

## City of Stephenville – Manage Auto Pay

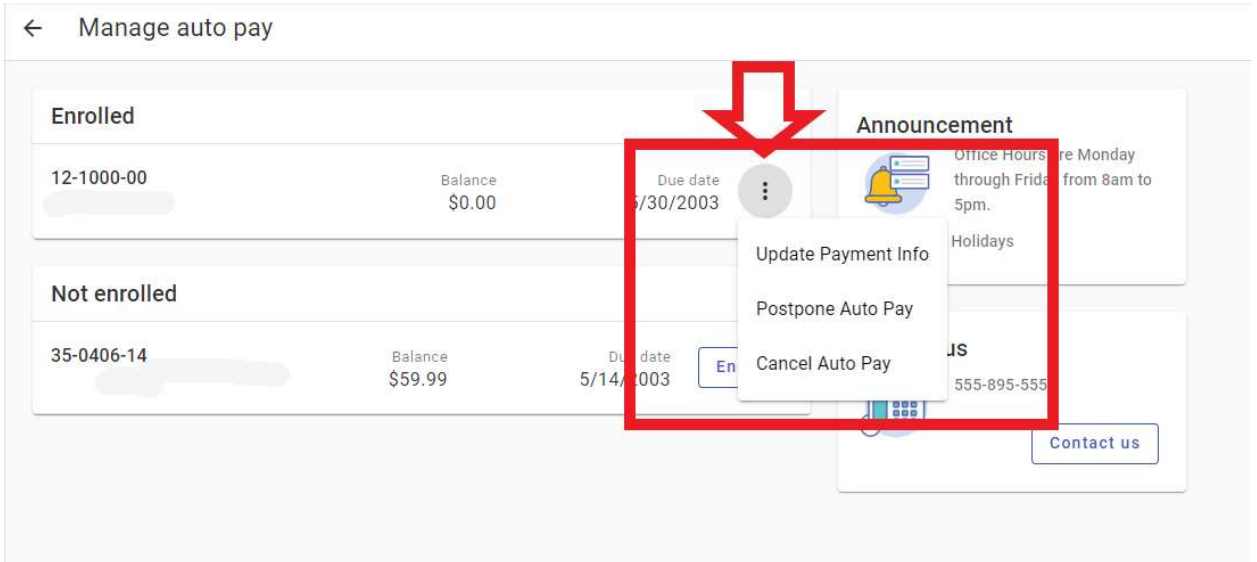
1. Visit: [MunicipalOnlinePayments.com/stephenvilletx](https://MunicipalOnlinePayments.com/stephenvilletx).
2. In the top right-hand corner of the page, please select the “Sign In / Register” button



3. Once logged in, select the “Manage Auto Pay” tab on your accounts homescreen



4. From there you can you manage each accounts enrolled auto pay selection. Select the “3 Dots” associated with the service address and a drop down bar will appear with the following options:



5. From here you can update payment information, postpone your Auto Pay, and cancel your Auto Pay.

The screenshot shows the 'Update auto pay' page. On the left is a navigation menu with options: Home, Manage accounts, Account detail, Transactions, Consumption, Communications, and Disconnect service. The main content area is titled 'Update auto pay' and includes a 'Pay now' button. The account information is '7205 KNIGHT DR.' and '24-0070-01'. Under 'Payment day', there is a dropdown menu set to '1st'. Below that, it says 'My first draft will be'. The 'Payment Method' section lists several options: two Visa cards ending in 1111, a Checking account ending in 1111, a Visa card ending in 3092, a Mastercard ending in 4433, 'Enter new Credit card', and 'Enter new eCheck'. Each method has a star icon, an edit icon, and a delete icon. At the bottom are 'Cancel' and 'Update info' buttons. On the right, there are two boxes: 'Announcement' with a bell icon and text 'Office Hours are Monday through Friday from 8am to 5pm.', and 'Contact us' with a phone icon, the number '555-565-5555', and a 'Contact us' button.

**\*\* Please remember if you are deleting any saved payment methods, and your account is enrolled in Auto Pay, you must first add a new payment method, prior to deleting the old one.**

The screenshot shows the 'Manage auto pay' page. The navigation menu is the same as in the previous screenshot. The main content area is titled 'Manage auto pay' and includes a 'Pay now' button. It shows an 'Enrolled' status for account '24-0070-01' at '7205 KNIGHT DR.' with a 'Balance' of '\$114.71' and a 'Draft date' of '3/1/2021'. On the right, there is an 'Announcement' box with a bell icon and text 'Office Hours are Monday through Friday from 8am to 5pm.' and a 'Contact us' button. A modal window titled 'Postpone Auto Pay' is open in the foreground, showing the account ID '24-0070-01' and the text 'When postponing Auto Pay, you are responsible for making your payments on time.' Below this is a dropdown menu for 'Postpone payments until' set to 'March'. At the bottom of the modal are 'Cancel' and 'Postpone Auto Pay' buttons.

The screenshot shows a web interface for 'Utility Billing'. The main heading is 'Manage auto pay'. On the left is a navigation menu with options: Home, Manage accounts, Account detail, Transactions, Consumption, Communications, and Disconnect service. In the top right, there is a 'Pay now' button. The main content area shows an 'Enrolled' account for '24-0070-01' at '7205 KNIGHT DR.' with a 'Balance' of '\$114.71' and a 'Draft date' of '3/1/2021'. To the right, there is an 'Announcement' box with a bell icon and text: 'Office Hours are Monday through Friday from 8am to 5pm.' A modal dialog titled 'Cancel Auto Pay' is centered on the screen, with the account ID '24-0070-01' in the top right corner. The dialog text reads: 'Are you sure you want to cancel Auto Pay? By doing so, you are still responsible for making your payments on time.' At the bottom of the dialog are two buttons: 'Cancel' and 'Cancel Auto Pay'.

\*\* You can also easily postpone or cancel Auto Pay with a few clicks of a button. When making any changes we encourage all users to confirm by refreshing the page after submission to double check your changes were accepted, and reflect accurately on your account.