

Manage Auto Pay Program

Web

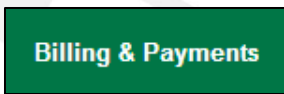
Overview

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.

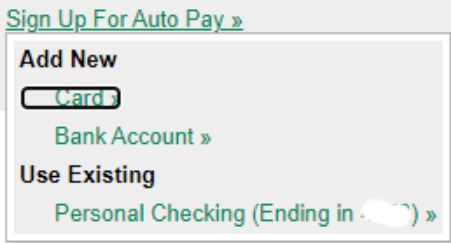
Here you'll learn to *enable, disable, and edit* Auto Pay.

Enable Auto Pay

- From the homepage, click the **Billing & Payments** tab.
- Click the **Auto Pay Program** link in the far left menu.
The Auto Pay Program page appears.
- Within the row of the appropriate account, click **Sign up for Auto Pay**.



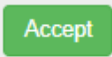
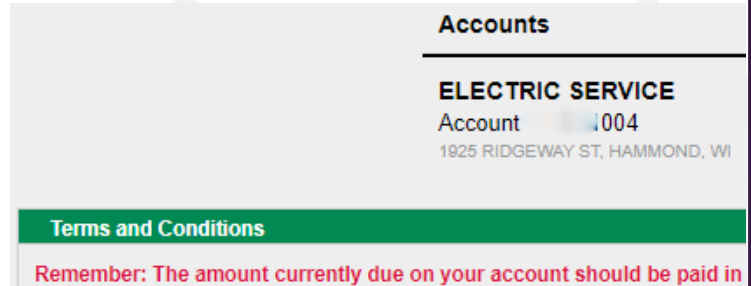
A drop down menu appears.



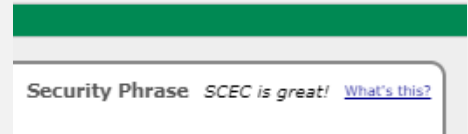
- Select your desired payment option -- **Add New** (see next page) or **Use Existing** (only appears if you have Stored Payment Accounts).

Use Existing (payment method)

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



- Click the **Accept** button.
The Auto Pay - [Payment Method] Setup box opens.
- Verify the Security Phrase is correct. If not, contact customer service ASAP.



- Verify the stored information is accurate.
- Click the **I Agree** (Bank Account) or **Continue** (Card) button.



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

- Click the Close button, in the upper right of the box.
- The box closes and the payment method appears within the **Auto Pay Payment Account** column on the **Auto Pay Program** page.



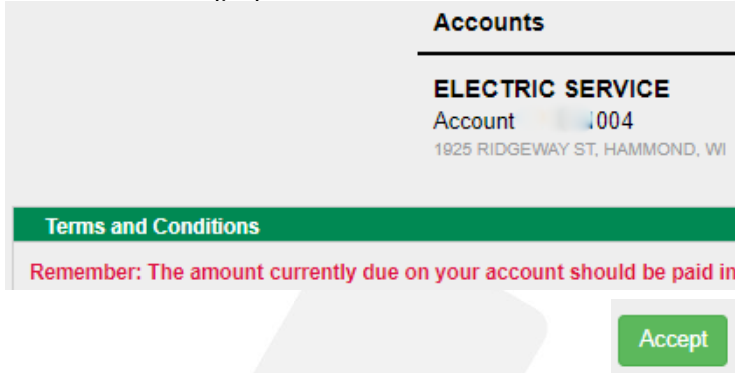
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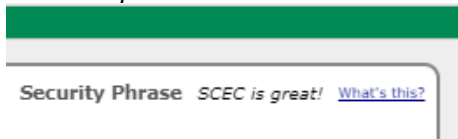
Add New (payment method).

The Terms & Conditions box opens.



- a. Read the Terms and Conditions.
- b. Click the **Accept** button.

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

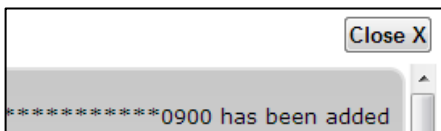


- d. Verify the Security Phrase is correct. If not, contact customer service ASAP.
- e. Enter your information into the required fields.
- f. Click the **I Agree** (Bank Account) or **Continue** (Card) button.



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

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



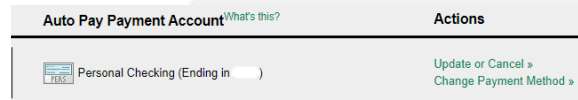
The box closes and the payment method appears within the Auto Pay Payment Account column on the Auto Pay Program page.

Disable Auto Pay

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

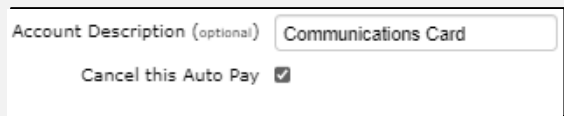
The Auto Pay Program page appears.

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



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.



- 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.

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Edit Auto Pay

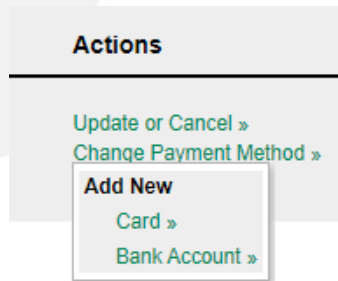
1. From the homepage, click the **Billing & Payments** tab.
2. Click the **Auto Pay Program** link in the left menu.



The Auto Pay Program page appears.

3. Click **Change Payment Method** in the **Actions** column.

A drop down menu appears.



4. 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.

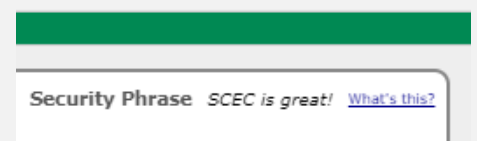
- b. Read the Terms and Conditions.
- c. Click the **Accept** button.
The Auto Pay Program [Payment Method] Setup box opens.
- d. Verify the Security Phrase is correct. If not, contact customer service ASAP.
- e. Verify payment method information is accurate.

- 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.



- 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.