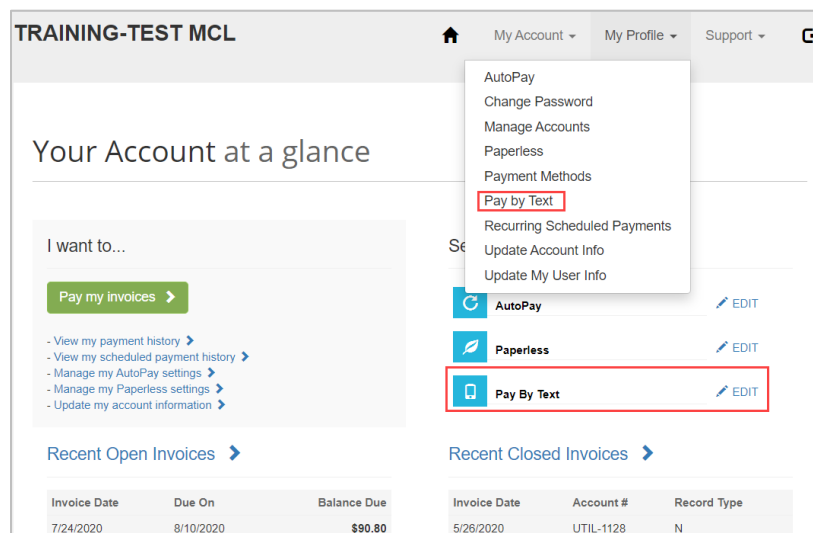


Pay by Text Registration

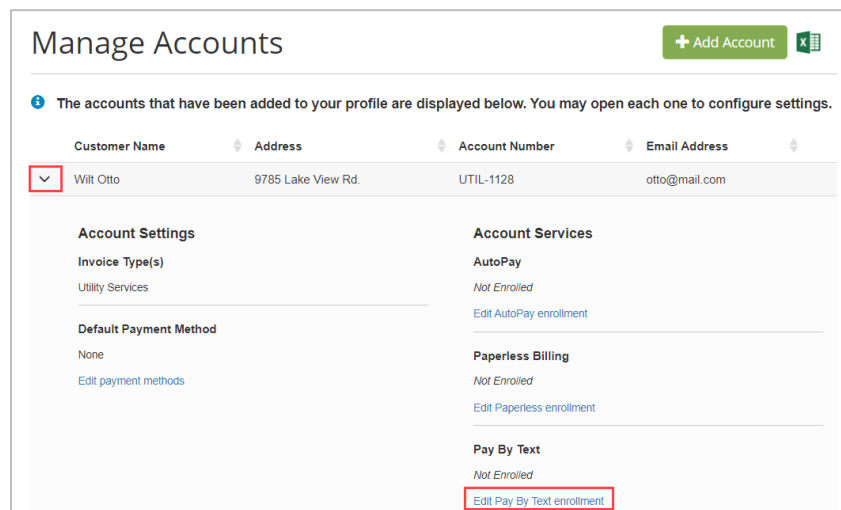
The Pay by Text feature is the fastest growing payment method for registered customers. This feature allows your customers to conveniently pay their bill by answering with an **OK** and a **Pay** command if they wish to pay with their saved payment method. The customer is also provided with a link to 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**.



Or the user can access the Pay by Text page from the **My Profile** menu, by selecting the **Manage Accounts** menu. From the list of users, select the one to add Pay by Text by clicking on the arrow to the left of the name and then **Edit Pay by Text enrollment**.




- From the **Pay by Text** page the user selects, the check box next to **Sign up for Pay by Text**.

The screenshot shows the 'Pay by Text' interface. At the top, there is a blue header with a mobile phone icon and the text 'Pay by Text'. Below this is a section titled 'Your Accounts' containing a single entry: '#UTIL-1128 - Wilt Otto'. Underneath the accounts section, there is a checkbox labeled 'Sign up for Pay By Text' which is currently unchecked. At the bottom of the form, there is a green button with a checkmark icon and the text 'Save my changes'.

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

The screenshot shows the 'Pay by Text' interface after the user has interacted with the form. The 'Sign up for Pay By Text' checkbox is now checked. Below the checkbox, there is a section titled 'Enter a Phone Number *' with three input fields containing 'xxx', 'xxx', and 'xxxx' respectively, separated by hyphens. Below the phone number fields, 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) 123-4567. T-Mobile is not liable for delayed or undelivered messages.' At the bottom of the form, there is a green button with a checkmark icon and the text 'Save my changes'.

- 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

Your Accounts

#UTIL-1128 - Wilt Otto

Your information has been updated successfully.
✕

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

Registered Phone Number *

813

-

526

-

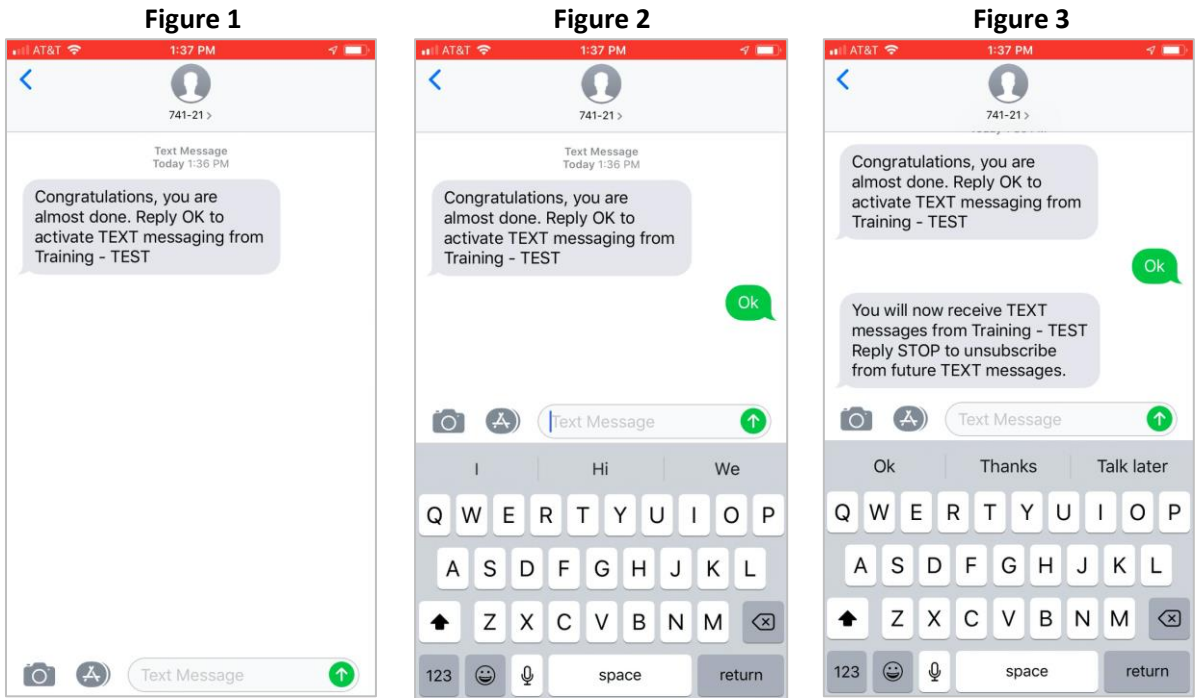
3211

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) 123-4567. T-Mobile is not liable for delayed or undelivered messages.

Resend TEXT

You may cancel this registration by clicking here.

- 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.



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

The screenshot shows the 'Your Account at a glance' dashboard. On the left, under 'I want to...', there is a 'Pay my invoices' button and a list of links: 'View my payment history', 'View my scheduled payment history', 'Manage my AutoPay settings', 'Manage my Paperless settings', and 'Update my account information'. Below this are sections for 'Recent Open Invoices' and 'Recent Payments'. On the right, under 'Services', there are three items: 'AutoPay', 'Paperless', and 'Pay By Text'. The 'Pay By Text' item is highlighted with a red box and has a green checkmark next to it. Below the services are sections for 'Recent Closed Invoices' and 'Upcoming Scheduled Payments'.

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

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

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

Canceling Pay by Text

- 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 the cancellation link and they are not unenrolled in Pay by Text.

The screenshot shows the 'Pay by Text' registration page. At the top, there is a header with a mobile phone icon and the text 'Pay by Text'. Below this is a section titled 'Your Accounts' with a green pill containing the text '#UTIL-1128 - Wilt Otto'. Underneath is a section for 'Registered Phone Number' with three input fields containing the numbers 813, 526, and 3211. Below the phone number fields 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) 123-4567. T-Mobile is not liable for delayed or undelivered messages.' At the bottom left, there is an orange button labeled 'Resend TEXT'. At the bottom, there is a red-bordered box containing the text: 'You may cancel this registration by clicking here.'