



TRAINING MANUAL



15 Digit Account Online Website Signup

Version 2.0 – 10.01.25

Existing users from your previous portal

For their initial login in the new online customer portal, customers will use their existing username as both the username and password.

i3 VERTICALS

Welcome to our new customer portal!
We've got new features and a fresh design to simplify your online account management.

Existing users from our previous portal: For your **first login**, use your existing username for both your username and password. You'll then be prompted to set a new password.

New User? Click **Sign Up** to register!

Username 1

Password 2

SIGN IN

Forgot your [Username](#) or [Password](#)?

SIGN UP

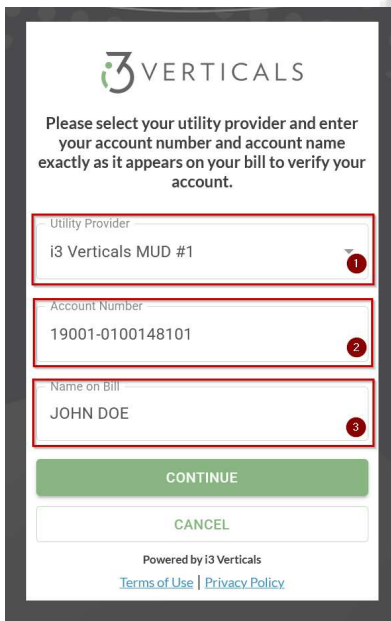
GUEST PAY

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Once they have entered their username and username as password, the system will redirect them to authenticate their account.

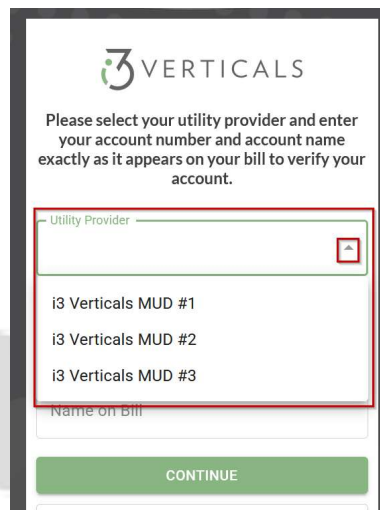
The new Online Customer Portal utilizes three key validation and verification criteria during the account registration process:

1. Utility Provider
2. Full Account Number
 - a. A 15-digit account number, including the dash, as shown on the customer's billing statement.
3. Name on the Account



The screenshot shows a mobile app interface for i3 Verticals. At the top is the logo and a instruction: "Please select your utility provider and enter your account number and account name exactly as it appears on your bill to verify your account." Below this are three input fields, each with a red border and a red circle containing a number (1, 2, or 3) to the right. Field 1 is "Utility Provider" with the text "i3 Verticals MUD #1". Field 2 is "Account Number" with the text "19001-0100148101". Field 3 is "Name on Bill" with the text "JOHN DOE". Below the fields are two buttons: a green "CONTINUE" button and a white "CANCEL" button. At the bottom, it says "Powered by i3 Verticals" and has links for "Terms of Use" and "Privacy Policy".

1. From the Utility Provider drop down, the customer will select their City or District



This screenshot shows the same i3 Verticals verification form, but with the "Utility Provider" dropdown menu open. The dropdown list contains three options: "i3 Verticals MUD #1", "i3 Verticals MUD #2", and "i3 Verticals MUD #3". The "Name on Bill" field is visible below the dropdown but is empty. The "CONTINUE" button remains at the bottom.

- Entire Account Number (15 Digit Account Number on the Account bill statement).

TEST ACCOUNT

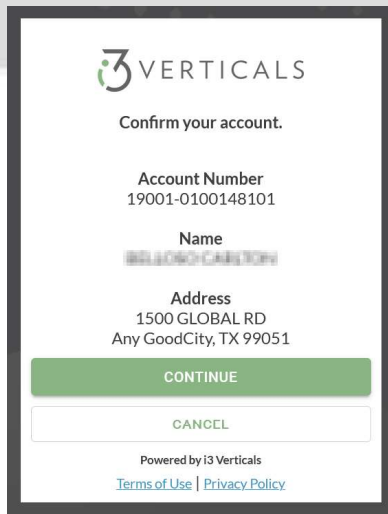
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- Name on the account.

TEST ACCOUNT

MAKE CHECK PAYABLE TO: UNIVERSITY MICROFILMS 300 N ZEEB RD ANN ARBOR MI 48106	SERVICE ADDRESS		ACCOUNT NUMBER																																	
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4. The system will display the customer account information, simply click [“Continue”](#).



i3 VERTICALS

Confirm your account.

Account Number
19001-0100148101

Name
BELLOSO CARLTON

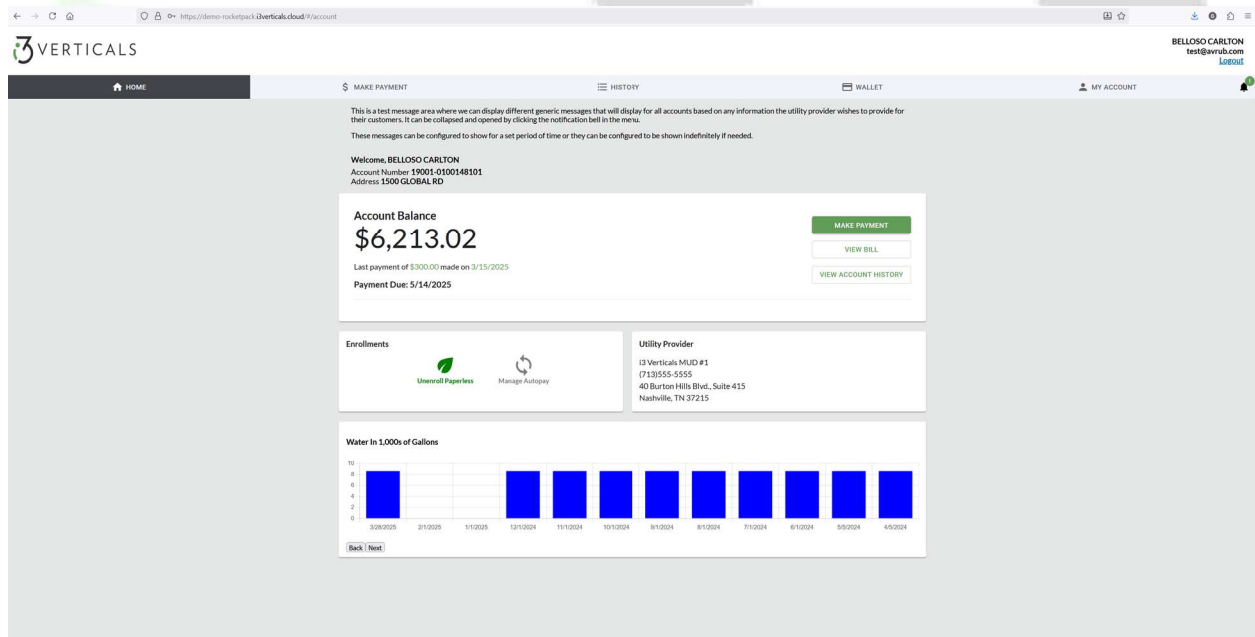
Address
1500 GLOBAL RD
Any GoodCity, TX 99051

CONTINUE

CANCEL

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To continue, the customer should click [“Continue.”](#) The system will then refresh and redirect them to their account profile page.



i3 VERTICALS

BELLOSO CARLTON
test@avrub.com
Logout

HOME MAKE PAYMENT HISTORY WALLET MY ACCOUNT

This is a test message area where we can display different generic messages that will display for all accounts based on any information the utility provider wishes to provide for their customers. It can be collapsed and opened by clicking the notification bell in the menu.
These messages can be configured to show for a set period of time or they can be configured to be shown indefinitely if needed.

Welcome, BELLOSO CARLTON
Account Number: 19001-0100148101
Address: 1500 GLOBAL RD

Account Balance
\$6,213.02

Last payment of \$300.00 made on 3/15/2025
Payment Due: 5/14/2025

MAKE PAYMENT
VIEW BILL
VIEW ACCOUNT HISTORY

Enrollments

Unenroll Paperless Manage Autopay

Utility Provider
i3 Verticals MUD #1
(713)555-5555
40 Burton Hills Blvd., Suite 415
Nashville, TN 37215

Water In 1,000s of Gallons

3/15/2025 3/15/2025 3/15/2025 3/15/2025 3/15/2025 3/15/2025 3/15/2025 3/15/2025 3/15/2025 3/15/2025

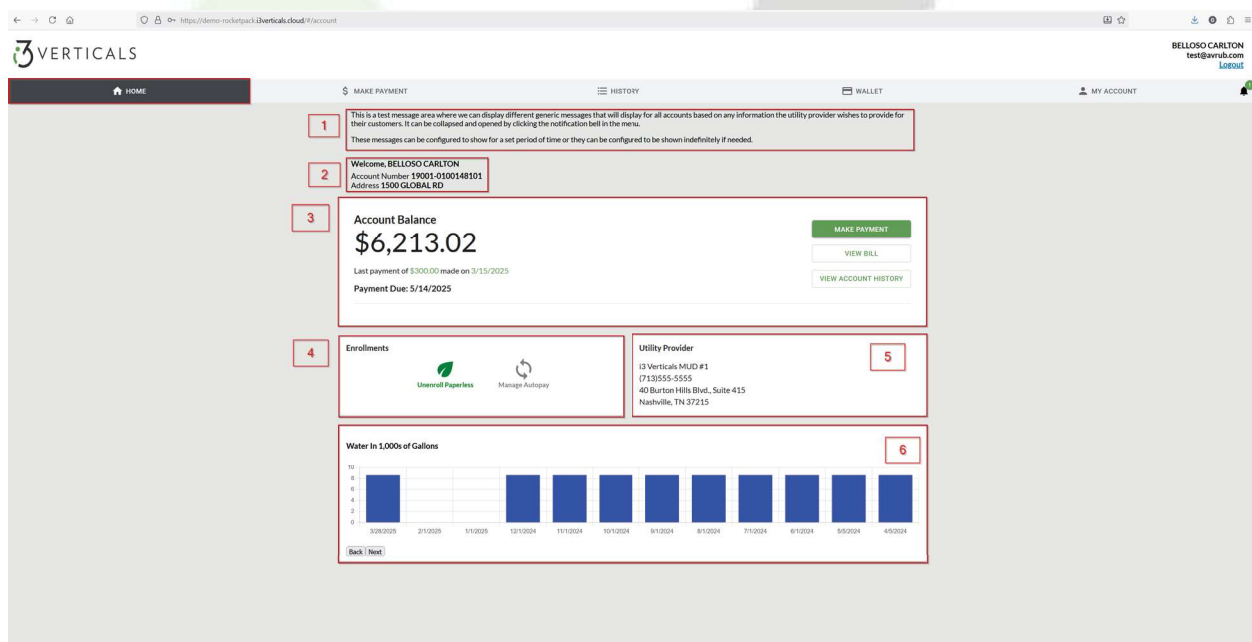
Back Next

Online Customer Portal Overview

The new customer portal is organized into five primary dashboards: Home, Make Payment, History, Wallet, and My Account.

Please refer to the following descriptions for a detailed overview of each dashboard to better assist your customers:

Home Screen – The **Home** dashboard serves as the primary landing page for the customer's account, providing an overview and access to key features.



1. Message Area

This section displays general messages intended for all customer accounts, as provided by the utility provider. Messages may include announcements, service updates, or other relevant information.

Customers can expand or collapse this area by clicking the notification bell icon in the menu.

Messages can be configured to display for a specified duration or remain visible indefinitely, based on the utility provider's preferences.

2. Account Holder Information

Displays the name and relevant details of the account holder associated with the utility account.

3. Account Balance

Shows the current balance on the customer's account. Customers are provided with the following options:

- **Make a Payment**
- **View Bill Statement**
- **Access Account History**

4. Enrollments

Indicates the customer's enrollment status in the following services:

- **Paperless Billing**
- **Autopay**

Customers may also modify their enrollment preferences directly from this section.

5. Utility Provider Information

Displays the name of the city or district responsible for the account, along with contact details for customer support or inquiries.

6. Usage Graph

Provides a visual representation of the customer's utility service usage. If multiple services are associated with the account, each will be displayed separately for clarity.

Make Payment - The **Make Payment** dashboard allows customers to submit one-time payments securely and efficiently.

3VERTICALS

HOME MAKE PAYMENT HISTORY WALLET MY ACCOUNT

DIANAS CARLOS
test@avrub.com
Logout

This is a test message area where we can display different generic messages that will display for all accounts based on any information the utility provider wishes to provide for their customers. It can be collapsed and opened by clicking the notification bell in the menu.
These messages can be configured to show for a set period of time or they can be configured to be shown indefinitely if needed.

MAKE PAYMENT

DIANAS CARLOS
Account Number: 19001-0100090100
Address: 1890 ZENODIA ST

Payment Date: 10/7/2025

Payment Amount

☒ Total Amount Due \$1,350.45

☐ Other Amount

CANCEL

Payment Method

☐ Pay with Credit Card

☐ Pay with Bank Account

The Make Payment dashboard allows customers to submit one-time payments securely and efficiently by selecting:

- Total amount due or Other Amount (if applicable)
- Selecting their payment method: credit card or by E-Check (bank account)

History - The **History** dashboard allows customers to view detailed records of their billing, payments, and account usage.

3 VERTICALS

DIANAS CARLOS
test@avrub.com
Logout

HOMEMAKE PAYMENTHISTORYWALLETTY ACCOUNT

This is a test message area where we can display different generic messages that will display for all accounts based on any information the utility provider wishes to provide for their customers. It can be collapsed and opened by clicking the notification bell in the menu.

These messages can be configured to show for a set period of time or they can be configured to be shown indefinitely if needed.

ACCOUNT HISTORY

DIANAS CARLOS
Account Number 19001-0100090100
Address 1890 ZENODIA ST

BILLINGPAYMENTSUSAGE

BILLING HISTORY

Bill Date	Due Date	Amount Due	View Bill
3/28/2025	5/15/2025	\$604.12	
2/1/2025	3/15/2025	\$627.74	
1/1/2025	2/15/2025	\$647.69	
12/1/2024	1/15/2025	\$663.90	
11/1/2024	12/15/2024	\$676.72	
10/1/2024	10/15/2024	\$686.46	
9/1/2024	9/15/2024	\$692.75	
8/1/2024	8/15/2024	\$695.90	
7/1/2024	7/15/2024	\$695.57	
6/1/2024	6/15/2024	\$691.79	

1-10 of 22<<<>>>

Wallet - The **Wallet** dashboard enables customers to securely add and manage their preferred payment methods, including credit cards and bank account details.

The screenshot displays the 3Verticals user interface. At the top, the navigation bar includes 'HOME', 'MAKE PAYMENT', 'HISTORY', 'WALLET' (highlighted), and 'MY ACCOUNT'. The user's name 'DIANAS CARLOS' and email 'test@avrub.com' are shown in the top right. Below the navigation bar, a message area contains a test message. The main content area is titled 'PAYMENT METHODS' and shows the user's account details: 'DIANAS CARLOS', 'Account Number 19001-0100090100', and 'Address 1890 ZENODIA ST'. Below this, there is a section for 'Add New Method' with links for 'Credit Card' and 'Bank Account'. A table with columns 'Primary', 'Payment Method', and 'Autopay' is shown, but it contains no data, with a 'No items to show' message at the bottom.

3VERTICALS

DIANAS CARLOS
test@avrub.com
Logout

HOME MAKE PAYMENT HISTORY WALLET MY ACCOUNT

This is a test message area where we can display different generic messages that will display for all accounts based on any information the utility provider wishes to provide for their customers. It can be collapsed and opened by clicking the notification bell in the menu.
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PAYMENT METHODS

DIANAS CARLOS
Account Number 19001-0100090100
Address 1890 ZENODIA ST

Add New Method
[Credit Card](#) [Bank Account](#)

Primary	Payment Method	Autopay
No items to show		

Once the payment method has been successfully validated, customers may enroll in Autopay or recurring payments, allowing automatic drafts from either their credit card or checking/savings account.

My Account – The **My Account** dashboard provides access to the customer's profile settings and personal account information.

The screenshot displays the 'My Account' dashboard for a user named DIANAS CARLOS. The dashboard is divided into two main sections: 'PROFILE SETTINGS' and 'Accounts'.

PROFILE SETTINGS

DIANAS CARLOS
Account Number 19001-010090100
Address 1890 ZENODIA ST

1 PROFILE INFORMATION

Username	test22	Edit
Password	xxxxxxxxxx	Change

CONTACT INFORMATION

Account Name	DIANAS CARLOS	Edit
Billing Address	1890 ZENODIA ST Any GoodCity, TX 99051	
Home Phone	(999)999-9999	
Cell Phone	(626)574-6457	
Email	test@avrub.com	

2 Accounts **3**

Name	Account Number	Service Address
DIANAS CARLOS	19001-010090100	1890 ZENODIA ST

Customers can update their personal profile and contact information at any time through the portal.

Additionally, under the **Accounts section**, customers with multiple utility accounts have the option to link additional accounts to their online profile by selecting the



action button.

NOTE: The screenshots included in this document are illustrative examples and may not precisely reflect the appearance of your actual online customer portal.