

# Pay by Text Registration

The Pay by Text feature is our fastest growing payment method for your registered customers. This feature allows your customers to conveniently pay their bill by answering with an **OK** and a **Pay** command if they wish to pay with their saved payment method. The customer is also provided with a link to access the customer portal right on their mobile device to complete the payment. Registration is a quick two-step process.

## How to Register for Pay by Text:

1. From the Customer Portal the registered user selects the **Edit** button to the right of **Pay by Text** or from the **My Profile** menu at the top of the screen they can select **Pay by Text**.

The screenshot shows the customer portal interface for 'TRAINING - TEST'. The top navigation bar includes 'My Account', 'My Profile', and 'Support'. A dropdown menu is open under 'My Profile', listing options such as 'Payment Methods', 'Update Account Info', 'Update Email Address', 'AutoPay', 'Paperless', 'Pay by Text', 'Recurring Scheduled Payments', 'Linked Accounts', and 'Change Password'. The 'Pay by Text' option is highlighted with a red box. Below the menu, the 'Pay By Text' option is also highlighted with a red box in the payment methods list, which includes 'AutoPay', 'Paperless', and 'Pay By Text'. The main content area displays 'Your Account at a glance' with various sections: 'I want to...' (Pay my invoices, View my payment history, View my scheduled payment history, Manage my AutoPay settings, Manage my Paperless settings, Update my account information), 'Recent Open Invoices', 'Recent Closed Invoices', 'Recent Payments', and 'Upcoming Scheduled Payments'.

Due On	Invoice Date
7/25/2019	6/1/2019

Invoice Date	Account #
4/12/2019	PP-04628

Payment Date	Account #	Amount
4/5/2019	PP-04628	\$220.32
4/5/2019	PP-04628	\$0.40

No history available


2. From the **Pay by Text** page the user selects, **Email and Text** from the dropdown menu.

The screenshot shows the 'Pay by Text' interface. At the top, there is a blue icon of a mobile phone and the title 'Pay by Text'. Below this, under 'Your Accounts', there is a blue pill-shaped button with the text '#PP-04628 - MALKIN ANDREW &'. The main section is titled 'How would you like to receive invoice notifications?'. It features a dropdown menu with three options: 'Email Only', 'Email Only' (highlighted in blue), and 'Email and Text' (highlighted with a red border). Below the dropdown is a blue button with a checkmark and the text 'Save my changes'. To the right, under 'Your Email Address', the text 'nriley@invoicecloud.com' is displayed.

3. The user enters their mobile phone number including area code and clicks on **Save my changes**.

The screenshot shows the 'Pay by Text' interface. At the top, there is a blue icon of a mobile phone and the title 'Pay by Text'. Below this, under 'Your Accounts', there is a blue pill-shaped button with the text '#PP-04628 - MALKIN ANDREW &'. The main section is titled 'How would you like to receive invoice notifications?'. It features a dropdown menu with the text 'Email and Text'. Below the dropdown is a blue button with a checkmark and the text 'Save my changes', which is highlighted with a red border. To the right, under 'Your Email Address', the text 'nriley@invoicecloud.com' is displayed. Below the notification preference section, there is a section titled 'Your Mobile Phone Number \*' with three input fields: 'xxx', 'xxx', and 'xxxx'. At the bottom, there is a paragraph of text: 'Message and data rates may apply. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud. Text HELP for more information. Message frequency varies. Contact customer support at (901) 737-8686. T-Mobile is not liable for delayed or undelivered messages.'

4. The user receives confirmation that the record has been successfully updated and the user is instructed to check their mobile phone to complete the registration process. The user can select **Resend TEXT** to have the text resent to their phone. They can also cancel the registration by selecting the link at the bottom of the screen, **You may cancel this registration by clicking here.**



## Pay by Text

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Your Accounts

#PP-04628 - MALKIN ANDREW &

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Your information has been updated successfully. ✕

**📞 Please check your mobile phone and read the details in order to complete the registration process.**

How would you like to receive invoice notifications?  
Email and Text ▼

Your Email Address  
nriley@invoicecloud.com

Your Mobile Phone Number \*

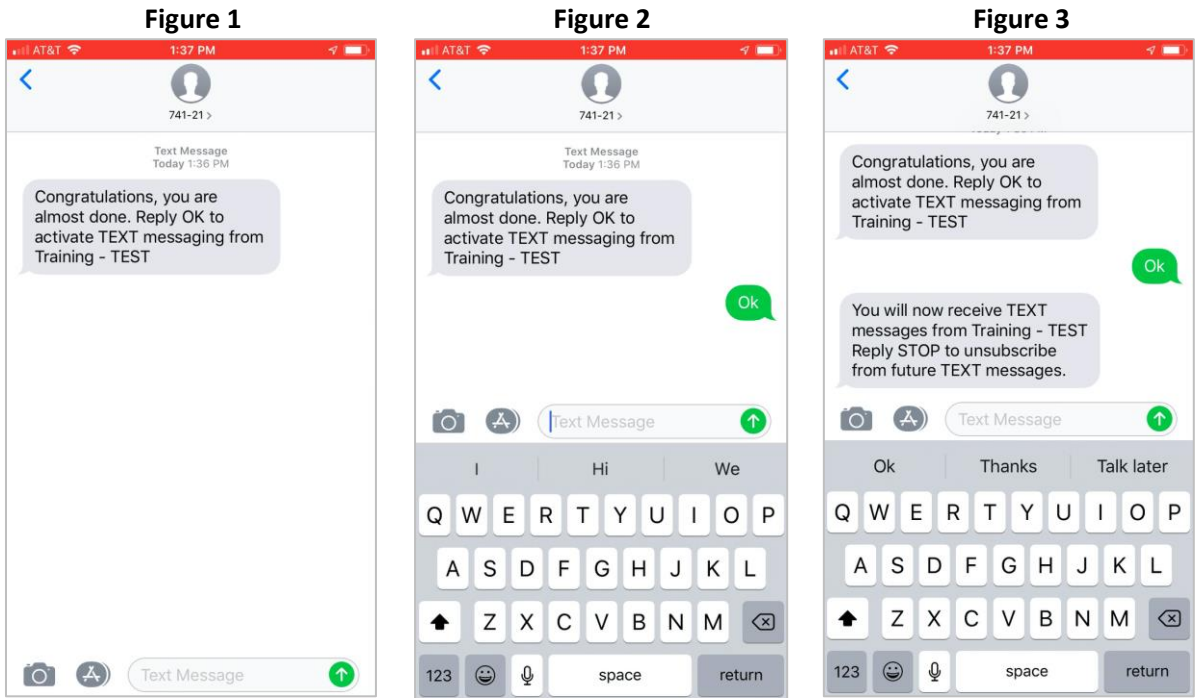
813 - 442 - 1254

Message and data rates may apply. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud. Text HELP for more information.  
Message frequency varies. Contact customer support at (901) 737-8686. T-Mobile is not liable for delayed or undelivered messages.

**Resend TEXT**

You may cancel this registration by clicking here.

5. After the user enters their mobile phone number on the **Customer Portal**, from their mobile phone they will complete the registration by responding to text displayed in Figure 1 below. The user types in **OK** as shown in Figure 2. When the user receives the response shown in Figure 3, the **Pay by Text** registration is complete.



6. The **Customer Portal** dashboard shows the green check confirming the user's **Pay by Text** registration.

**Your Account at a glance**

I want to...

- Pay my invoices >
- View my payment history >
- View my scheduled payment history >
- Manage my AutoPay settings >
- Manage my Paperless settings >
- Update my account information >

Services

- AutoPay EDIT
- Paperless EDIT
- Pay By Text** ✓

Recent Open Invoices >

Due On	Invoice Date
7/25/2019	6/1/2019

Recent Closed Invoices >

Invoice Date	Account #
4/12/2019	PP-04886

Recent Payments >

Payment Date	Account #	Amount
4/5/2019	PP-04886	\$191.76
4/5/2019	PP-04886	\$5.66

Upcoming Scheduled Payments >

No history available

## Canceling Pay by Text

1. Users can cancel Pay by Text by selecting **Pay by Text** from the dashboard or by selecting **Pay by Text** from the **My Profile** menu. The **Pay by Text** page appears, and the user selects **Email Only** from the dropdown and **Save my changes**.

**Pay by Text**

Your Accounts

#PP-04628 - MALKIN ANDREW &

How would you like to receive invoice notifications?

Your Email Address  
nripley@invoicecloud.com

Your Mobile Phone Number \*

813 - 442 -

Message and data rates may apply. You may opt out of text delivery at any time by replying STOP to any Text message received from Invoice Cloud. Text HELP for more information.  
Message frequency varies. Contact customer support at . T-Mobile is not liable for delayed or undelivered messages.

Save my changes