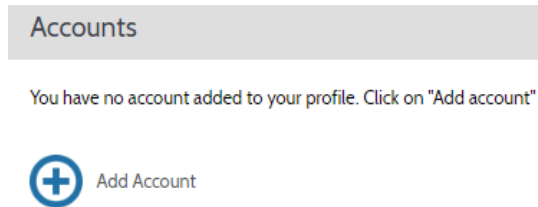
**Last Name**

**Phone Number**

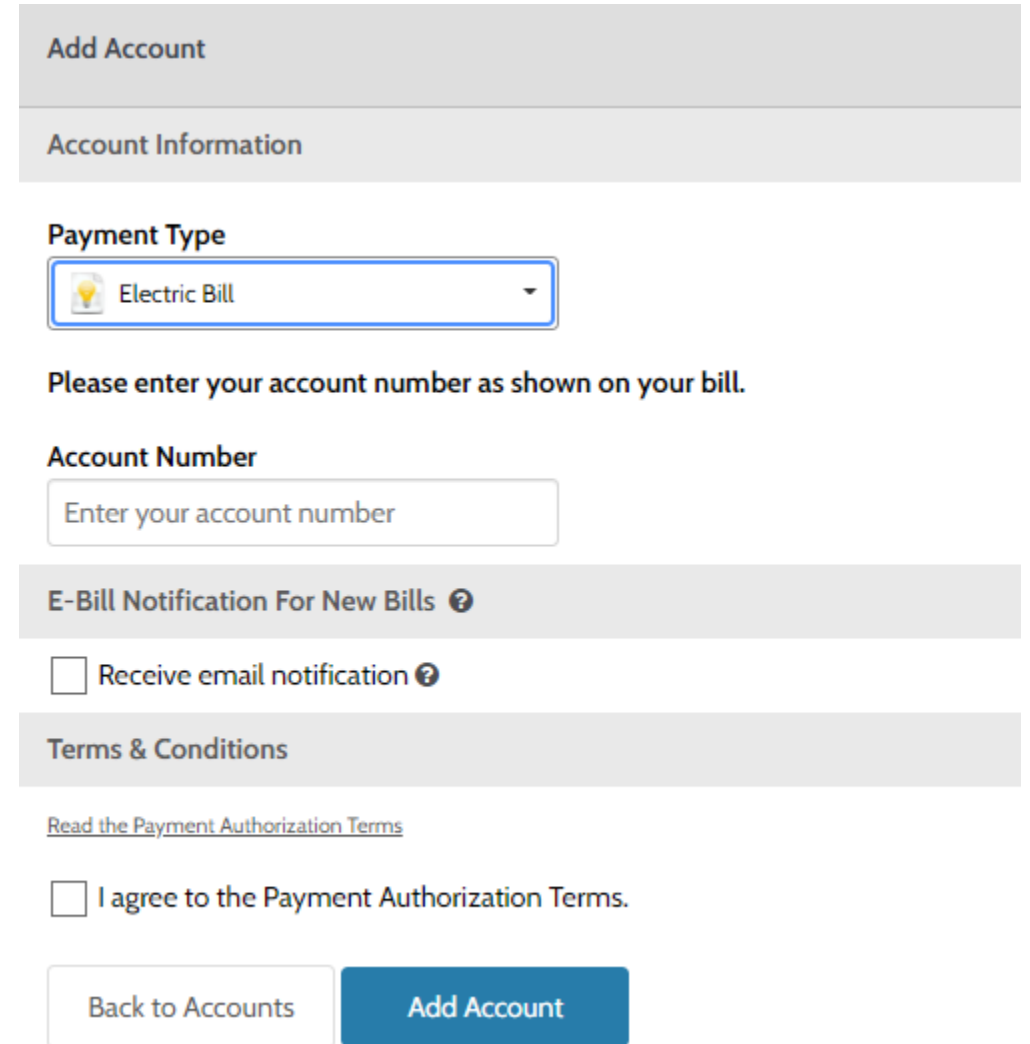
**ZIP Code:**

# Add New Account

- In the Accounts screen, click **Add Account**:



- Select **Payment Type**
- Enter the **Account Number**
- Select the checkbox beside **I agree to the Terms & Conditions**

A screenshot of the 'Add Account' form. The form is divided into several sections: 1. 'Add Account' header. 2. 'Account Information' section containing a 'Payment Type' dropdown menu with 'Electric Bill' selected. 3. A text prompt: 'Please enter your account number as shown on your bill.' 4. An 'Account Number' input field with the placeholder text 'Enter your account number'. 5. 'E-Bill Notification For New Bills' section with a checkbox for 'Receive email notification'. 6. 'Terms & Conditions' section with a link 'Read the Payment Authorization Terms' and a checkbox for 'I agree to the Payment Authorization Terms.'. 7. At the bottom, two buttons: 'Back to Accounts' and 'Add Account'.

# Add Payment Method to Wallet

- From the main Customer Portal menu, click **My Wallet**
- The My Wallet screen displays the current list of payment methods
- Click on **Add Payment Method** to a new payment method to your profile
- Add the requisite payment method details e.g. Card Number, CVV, Expiration Date and Card Holder Name

Add Payment Method

E-Check Debit **Credit**

VISA MasterCard AMERICAN EXPRESS DISCOVER

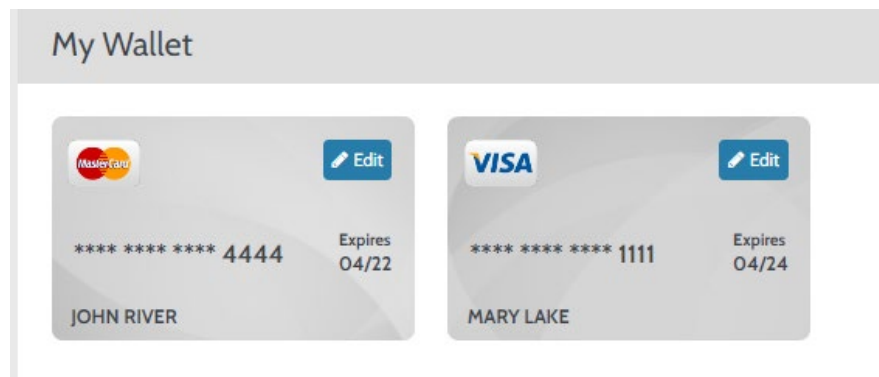
Card Number 4111111111111111 CVV ...

Expiration Date 04 - April 2024

Card Holder Name Mary Lake

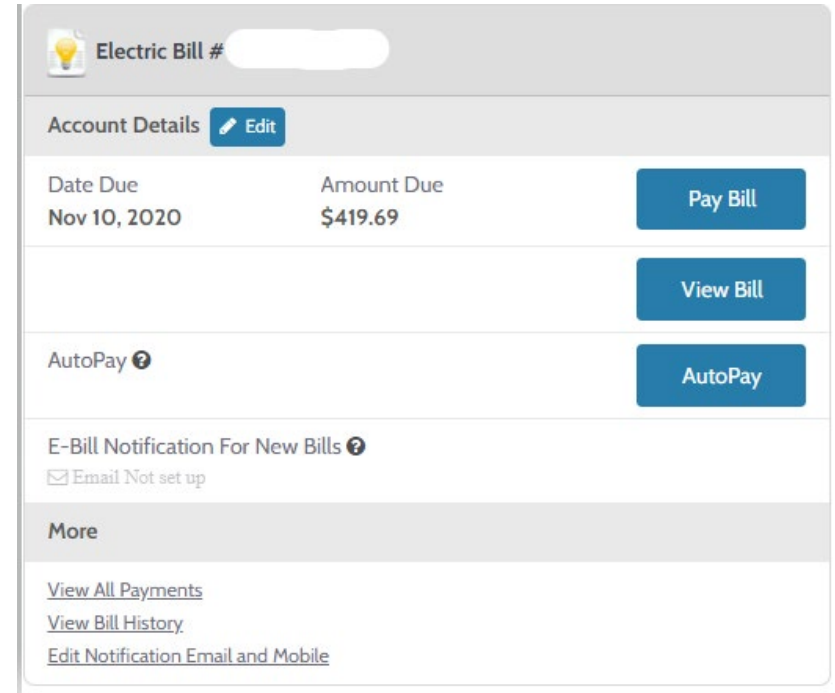
Back Add

- Click the **Add** button



# View Your Bill

- Select Account
- Click on the **View Bill** button
- Your bill will open in a PDF document

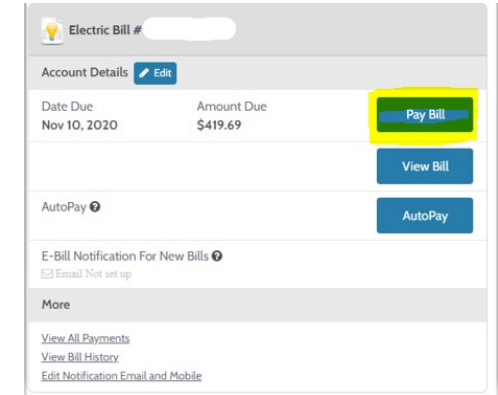


The screenshot shows a user interface for managing an electric bill. At the top, there is a header with a lightbulb icon and the text "Electric Bill # [redacted]". Below this is a section titled "Account Details" with an "Edit" button. The main content area is divided into several sections: 1. "Date Due" (Nov 10, 2020) and "Amount Due" (\$419.69) with a "Pay Bill" button. 2. A "View Bill" button. 3. "AutoPay" with a help icon and an "AutoPay" button. 4. "E-Bill Notification For New Bills" with a help icon and a checkbox labeled "Email Not set up". 5. A "More" section with links for "View All Payments", "View Bill History", and "Edit Notification Email and Mobile".

Account Details <a href="#">Edit</a>		
Date Due	Amount Due	<a href="#">Pay Bill</a>
Nov 10, 2020	\$419.69	<a href="#">View Bill</a>
AutoPay <a href="#">?</a>		<a href="#">AutoPay</a>
E-Bill Notification For New Bills <a href="#">?</a>		
<input type="checkbox"/> Email Not set up		
<b>More</b>		
<a href="#">View All Payments</a>		
<a href="#">View Bill History</a>		
<a href="#">Edit Notification Email and Mobile</a>		

# Pay Your Bill

- In the *Accounts* screen, in the *Account Details* section, click **Pay Bill**, this will bring you to *Pay My Bill* screen:

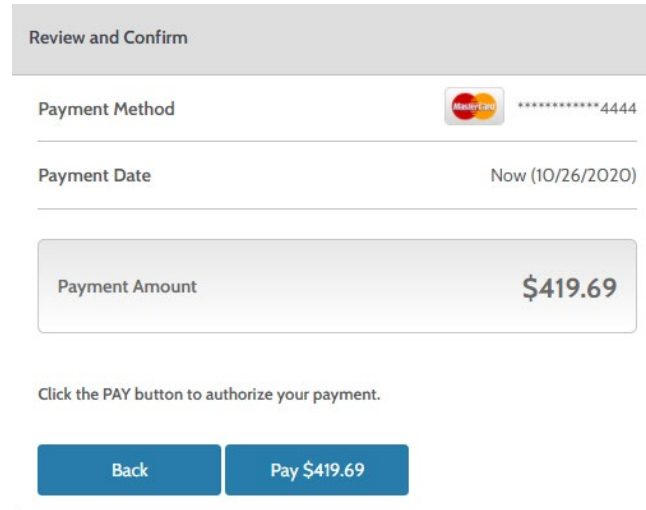


- In the *Payment Details* section, select **Now** to make a payment immediately or **Later** to make a payment on a future date:


The screenshot shows the 'Payment Details' screen. It has a header 'Payment Details'. Below it, 'Date Due' is 'Nov 10, 2020'. 'Payment Amount' is '419.69'. 'Payment Date' has two options: 'Now' (selected) and 'Later'. Below that is 'My Wallet' with four payment methods: 'echeck \*\*4987', 'echeck \*\*1436', 'VISA \*\*\*\*\*1111 | Exp 02/21', and 'MasterCard \*\*\*\*\*4444 | Exp 04/22'. At the bottom is 'Add a Payment Method' with an 'Add new' button. At the very bottom are 'Back to Accounts' and 'Continue' buttons.

## Pay Your Bill (Cont.)

- From the *Payment Method* section, select a payment method if you have already added one to your profile and click the **Continue** button.
- The next screen **Review and Confirm** to ensure all the information on the page is accurate. The change any information, click Back and edit as required.
- Click **Pay \$xx.xx** to submit the payment:



Review and Confirm

Payment Method  \*\*\*\*\*4444

Payment Date Now (10/26/2020)

Payment Amount **\$419.69**

Click the PAY button to authorize your payment.

[Back](#) [Pay \\$419.69](#)

- The Payment Receipt screen displays confirmation that the payment was successful (an email will also be sent to the email address that was used to sign in).



# My Profile Menu

- Change User ID: Under General Details you can edit First Name, Last Name, Email Address, Phone Number, ZIP Code
  - Click on the Save Changes button at the bottom of the page to make the updates
- Change Password: Under Login Details enter your current password, enter your new password, Re-enter new password
  - Click on the Save Change button at the bottom of the page to make the update

The screenshot displays a user profile management interface with two main sections: General Details and Login Details. The General Details section includes input fields for First Name, Last Name, Email Address, Phone Number, and ZIP Code. The Login Details section includes a User ID field (pre-filled with @paymentus.com), a 'click here' link to change the user ID, and three password fields: Current password, New password, and Re-enter new password. Below the password fields, there are instructions on password requirements and a security warning. A 'Save Changes' button is located at the bottom left of the form.

**General Details**

First Name

Last Name

Email Address

Phone Number

ZIP Code:

**Login Details**

User ID:

Your User Id has to be alphanumeric or dash, underscore or a valid email address.

If you want to change your user id [click here](#)

**Current password**

**New password**

**Re-enter new password**

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

[Save Changes](#)