

## REGISTRATION INSTRUCTIONS – IMPORTANT!!!

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

**FIRST-TIME REGISTRATION – YOU WILL BE REQUIRED TO CREATE TWO DIFFERENT LOGIN ACCOUNTS.** 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.

### eCARE LOGIN PAGE

**Register**  
User Registration  
All fields marked with a red arrow are required. - (Note: - Registration may take several seconds. Once you click the Register button please wait until the system responds.)

User Name:

First Name:

Last Name:

Display Name:

Email Address:

Password

Enter a password.

Password must be min. 7 characters long, max. 20.

Password:

Confirm Password:

Billing Info (as it appears on your bill)

Account # (XXXXXXXX-XX)

Full Name

Zip Code

Meter Number

Register

This information must be entered exactly as it appears on your bill

City of POWAY CALIFORNIA  
Water / Sewer Billing

Customer Info

- List Accounts
- Edit Profile
- E-Bill Sign Up

Payments

- Automatic Payments
- Pay with eCheck
- Pay with Credit Card

My Account

- Billing History
- Meter Reading History
- Usage History
- Service Information
- Transaction History

Online Services

- Moving?
- Report a Problem

Contact Us

- Customer Services

Set up your E-Bill preferences

Select the Payment Type that you would like to use.

Credit card payments do not require a Paymentus Login.

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).

**1** Click Sign Up Now

eCare Payments

Already have a payment account?  
Please enter your email and password and click Login.  
If you are not enrolled yet, please [sign up now](#)

Email:

Password:

Login

[Forgot Password?](#)

Need to make a payment in a hurry?  
To make a quick payment without enrolling click Pay Now.

Pay Now

VISA MasterCard e CHECK

Paymentus

City of POWAY CALIFORNIA

Please enter all of the information below and click Sign Up.

My Profile Information

\* First Name:

\* Last Name:

\* Email Address:

\* Phone Number: ( ) ( ) - ext.

\* ZIP Code:

\* Language Preference:  English

Passwords must meet the following requirements:

- must be at least 6 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric characters are allowed

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

\* Password:

\* Re-enter password:

\* Security Question 1:  What was your childhood best friend's name?

\* Security Answer 1:

\* Security Question 2:  What was your childhood best friend's name?

\* Security Answer 2:

**2** Enter Information and click Sign Up to create your Paymentus Account

Sign Up Cancel

Once you are enrolled, select **3** 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
- 2 Click Add an Account
- 3 Enter your 10 Digit Account Number with **NO DASHES**

**OPTION A**  
Create Automatic Payment Schedule

OR

**OPTION B**  
Make a One-Time Payment

- 1 Click on the Schedules Tab
- 2 Click Schedule a Payment

- 1 Click on the Payment Tab
- 2 Click Make an Echeck Payment

- 3 Select Account and Click Continue

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

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

- 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.

- 4 Enter Payment Information and Click Continue

- 5 Enter Payment Information and Click Continue
- 6 Confirm Payment

- 5 Confirm Payment