



TRAINING MANUAL



15 Digit Account Online Website Signup

Version 2.0 – 10.01.25

Welcome to Your New Online Customer Portal

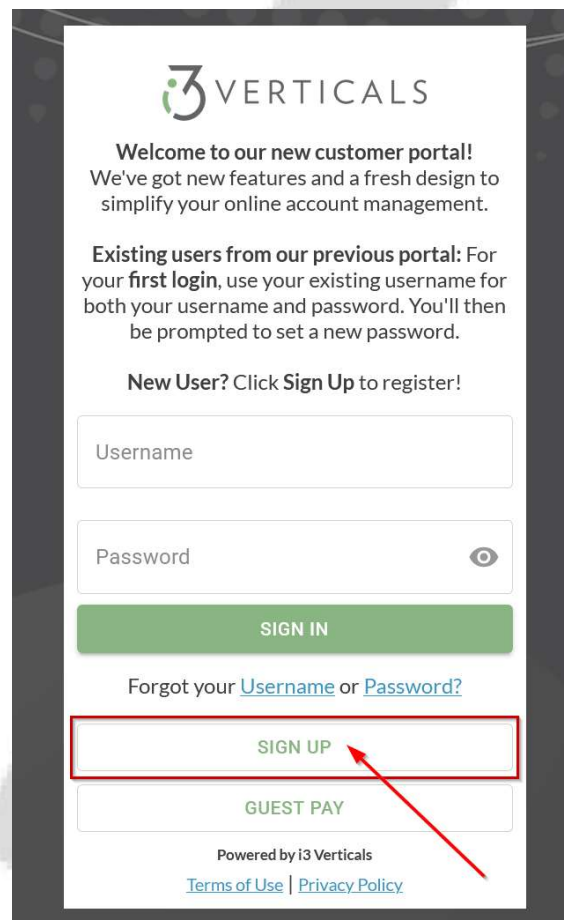
The new Online Customer Portal utilizes three key validation and verification criteria during the account registration process:

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

To begin, customers should navigate to the Online Customer Portal URL link provided by service provider.

First time User Account Registration Process

Upon reaching the portal, customers will initiate the registration process by selecting the **"Sign Up"** option.



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

Password 

SIGN IN

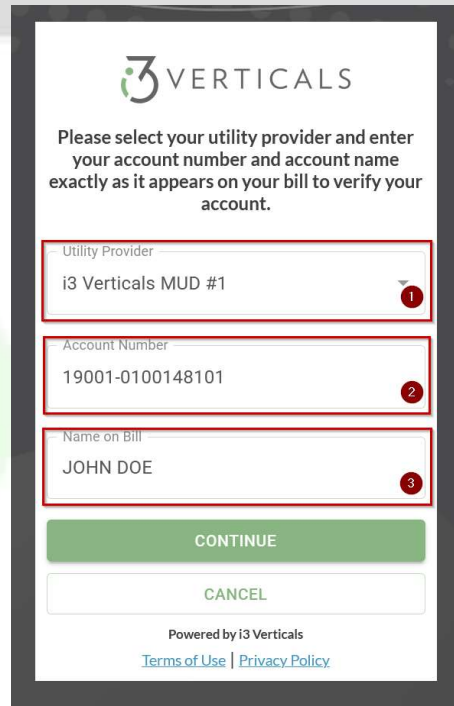
Forgot your [Username](#) or [Password](#)?

SIGN UP

GUEST PAY

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After selecting **“Sign Up”** on the Online Customer Portal, customers will need to reference their account billing statement to complete the registration process. The following information is required:



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Please select your utility provider and enter your account number and account name exactly as it appears on your bill to verify your account.

Utility Provider
i3 Verticals MUD #1 1

Account Number
19001-0100148101 2

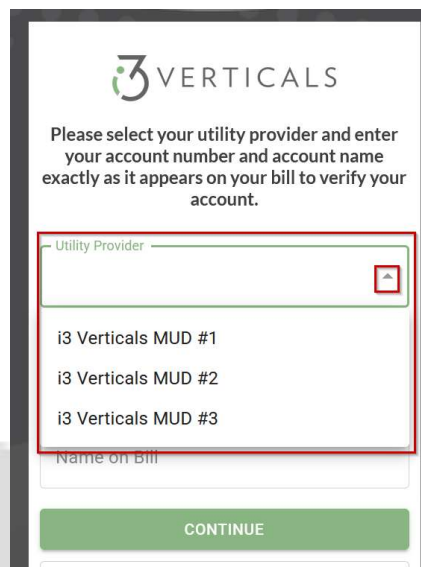
Name on Bill
JOHN DOE 3

CONTINUE

CANCEL

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1. The customer will select their City or District from the **Utility Provider** drop down menu.



i3 VERTICALS

Please select your utility provider and enter your account number and account name exactly as it appears on your bill to verify your account.

Utility Provider ▲

i3 Verticals MUD #1

i3 Verticals MUD #2

i3 Verticals MUD #3

Name on Bill

CONTINUE

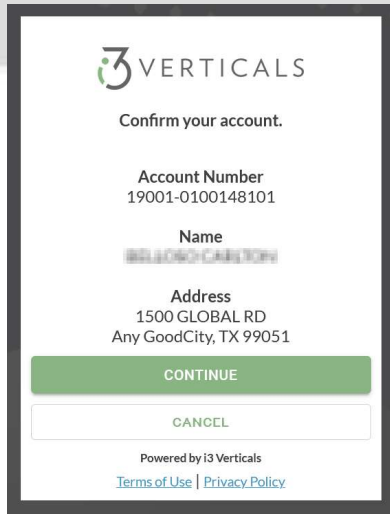
2. Full Account Number (full account number including the dash, as shown on the billing statement)

[illegible]

3. Name on the account.

MAKE CHECK PAYABLE TO:				SERVICE ADDRESS		ACCOUNT NUMBER	
12622 CRESTVALE DR				FROM		BILLING DATE	
SERVICE PERIOD				TO		SERVICE	
Readings and Consumption				DESCRIPTION		AMOUNT	
Meter No.	Read Date	Size		TODAY		0.00	
Current	Prior	Usage	Type	WATER BASE		0.00	
	Total:			WATER		0.00	
				RATE CODE EXP		1.00	
				SEWERAGE FEE		0.00	
				THIS MONTH		0.00	
				TOTAL NOW DUE		0.00	
				PENALTY AMOUNT		PAY THIS AMOUNT AFTER	
						0.00	

4. The system will display the customer account information, simply click [“Continue”](#).



i3 VERTICALS

Confirm your account.

Account Number
19001-0100148101

Name
[REDACTED]

Address
1500 GLOBAL RD
Any GoodCity, TX 99051

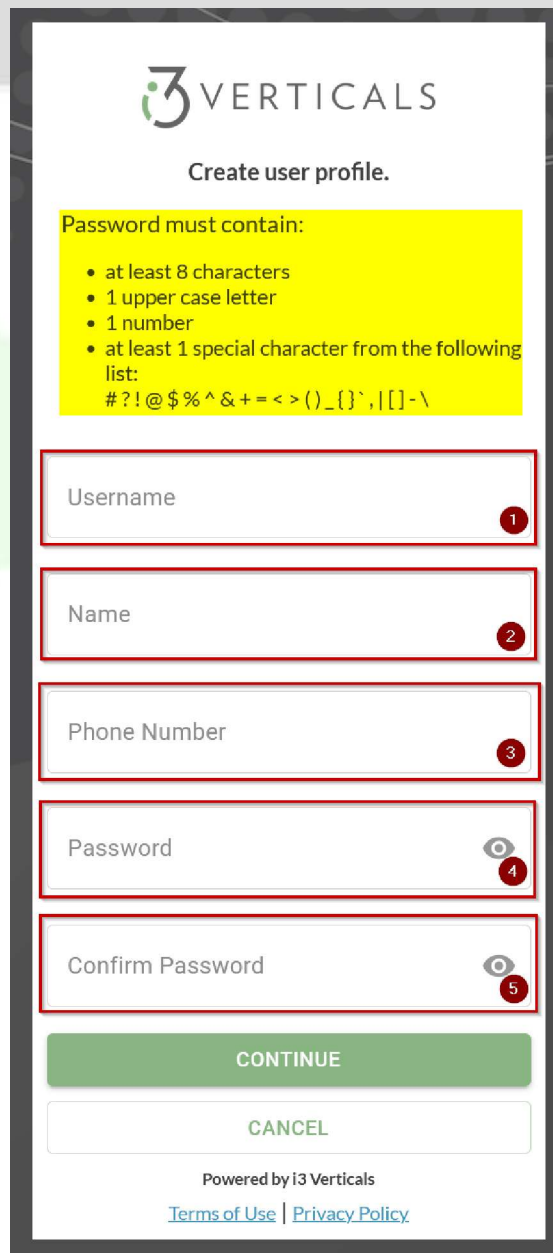
CONTINUE

CANCEL

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After reviewing and confirming the account information, the system will redirect the customer to the next step, where they will create their user profile.

User Profile Creation



The image shows a mobile app interface for creating a user profile. At the top is the 'i3 VERTICALS' logo. Below it is the heading 'Create user profile.' A yellow box contains password requirements: at least 8 characters, 1 upper case letter, 1 number, and 1 special character from a list. The list includes symbols like #, !, @, \$, %, ^, &, +, =, <, >, (,), _ { } ' , [] - \. Below this are five input fields, each with a red number in a circle: 1. Username, 2. Name, 3. Phone Number, 4. Password (with an eye icon), and 5. Confirm Password (with an eye icon). At the bottom are 'CONTINUE' and 'CANCEL' buttons. The footer says 'Powered by i3 Verticals' with links to 'Terms of Use' and 'Privacy Policy'.

i3 VERTICALS

Create user profile.

Password must contain:

- at least 8 characters
- 1 upper case letter
- 1 number
- at least 1 special character from the following list:
? ! @ \$ % ^ & + = < > () _ { } ' , [] - \

Username 1

Name 2

Phone Number 3

Password 4

Confirm Password 5

CONTINUE

CANCEL

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1. Enter User ID – Customer will need to create a user ID.
2. Name
3. Phone Number
4. Password
5. Reconfirm Password

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

The screenshot shows the 3Verticals account profile page for BELLOSO CARLTON. The page includes a navigation bar with links for HOME, MAKE PAYMENT, HISTORY, WALLET, and MY ACCOUNT. The main content area displays the account balance, payment history, and utility provider information.

Account Balance
\$6,213.02
Last payment of \$300.00 made on 3/15/2025
Payment Due: 5/14/2025

Enrollments
Unenroll Paperless
Manage Autopay

Utility Provider
13 Verticals MUD #1
(731)555-5555
40 Burton Hills Blvd., Suite 415
Nashville, TN 37215

Water In 1,000s of Gallons

Month	Water In 1,000s of Gallons
3/28/2025	10
2/1/2025	0
1/1/2025	0
12/1/2024	10
11/1/2024	10
10/1/2024	10
9/1/2024	10
8/1/2024	10
7/1/2024	10
6/1/2024	10
5/1/2024	10
4/1/2024	10

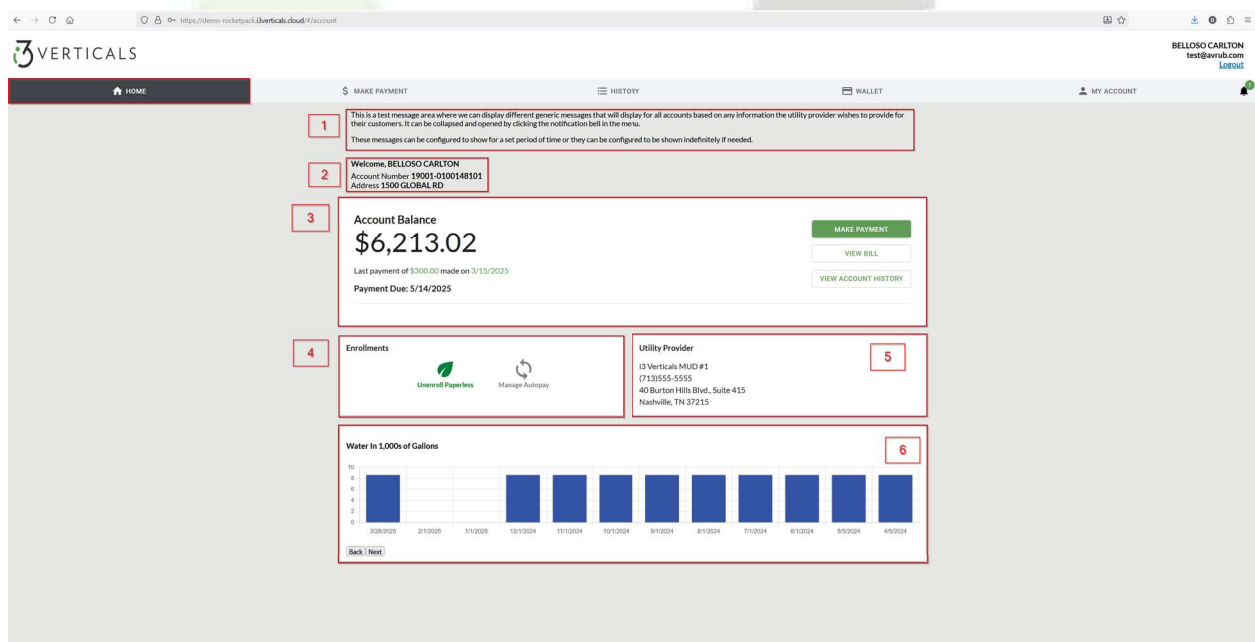
Back | Next

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

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

BILLING

PAYMENTS

USAGE

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	

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

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 includes a navigation bar with links for HOME, MAKE PAYMENT, HISTORY, WALLET, and MY ACCOUNT. A message area at the top states: '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.'

The 'PROFILE SETTINGS' section is divided into two main areas:

- 1** **PROFILE INFORMATION**: This section contains fields for Username (test22) and Password (xxxxxxxxxx), each with an 'Edit' link. Below this is the **CONTACT INFORMATION** section, which includes fields for Account Name (DIANAS CARLOS), Billing Address (1890 ZENODIA ST, Any GoodCity, TX 99051), Home Phone ((999)999-9999), Cell Phone ((626)574-6457), and Email (test@avrub.com), each with an 'Edit' link.
- 2** **Accounts**: This section features a table with columns for Name, Account Number, and Service Address. A red box labeled **3** highlights a green '+ person' icon button next to the 'Accounts' header, indicating the option to add a new account.

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.