



Enrollment in Online Auto-Pay

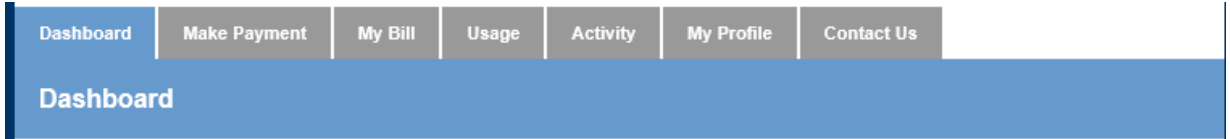
- Go to the City of St. Helena's website, <https://www.cityofstheleena.org/finance>
- Click on the View and Pay Your Water Bill icon
- Click First time user? Register Now link

- Enter your last name or business name as it appears on the bill
- Enter your Utility Account Number
- Enter your E-Mail Address and password
- Confirm your E-Mail Address and password
- Click Register



Enrollment in Online Auto-Pay

- From the Dashboard, click on My Profile



- Click Verify E-Mail Address. **Your email must be verified to set up recurring payments or sign up for e-billing statements. Once you click the “Click Here” link an e-mail will be sent to the email address you registered your account with.**

Verify E-Mail Address

Your e-mail is not verified. You will not be able to select e-billing for accounts, or set up recurring payments. [Click Here](#) if you would like to verify your e-mail address.

- You will need to click the link in the email to verify your e-mail address.

Verification email for City of St. Helena



This e-mail is to verify you can receive e-mails from our bill payment system. Please click the link below to confirm you have received this e-mail.
<https://sthelena.merchanttransact.com/verify.aspx?g=17b72162-52a1-40be-8512-d3587c9052a1>

- Once you refresh the screen, you will have the option to add a saved payment method by clicking on the [Add a new payment method](#) link.

Your Saved Payment Methods

Below are your payment methods that have been setup. If you would like to remove a saved payment method you may click remove next to the payment method below.

Payment Method	Actions
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[Add a new payment method](#) for your default account



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- Fill in the credit card information and click the “Add payment method to this customer” button

Description

Enter what you would like to call this payment method. (e.g. My Visa Card, BOFA Checking, etc.)

Credit Card Information

General Information

Name:

Enter the name that is displayed on your credit card.

Address:

IMPORTANT: You must enter the address where your credit card statement is delivered.

City:

Enter the city your credit card statements are delivered.

State:
Select St:
Select the state where your credit card statements are delivered.

Zip Code:

IMPORTANT: You must enter the zip code and city where your credit card statements are delivered.

Credit Card Information

Type:
Select the type of credit card you will be using for this transaction.
Type:
Select the type of credit card you will be using for this transaction.

Number:

Enter your credit card number as it appears on your card.

CVV2:

Enter the CVV2 number on your credit card.
[Where do I find this?](#)

Expiration Date:
Select the expiration date of your credit card.
Month: Year:



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- Under Your accounts, click on the account number hyperlink

Your accounts

If you would like to change any of the accounts associated with this membership, click the account number below to modify the settings.

Default Set who is your default customer when you log in (if you have multiple accounts set up).
Paper Bill Toggle the ability to receive a paper bill in the mail.
Electronic Bill Toggle the ability to receive an electronic bill via e-mail.
Auto Pay Automatically debit your account when your bill is due. [Tell me more..](#)

Account Number	Default Customer	Paper Bills	Electronic Bills	Auto Pay	Remove Account
005453-000	✓	✓	✗	✗	

[Add more accounts](#) to this membership.

To remove an account from your membership, click the Remove next to the account (default accounts cannot be removed).

- Click the Yes box, to Auto Payment of Bill
- Click your desired option for Paper Bill via Post Office
- Click your desired option for Electronic Bill via Email
- Click Submit

Auto Payment of Bill [Tell me more..](#)

Yes, I would like to activate auto payment.

Paper Bill via Post Office

- Yes, print and send my paper bill using the postal service.
 No, do not print and send my bill using the postal service.

Electronic Bill via Email

- Yes, send an electronic copy of my billing statement via email when the bill is ready.
 No, do not send the bill electronically.

Submit



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- When you look at Your accounts, you will see a green check mark in the Auto Pay column.

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Account Number	Default Customer	Paper Bills	Electronic Bills	Auto Pay	Remove Account
005453-000	✓	✓	✗	✓ My Credit Card	

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