PAYMENTS FAQ

- What are online payments?
  - Online payments allow you to make payments online and store your card information securely to make future payments fast and easy.
- How do I register to create an account?
  - You first need to register on the website to create an account.
  - If you are making a payment as part of a group you will need to be a part of that group by having created an account through a special Registration Link.
    - If you receive a link to register on the website through a Group Registration link, follow the instructions on screen to complete the account creation process.
  - If you do not need to be a part of a group in order to make payments, simply go to *www.websitesite.com***/register** to create your account on the website, fill out the information and submit the form.
    - Upon submitting your registration form it will automatically log you into the website and redirect you to the "My Account" page where you can edit your account information, change your email address or reset your password. Once you setup credit card information for payments you will also be able to manage billing from this page.
- What should I do if I am having trouble logging into the website?
  - Most problems are due to forgotten login information. If you have forgotten your password, please reset it using the reset password link. The same action should be taken if you have never logged into the website - you will need to use the "forgot password" link to set up a password. **If you are a current member, do not create a new account.**
- How can I update my account information?
  - You can change your password, update your email address, mailing address, company name ad more from "My Account"
- How do I make a payment online?
  - Find the payments page for the online bill that you want to pay. You will see a form labeled "Secure Online Payment." Fill out the contact information, then for first-time payments you will need to fill out the Billing Information with your credit card information. When you submit the form it will display a Confirmation popup. Check to be sure that this information is correct and either Confirm, or click Cancel to change information and re-submit.
  - In the future this card will be securely stored to make paying your bills online easier the next time around. You can easily remove and add a new card at any time. For recurring payments, payments will be automatically drafted from this card. You will be notified if there is an error with payment.
- How do I delete a credit card on file?
  - To delete a card and add a new one, go to "My Account" (www.websitename.com**/account**)
  - From the list to the left of the form, select "Manage Billing." If you do not see "Manage Billing" this means that you have not yet made a payment or setup a

card on the website. (Refer to "How do I make a payment online" for instructions on how to complete this setup).

- o Under Manage Billing you can see your membership status, past and upcoming payment dates, payment amounts and statuses, view receipts, if you have any recurring payments setup, and your cards.
- o At the bottom, you can click on the red button/trash icon next to your card to delete this card from your account. It will ask you if you are sure if you want to delete this card. If you currently have a recurring payment/subscription attached to the card it will not allow you to delete before canceling the recurring payments attached to that card. (Refer to "How do I delete a recurring payment ?")

- How do I delete a recurring payment? (Delete a recurring payment to delete an old card and add a new one)
  - o You may have attempted to delete a card and received an error regarding your card being attached to a subscription/recurring payment. Firstly, go to the "My Account" page, then click on the red button/trash icon next to your recurring payment. It will ask you to confirm that you want to delete this subscription, click Confirm, then OK.
  - o If you have deleted the recurring payment in order to update your card information or to delete your card on file, click on the red button/trash icon next to your credit card at the bottom of the "My Account" page. It will ask you to confirm that you want to delete this card, click Confirm, then OK.
  - o Once the page reloads it will show that you have 0 cards on file.

- How do I setup a new card after deleting an old one?
  - o To setup a new card, simply follow the same steps you took upon setting up your first card on your account: Go to the payments page to make a payment, fill out your information, then the Billing Information with the new card's information and submit. It will ask you if you want to confirm payment, click "Confirm" and then "OK."

- How do I see when my next payment is due or when it will be automatically charged (recurring payments)?
  - o Go to www.websitename.com**/account** and click on "Manage Billing" on the left. Here you can see your Membership information, your charges, receipts, recurring payment information, and when the next payment is due or when it is scheduled to be automatically drafted.

- How do I print a receipt for my recent charges?
  - o Go to www.websitename.com**/account** and click on "Manage Billing" on the left. Under "My Charges" it will list your recent charges, the amount, and date on which is was charged. On the right you can click "View" under Receipt to view individual receipts. Your browser should display an icon to print, or you can go to "File→Print," or click Ctrl+P (Windows) or Command+P (Mac).