

Using Portal

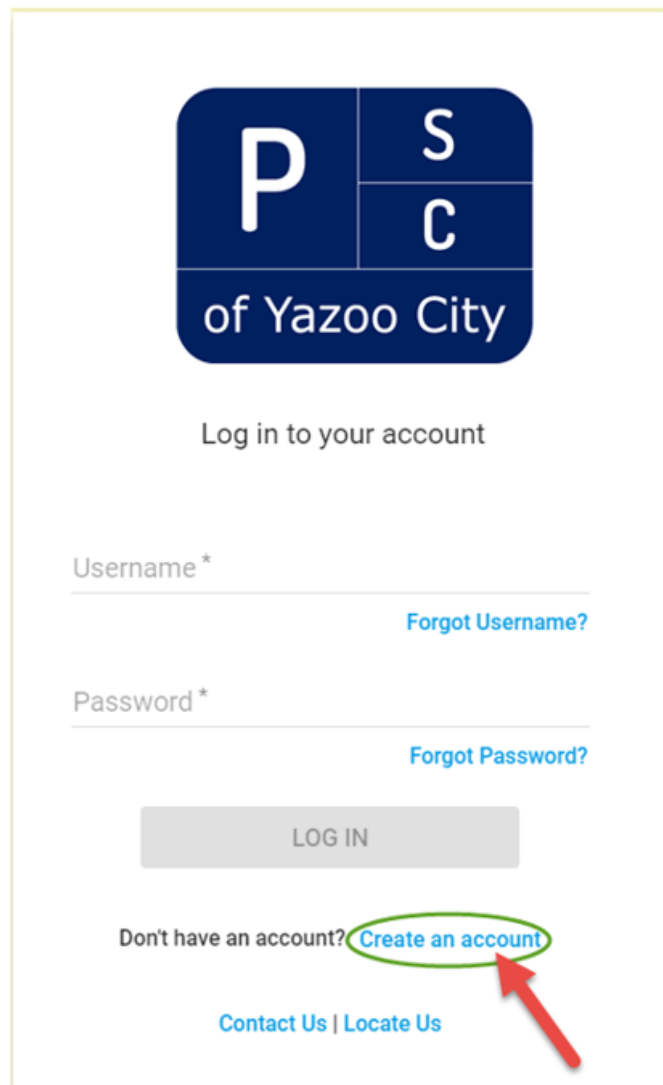
Customer Login

You will typically access the customer Portal by clicking a link on your utility's website. The portal can also be accessed by typing its URL in a browser window.

Click the link or enter the URL to display the **Portal Login** screen.

Create an Account

To create an account, click the **Create an account** link from the **Portal Login** screen.



of Yazoo City

Log in to your account

Username*

[Forgot Username?](#)

Password*

[Forgot Password?](#)

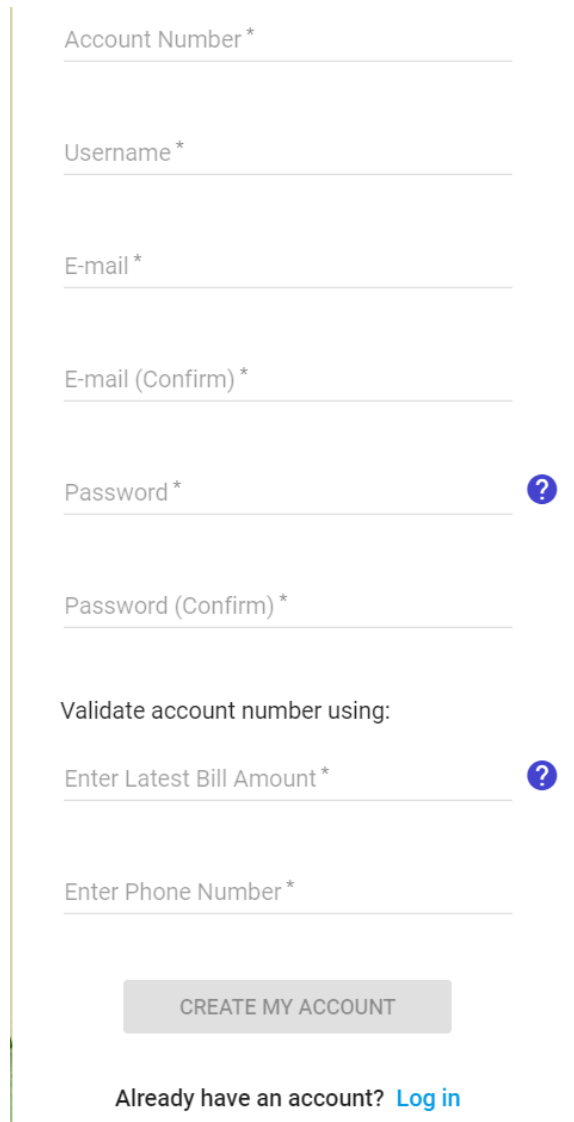
LOG IN

Don't have an account? [Create an account](#)

[Contact Us | Locate Us](#)

Portal Login Screen

After clicking **Create an Account**, the **Create an Account** screen displays. Enter your information in the fields shown in the sample screenshot below.



Account Number *

Username *

E-mail *

E-mail (Confirm) *

Password * ?

Password (Confirm) *

Validate account number using:

Enter Latest Bill Amount * ?

Enter Phone Number *

CREATE MY ACCOUNT

Already have an account? [Log in](#)

Create an Account Screen

- **Account Number:** You will need your new account number, which can be found on your bill. It will be the numbers to the left of the dash in a Service ID. (Ex. If the Service ID is 12345-001, the account number is 12345).
- **Username:** Your username can consist of letters, numbers, at signs (@), underscores (_), and periods. Other special characters and spaces are not allowed.
- **Email:** A confirmation email will be sent to the address specified here. Your username cannot be used until the account is activated by clicking the link included in the confirmation email.

- **Email (Confirm):** Confirm the email you entered in the field above. The email must match exactly.
- **Password:** The password must contain 6 characters or more. It must also contain the following:
 - at least one lowercase letter
 - at least one uppercase letter
 - at least one number
 - at least one special character

The actual password will not display as you enter it.

- **Password (Confirm):** Enter the password again to confirm that no errors were made in the first entry. The password must match exactly.

Two-part account validation is required:

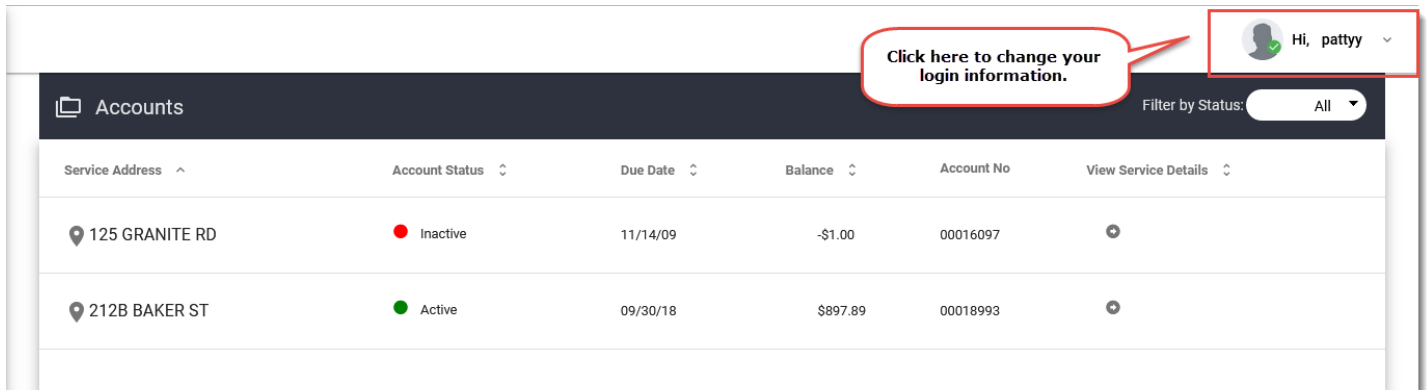
- **Latest Bill Amount:** Enter the total amount listed on your most recent bill. The last two numbers entered will automatically be assigned to a decimal position. (Ex. If you type '51648' it will appear in the field as '516.48'.)
- **Phone Number:** Enter the full primary phone number kept on file for the account at the utility.

After entering the information, click **Create My Account**.

An email is sent to the address specified in the **Email** field. Open your email and click the included link to activate your customer account.

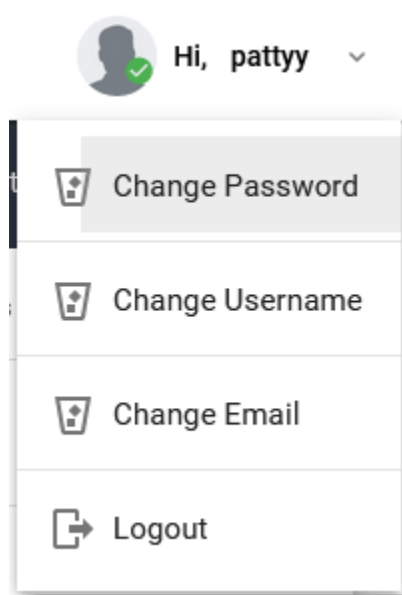
Login Changes

Once you are logged into your online account, you can change your login information by clicking the greeting icon in the top right corner.



Change Login Information Icon

Click the greeting icon to display a drop-down menu.



Change Login Drop-Down Menu

Payment

Balances can be paid by clicking the **Payment** tab. This will bring up a list of services along with your account's **Total Amount Due** and due date. You have the option to pay by credit card or e-check. Depending on how you intend to pay, click the **Pay with Credit Card** or **Pay with E-Check** button.

CUSTOMER SERVICES PORTAL

Payment Review – Account Number 00031232

MY ACCOUNT

- Accounts List
- Service Details
- Payment**
- Bill History
- Payment History
- E-bill
- Budget/Levelized Billing

PAY BY ACCOUNT

Note: The payee on your financial statement for the transaction will be listed as "SEDC Payment."

Service ID	Description	Status	Due Date	Balance
00031232-001	GAS	Active	09/18/19	\$0.40

Total Amount Due for this account is \$0.40.

PAY WITH CREDIT CARD PAY WITH E-CHECK

Payment Tab

Pay with Credit Card

If you choose to pay with a credit card, a dialog appears in which you can enter your card information and process a payment.

The dialog lists the amount due on each service. The total due on all services has been calculated and entered in the **Total** field. Your utility may charge a **Convenience Fee**, which will be added to the payment amount.

- **Total:** The full amount due is the default amount for this field, but you can edit the amount in order to pay more or less than what is due. The last two numbers entered will automatically be assigned to a decimal position. (Ex. If you type '51648' it will appear in the field as '516.48'.)

The payment amount entered in the **Total** field plus the **Convenience Fee** appears as the **Total Payment Amount**.

The screenshot shows a dialog box titled "Credit Card" with a close button (X) in the top right corner. It contains a table with three columns: "Service", "Balance", and "Payment Amount".

Service	Balance	Payment Amount
00018993-001	\$601.58	<input type="text" value="601.58"/>
00018993-002	\$95.94	<input type="text" value="95.94"/>
00018993-003	\$200.39	<input type="text" value="200.39"/>

Below the table, there is a "Total" field with the value "897.91" and a callout box pointing to it that says "This field can be edited to pay more or less than what is due." Below the total field, it says "Convenience Fee: \$1.00" and "Total Payment Amount: \$898.91".

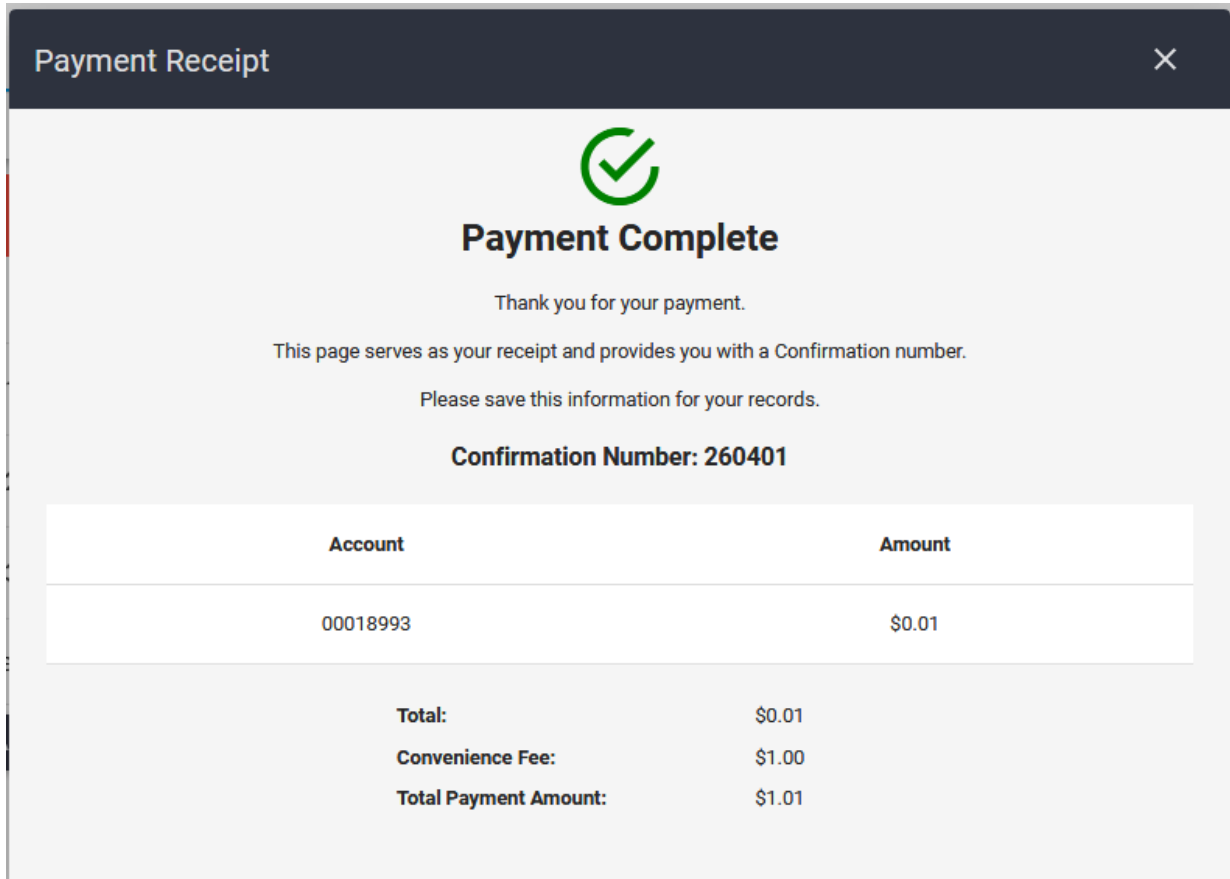
Pay with Credit Card Dialog – Part 1

Scroll down to enter credit card information. The fields indicated with an asterisk in Portal are required.


- **Name:** Enter the cardholder's name as it is printed on the credit card.
- **Credit Card Number:** Enter the 13 to 16 digit card number. The card number should not be entered with spaces. Once you press the [Tab] key or click the pointer

Payment Receipt

For successful credit card and e-check payments, the **Payment Receipt** dialog will open with your **Confirmation Number**.



Payment Receipt [Close]



Payment Complete

Thank you for your payment.

This page serves as your receipt and provides you with a Confirmation number.

Please save this information for your records.

Confirmation Number: 260401

Account	Amount
00018993	\$0.01

Total: \$0.01
Convenience Fee: \$1.00
Total Payment Amount: \$1.01

Payment Receipt Dialog

To exit the dialog, click the **X** in the top right corner. The system will bring you back to the **Accounts** screen.

Alerts & Reminders

You can receive alerts and reminders by text message or email by enrolling in them in the **Alerts & Reminders** tab. Alerts and reminders are only available for active accounts. If the account is inactive, the **Alerts & Reminders** tab will not appear in the sidebar.

Alert Description	Text Message	Email
Due Date Reminder Remind the customer <input type="text" value="1"/> day(s) before.	<input type="checkbox"/>	<input type="checkbox"/>
Past Due Date Reminder Alert the customer when due date has passed.	<input type="checkbox"/>	<input type="checkbox"/>
Account Profile Change Alert the customer when account profile has changed.	<input type="checkbox"/>	<input type="checkbox"/>
Returned Check Alert Alert the customer when a check is returned/rejected.	<input type="checkbox"/>	<input type="checkbox"/>
Payment Confirmation Notify the customer when the bill is paid.	<input type="checkbox"/>	<input type="checkbox"/>

EDIT

The EDIT button must be clicked before the user can make changes to this screen.

Alerts Service Details Example

The screen is view-only until you click the **Edit** button in the bottom left corner. Clicking **Edit** enables you to use the checkboxes to enroll in alerts and reminders. Each alert and reminder has a checkbox for **Text Message** and **Email**. You can choose one or both options.