

# Instructions for On-Line Bill Review and Bill Pay

Customers can now review their current and past usage and pay their bill on-line. Additionally, customers can sign up to receive e-mail notifications when their new bill is mailed and when their account is past-due. ***It is recommended that you print these instructions for signing up as they will help you through the process.*** Once you have signed up, make sure you keep your user name and password in a safe location for future reference.

Before you get started, make sure you have your current bill available. Information MUST be entered on the website EXACTLY as it appears on your bill!

## There is no charge to pay your bill on-line!

OK! If you are ready and have your current bill in hand, let's get started!

### STEP 1

- Go to the District's website at [www.hurstcreekmud.org](http://www.hurstcreekmud.org)
- Select the ***On-Line Bill Pay*** button.
- Select the ***Pay my Bill*** button. Please note, even if you are not planning to pay your bill on-line, you can still sign up to be able to view your account (both current and past usage) and to receive e-mail alerts when your bill is due each month.
- Select First time sign-in.



The screenshot shows a login interface with the following elements:

- A heading: ***Welcome...please sign in to access your account.***
- A "User ID" label followed by a text input field.
- A "Password" label followed by a text input field.
- A "Login" button.
- Three links at the bottom: [First time sign-in?](#), [Forgot your User ID?](#), and [Forgot your Password?](#)

### STEP 2

- Begin entering the information EXACTLY as it appears on your bill. The form is case-sensitive, so if your bill appears in all capital letters, you must enter the information in all capital letters.
- In the field for District Code, enter 94, which is the number that is on the top right hand corner of your bill next to your account number.
- If on your bill your last name is shown first, please enter your last name first into the form.
- In the Service Address Field, after you enter the street number, hit the TAB button on your computer to go to the next field (street name).
- If you do not want e-mail alerts when your bill is due, then check NO under Special Email Alerts.
- After you completely fill in all required fields, click on Sign Me Up!

## Create User ID And Password

Register for Online Account access. Online Account access enables you to manage your account online, 24 hours a day, 7 days a week.

Account Number \* 1 -00 -01234 -00 District Code \* 23

Please enter the information Exactly as it appears on your latest bill.

Name \* LAST NAME, FIRST NAME

Service Address \* 1234 BEACH RD

User ID \* USER\_NAME\_4ME Must be more than 5 characters long

Password \* ●●●●●● Must be more than 6 characters long

Reconfirm Password \* ●●●●●●

Email \* user@yahoo.com

Re-enter Email \* user@yahoo.com

\* Required Fields

### Special Email Alerts

Sign up to receive email alerts about your Account

- Payment Due  Yes  No
- Payment is Past Due  Yes  No
- Email Bill Notification  Yes  No

Yes, I want my address, telephone number and Social Security number kept confidential.

Fill in the following fields to populate your Name and Address information on the payment form.

First Name: Joe

Last Name: Customer

Company:  \* Optional - Fill in only if applicable.

Address: P.O. Box 1234

City: My City

State: TX

Zip Code: 71234

### STEP 3

- You will now see information about your account.
- To review your usage history, select your service (see below).
- **IF YOU WANT TO PAY YOUR BILL ON-LINE, SELECT PAY BILL AND CONTINUE TO STEP 4.**

Name:  Account: 1-00-05224-00  
 Address:  Service Address: 1100 HWY 87 & O'NEIL  
  
 Account Status: Regular

Deposit Amount 150.00

Service Period	From	To	Billing Date	Payment Due
	09/01/2007	09/28/2007	09/28/2007	10/16/2007

Service	Meter #	Read Date	Prev. Read	Pres. Read	Usage	Curr. Read
WATER	2443012	09/25/2007	112.0	113.0	1.0	.0

Your service

Description	Amount
BALANCE FORWARD	46.23
PAYMENT -	46.23CR
WATER	46.00
REG FEE	.23
<b>THIS MONTH TOTAL</b>	<b>46.23</b>
CUR. PAYMENT - 10/16/07	46.23CR
<b>TOTAL DUE NOW</b>	<b>.00</b>

STEP 4 (To pay your bill on-line with a credit card.)

- Enter the amount you want to pay.
- Select your payment method. **NOTE: The drop down menu will display which credit cards Hurst Creek MUD accepts, which are Visa, MasterCard and Discover.**
- Select Continue With Payment.

**My Account Information**      User ID: **FIRSTSTOP**  
 Email Address:       Today: 10/22/2007

Account #	Name	Service Address	Date Due	Amount Due
1-00-05224-00 (23)	<input type="text"/>	<input type="text"/>	10/16/07	.00 <input type="button" value="Remove"/>

**Payment Method**

Amount Due:  (Without convenience Fee)  
 Your convenience fee will be calculated and presented on the next page.

Payment Type:

STEP 5

- Enter your credit card information and billing address. CVV is the three numbers listed on the back of your credit card (see box at bottom of page).
- Select Submit Payment. You will receive a confirmation number for your payment. Please make note of this confirmation number for future reference. You will also receive an email notification of your payment.

My Account Information

User ID **FIRSTSTOP**

Email Address

Today

10/22/2007

Account #	Name	Service Address	Date Due	Amount Due
1-00-05224-00			10/16/2007	.00
<b>Amount Paid</b>				46.23
<b>Convenience Fee</b>				2.31
<b>Total Due</b>				48.54

Payment Method

Total amount paid: **\$48.54**

Do you accept the fee?  Yes  No

*The convenience fee will be listed as a separate line item on your credit card statement.*

**(ALTHOUGH THIS EXAMPLE SHOWS A CONVENIENCE FEE, HURST CREEK MUD IS NOT CHARGING THIS FEE)**

Payment Type: VISA

Card Number: 123456789101112

Exp. Date: 10 / 2007

CVV: 123

First Name: JOE

Last Name: CUSTOMER

Address: P.O. BOX 1234

City: MY CITY

State: TX

Zip Code: 71234

*\*\*Please make sure all fields are complete.*

Submit Payment

Cancel Transaction



**C V V:** This number is printed on your MasterCard and Visa cards in the signature area of the back of the card. (it is the last 3 digits AFTER the credit card number in the signature area of the card).



1234 567

AUTHORIZED SIGNATURE / NO KEYLESS ENTRY

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The card is issued by P&O International AS  
Responsible: Service by Mastercard International  
Cardholder: Mr. Anders P. P. P. P.  
Telephone: 45 45 45 45 45  
Valid as a personal address