Web Instructions

From www.northernrecycling.biz click on **Bill Pay** (located on the tool bar), then click **Pay Online** in the left-hand selection box. This will link you out to the secured payment portal.

Registration:
To register for an account, select **Register Now**
Enter your customer number.

       -This is the same as your account # and begins with **22-**

       - Enter the number in full including all **Zeros** and the processing digit

Enter your access code located on your statement.
Enter your e-mail address you wish alerts to be sent to (this will be your log in email also).
Confirm your e-mail address.
Enter your password (MUST BE 3-10 CHARACTERS LONG).
Confirm your password.
Click **Register Now**.
Your registration is complete; you may now login to your account.

Once you are back in the log in screen:
Enter your email address.
Enter your password.
Click **Login** Button.

You will see the home screen and your customer information will appear:

To view your statement, select the hyperlinked PDF.

Payments:
Select **Make Payment** for the payment screen.
You can choose to make a one-time payment.
Or you can choose to add a payment method to be saved for you to select when you log in to make a payment.
Enter information as prompted.
Select Bank Account, Visa or Mastercard to match your payment option.
Please note: This page does NOT store payment information unless you select Save this Payment Method.

Once the payment has been received you will get an authorization number.

At the top in the information bar, you can select to enroll in **Autopay**.
   **This option is with a card only, to enroll with a checking or savings account a voided check must be brought to the office for enrollment.
To enroll, select the **Autopay** link and a box will appear with your saved payment methods as well as an option to add a new payment method. Choose the appropriate option and complete the fields to enroll.

This is also where corrections would be made to Autopay information should you need to update the Card that is used.

If you have multiple accounts, you have the option to add additional accounts. Select **User Options** in the information bar and select **Manage Accounts**. Select **Add** then enter the full customer number and access code for the account you would like to add. Repeat for each additional account. Once that is completed, you'll see the additional address(s) lined under the top information (you may have to scroll down). To view that address information, click on the blue carrot in the left side of the address bar.

Web Pay Troubleshooting

- You are receiving an error code that your customer # is invalid
   - Did you remember to enter the numbers in their own fields

If your account number appears on your bill like: **01-125-4** or **01-125 4**

| 01 | - | 125 | - | 4 |

   - Did you remember to include all zeros
      (e.g. 22-001234 0)

- Your password / email address is incorrect
   - For a quick resolution to this problem please contact our customer service department at (530) 876-3340 or you can select to reset your password.

- Your Card is not valid / or your Code is not valid
   - Please confirm all information is entered correctly
   - Is your card a Visa or Mastercard?
If you are still having trouble, please contact (530) 876-3340 for customer service or you may need to contact your financial institution for some Card error resolutions.