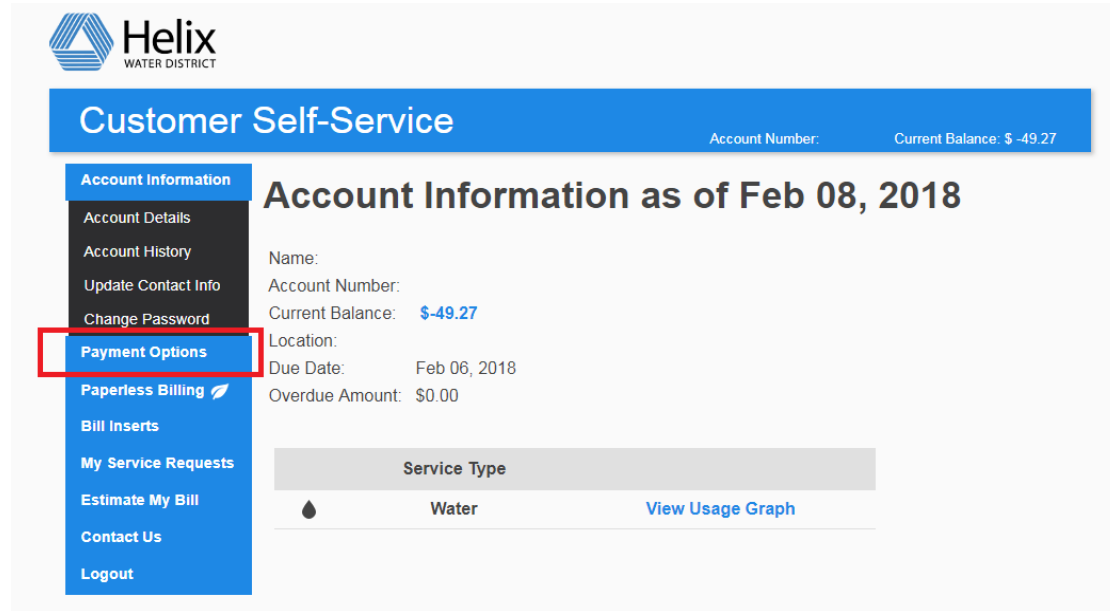


Updating Autopay Checking Account or Credit card

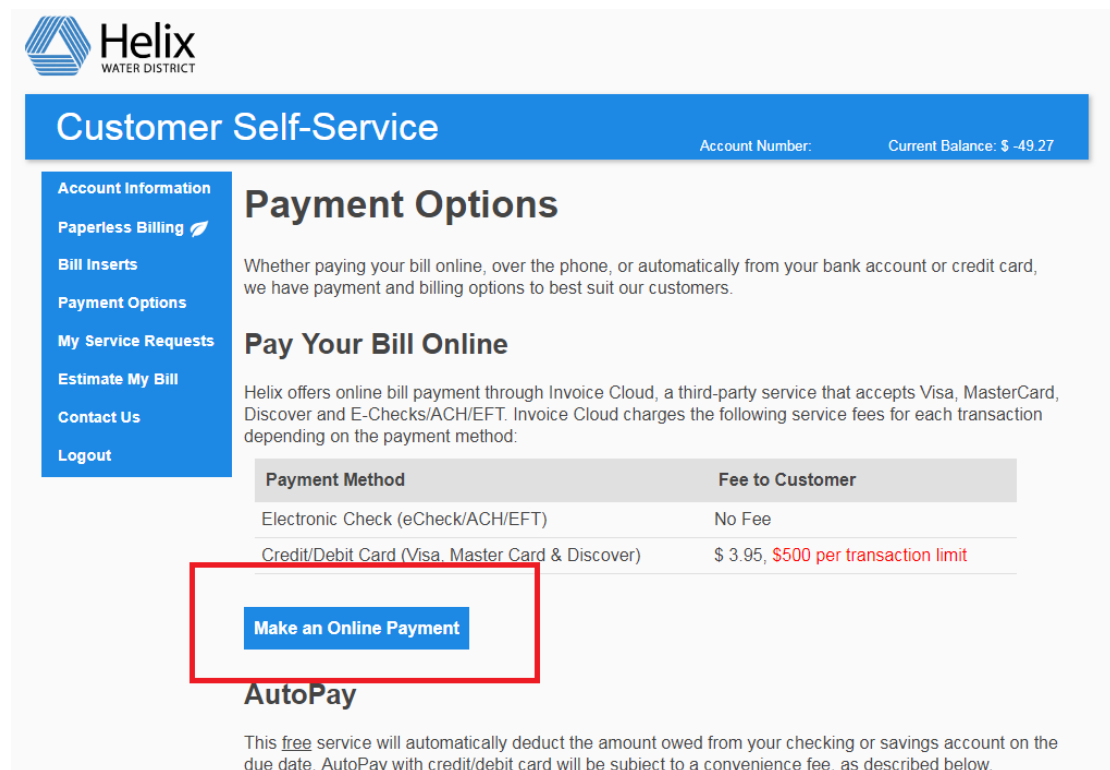
Log into to your Helix account

Click the **Payment Options** link on the left-side menu.



The screenshot shows the Helix Customer Self-Service interface. At the top, the Helix Water District logo is on the left, and the text "Customer Self-Service" is in a blue header bar. To the right of the header bar, "Account Number:" and "Current Balance: \$ -49.27" are displayed. A left-side navigation menu is visible, with "Payment Options" highlighted in a red box. The main content area is titled "Account Information as of Feb 08, 2018" and lists account details: Name, Account Number, Current Balance: \$-49.27, Location, Due Date: Feb 06, 2018, and Overdue Amount: \$0.00. Below this is a table for "Service Type" with one entry: "Water" with a "View Usage Graph" link.

Click the **Make an Online Payment** button on the Payment Options page. Note: This will open a new web page from our payment processor, Invoice Cloud.



The screenshot shows the Helix Customer Self-Service "Payment Options" page. The Helix Water District logo is at the top left. The header bar says "Customer Self-Service" and shows "Account Number:" and "Current Balance: \$ -49.27". The left-side navigation menu has "Payment Options" selected. The main content area is titled "Payment Options" and includes a paragraph: "Whether paying your bill online, over the phone, or automatically from your bank account or credit card, we have payment and billing options to best suit our customers." Below this is the "Pay Your Bill Online" section, which states: "Helix offers online bill payment through Invoice Cloud, a third-party service that accepts Visa, MasterCard, Discover and E-Checks/ACH/EFT. Invoice Cloud charges the following service fees for each transaction depending on the payment method:" followed by a table:

Payment Method	Fee to Customer
Electronic Check (eCheck/ACH/EFT)	No Fee
Credit/Debit Card (Visa, MasterCard & Discover)	\$ 3.95, \$500 per transaction limit

Below the table is a blue button labeled "Make an Online Payment" which is highlighted with a red box. Underneath is the "AutoPay" section, which states: "This free service will automatically deduct the amount owed from your checking or savings account on the due date. AutoPay with credit/debit card will be subject to a convenience fee, as described below."

Click the **My Profile** menu button at the top, select **Payment Methods** from dropdown. On the page, click **+ Add New Credit Card** (if autopaying using a credit card) OR **+ Add New Bank** to enter new checking acct number.

The screenshot shows the Helix Water District user interface. At the top, there is a navigation bar with a home icon, 'My Account', 'My Profile', and 'Support' dropdown menus. A red arrow points to the 'My Profile' dropdown, which is open, showing a list of options: 'Payment Methods' (highlighted in yellow), 'Update Account Info', 'Update Email Address', 'AutoPay', 'Paperless', 'Pay by Text', 'Recurring Scheduled Payments', 'Linked Accounts', and 'Change Password'. Below the navigation bar, the main content area is titled 'Saved Payment Methods'. Underneath this title, there is a section 'Manage your Payment Methods' with two buttons: '+ Add New Credit Card' and '+ Add New Bank', both highlighted in yellow. At the bottom, there is a table with two columns: 'Date/Time Added (CST)' and 'Summary'. The table contains one row with the date '4/14/2017 12:19 PM' and a summary that includes a bank icon, the account number '322281578 / XXX8208', a star icon, and the text 'Your Default'. Below the summary, there is a link for 'Edit' and a 'Delete' option.