



# Customer Portal User Manual

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City of Topeka/Paymentus

# Login

- The left hand side of the page can be used to make a quick, one-time payment
- The right hand side can be used to login, register, or if the user forgot their password to the Customer Portal
- To **Log In**
  - Enter the previously registered Email and Password
  - Click Login
- To **Register a New Account**
  - Click Register Now
  - On the New Account Information page, populate every field
  - Click Enroll
- To receive **Password Assistance**
  - Click Forgot Your Password
  - Enter the Email Address on the registered account
  - Click Continue
  - Answer the security questions
  - Click Reset Password
  - The user will receive an email with a temporary password that can be used to login. Upon login, they'll immediately be prompted to change it.

# Accounts

The Accounts tab is used for overall Account Management as well as Paying or Viewing Bills

- **Add Account**
  - Click Add Account
  - Fill in all fields and make selections for any desired options
  - Click Add Account
- **Edit Account**
  - Click Edit for the Account the user needs to modify
  - Make any necessary changes
  - Click Save
- **Remove Account**
  - Click Edit for the Account the user needs to remove
  - Click Remove Account
- **Pay Bill**
  - Click Pay Bill
  - Fill in all fields and make selections for any desired options
  - Click Continue
  - Confirm the payment details
  - Click Pay
- **View Bill**
  - Click View Bill. The bill can be printed if necessary.

# Pay My Bill

The Pay My Bill tab is used for Paying Bills

- Select the Account for the Bill that will be paid
- Click Continue
- Fill in all fields and make selections for any desired options
- Click Continue
- Confirm the payment details
- Click Pay

# AutoPay

The AutoPay tab is used for Viewing, Adding, Editing, or Removing Scheduled Recurring Payments

- **Add Schedule**
  - Click Add Schedule
  - Select the Account for which to setup AutoPay
  - Select the desired Payment Method
  - Select the desired Payment Details and Schedule Notification Preferences
  - Click Confirm Schedule
- **Edit Schedule**
  - Click Edit for the Schedule the user needs to modify
  - Make any necessary changes
  - Click Confirm
- **Remove Schedule**
  - Click Edit for the Schedule the user needs to remove
  - Click Remove Schedule
- **Edit Payment Details**
  - Click Edit on the Payment Details for the Schedule the user needs to modify
  - Select the desired Payment Method
  - Click Confirm

# My Wallet

The My Wallet tab is used for Viewing, Adding, Editing, or Removing Payment Methods

- **Add Payment Method**
  - Click Add Payment Method
  - Select the correct tab from the list of available Payment Methods
  - Fill in all fields
  - Click Add
- **Edit Payment Method**
  - Click Edit for the Payment Method the user needs to modify
  - Make any necessary changes
  - Click Confirm
- **Remove Payment Method**
  - Click Edit for the Payment Method the user needs to remove
  - Click Remove Payment Method

# My Profile

The My Profile tab is used for Updating User Information

Users can modify their:

- First & Last Name
- Email
- Phone/Mobile Number
- Attachment Password
- Zip Code
- Security Questions
- Login User ID or Password