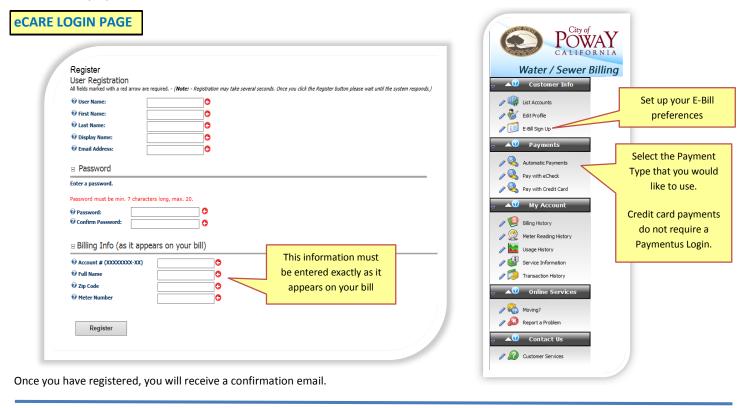## REGISTRATION INSTRUCTIONS – IMPORTANT!!!

Go to: http://ecare.poway.org

FIRST-TIME REGISTRATION – <u>YOU WILL BE REQUIRED TO CREATE TWO DIFFERENT LOGIN ACCOUNTS</u>. One for the Utility Billing System (eCARE) and the other for the third-party vendor (Paymentus). The third-party vendor is a secure site that keeps your eCHECK, Debit, and Credit Card information safe and secure.

Once you have registered, you will receive a confirmation email.

PAYMENTUS LOGIN PAGE

Since this is your first time making an Echeck payment, you will be required to 'CREATE AN ACCOUNT' with our third-party payment vendor (Paymentus).

Once you are enrolled, select **Back to Login** This will take you back to the Payment Screen.

Login to Your Account with your email and password.

1 Click on the *Accounts* Tab

| Bills | Payments | Schedules | **Accounts** |

My Accounts | Add an Account

2 Click *Add an Account*

My Accounts   Show Search

Download Data

0 items

| Account Number | Payment Type | Amount Due | Date Due | Date Authenticated | Suspended | Action |

no accounts found

3 Enter your 10 Digit Account Number with **NO DASHES**

OPTION A
Create Automatic Payment Schedule

OR

OPTION B
Make a One-Time Payment

OPTION A

1 Click on the *Schedules* Tab

| Bills | Payments | **Schedules** | Accounts |

My Schedules | Schedule a Payment | Make an Echeck payment

2 Click *Schedule a Payment*

My Schedules   Show Search

eCare Payments

| Bills | Payments | **Schedules** | Accounts |

My Schedules | Schedule a Payment | Make an Echeck payment

Select Account → Payment Information → Confirm Payment

Please select the account below and click **Continue**.

1-1 of 1 Items

| Account Number | Payment Type | Amount Due | Date Due | Date Authenticated | Suspended |
| 12345120026 | Utility Bill | | N/A | Apr 9, 2014 12:19:20 PM | No |

3 Select Account and Click *Continue*

Continue   Cancel

4 **Select Payment Frequency**

On the Due Date of Each Bill – Pays the full amount on the due date.
Monthly Fixed Amount – Pays the amount you set every month.

eCare Payments

| Bills | Payments | **Schedules** | Accounts |

My Schedules | Schedule a Payment | Make an Echeck payment

Select Account → Payment Information → Confirm Payment

Please enter all of the information below and click **Continue**.
Only fields marked with * are mandatory

Schedule Information

* Frequency: --SELECT--
End Date: MM dd yyyy

Payment Information

* Payment Method: E-Check
* Account Type: --SELECT--
* Routing Number:
* Account Number:
Bank Name:
* Account Holder Name: Poway 12
Date Due: Apr 7, 2014
* Payment Amount: $ 0.00

1027
PAY TO THE ORDER OF
DOLLARS
FOR
Routing Account Check OR Routing Account Check

5 Enter Payment Information and Click *Continue*

6 Confirm Payment

OPTION B

1 Click on the *Payment*

| Bills | **Payments** | Schedules | Accounts |

My Payments | Make a credit card payment | Make an Echeck payment

2 Click *Make an Echeck Payment*

My Payment   Show Search

eCare Payments

| Bills | Payments | **Schedules** | Accounts |

My Schedules | Schedule a Payment | **Make an Echeck payment**

Select Account → Payment Information → Confirm Payment

Please select the account below and click **Continue**.

1-1 of 1 Items

| Account Number | Payment Type | Amount Due | Date Due | Date Authenticated | Suspended |
| 12345120026 | Utility Bill | | N/A | Apr 9, 2014 12:19:20 PM | No |

3 Select Account and Click *Continue*

Continue   Cancel

eCare Payments

| Bills | Payments | **Schedules** | Accounts |

My Schedules | Schedule a Payment | **Make an Echeck payment**

Select Account → Payment Information → Confirm Payment

Please enter all of the information below and click **Continue**.
Only fields marked with * are mandatory

Schedule Information

* Frequency: This Month Only
* Payment Date: May 23, 2014

Payment Information

Payment Method: E-Check
* Account Type: --SELECT--
* Routing Number:
* Account Number:
Bank Name:
* Account Holder Name: Poway 12
Date Due: Apr 7, 2014
* Payment Amount: $ 0.00

1027
PAY TO THE ORDER OF
DATE
DOLLARS
FOR
Routing Account Check OR Routing Check Account

4 Enter Payment Information and Click *Continue*

5 Confirm Payment

Questions? Call Customer Services at (858) 668-4401