AQUA

Instructions: PayNearMe Payment Portal

April 2023

800-234-3663, option 4, ext. 6091

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Overview

This guide provides step-by-step instructions on how to use the Aqua Finance PayNearMe Payment Portal.

If you have any questions about how to register your account or set up automatic payments through PayNearMe, our new payment system, email us at: info@aquafinance.com or call our Customer Support Department at 800-234-3663, option 4, ext. 6091.

NOTE: Automatic payments are referred to as Autopay on PayNearMe.

Topics

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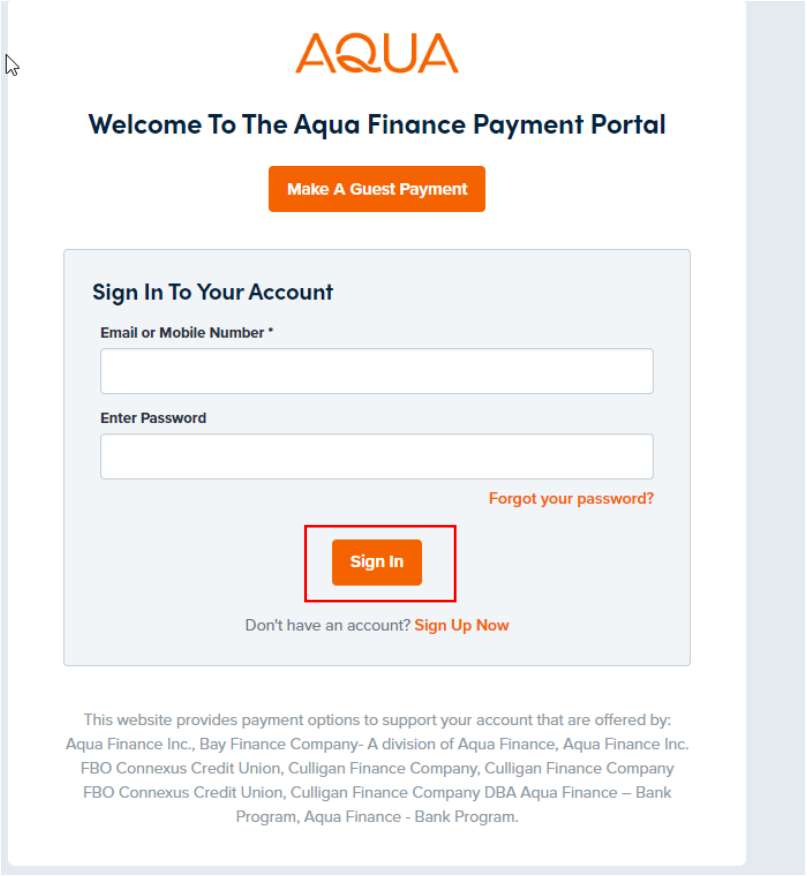
How to register for an account on the Payment Portal (PayNearMe)

Step 1

Click **Sign In**.

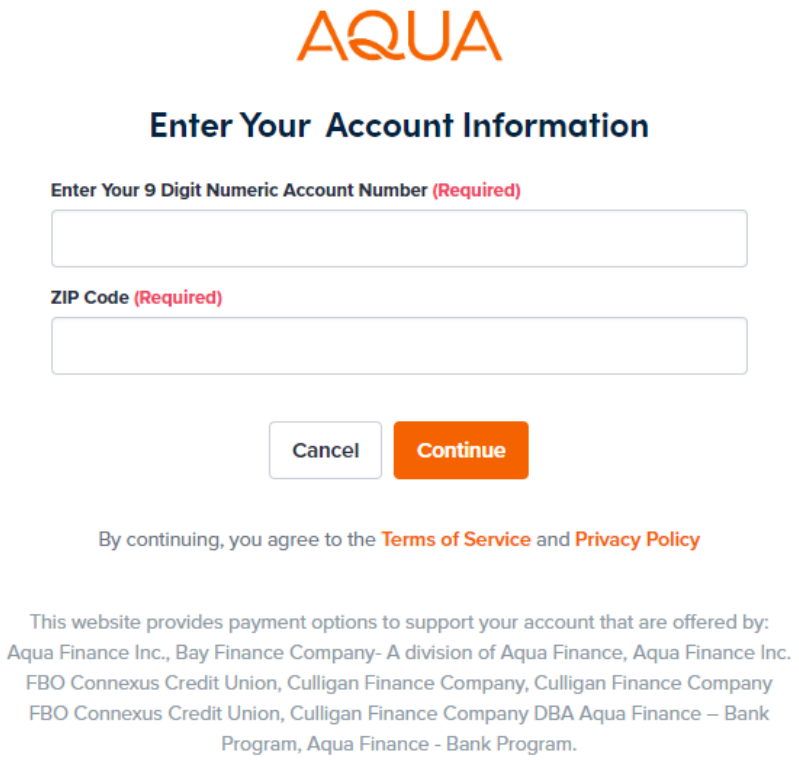
You do not need to enter an email/mobile number or a password at this stage.



How to register for an account on the Payment Portal (PayNearMe) (continued)

Step 2

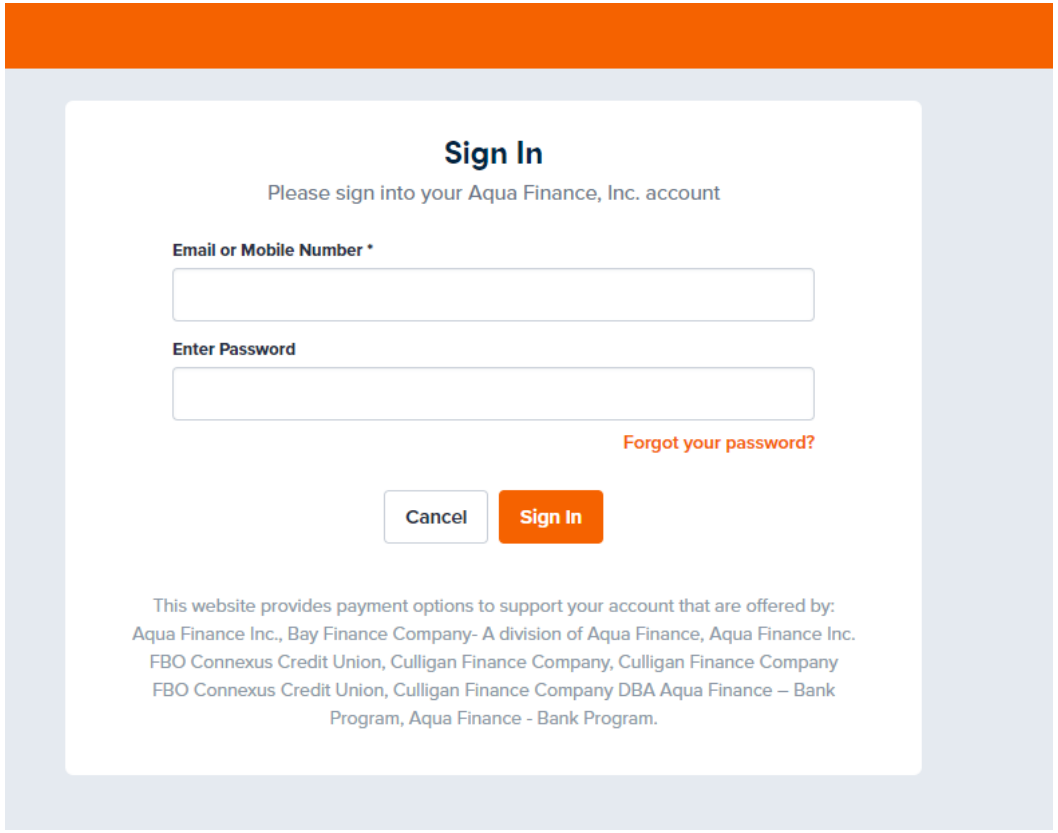
Enter your 9-digit numeric Account Number and ZIP Code and click on **Continue**.



How to register for an account on the Payment Portal (PayNearMe) (continued)

Step 3

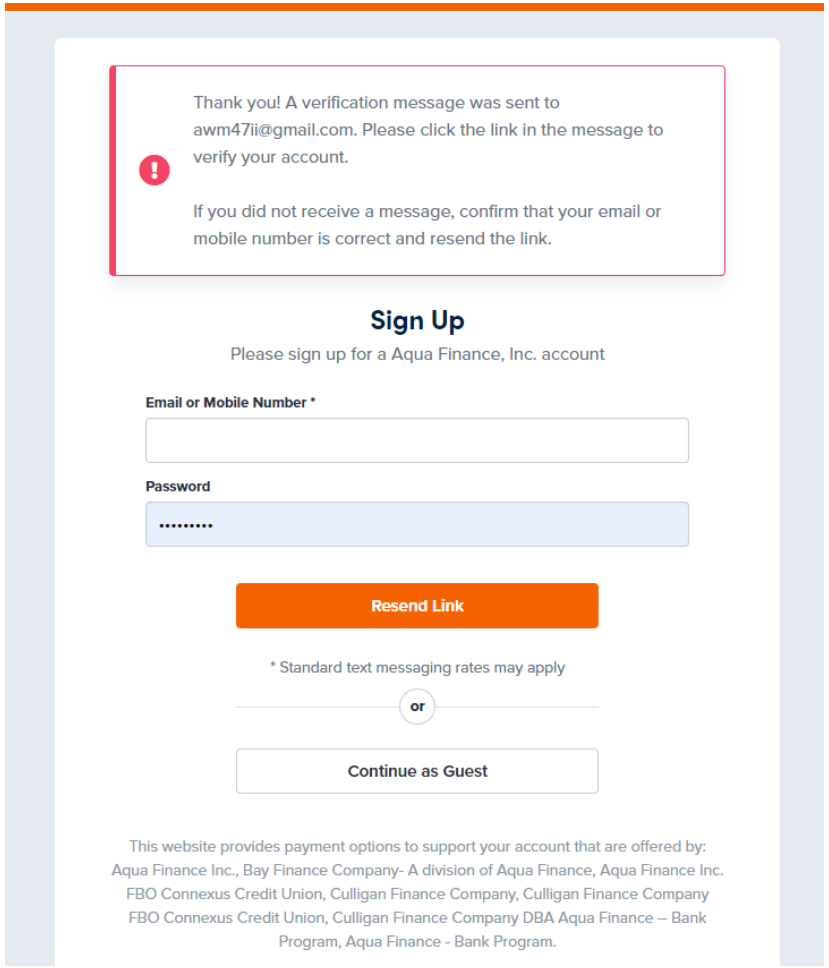
Enter a mobile number or an email address and create a new password. Click **Sign in**.



How to register for an account on the Payment Portal (PayNearMe) (continued)

Step 4

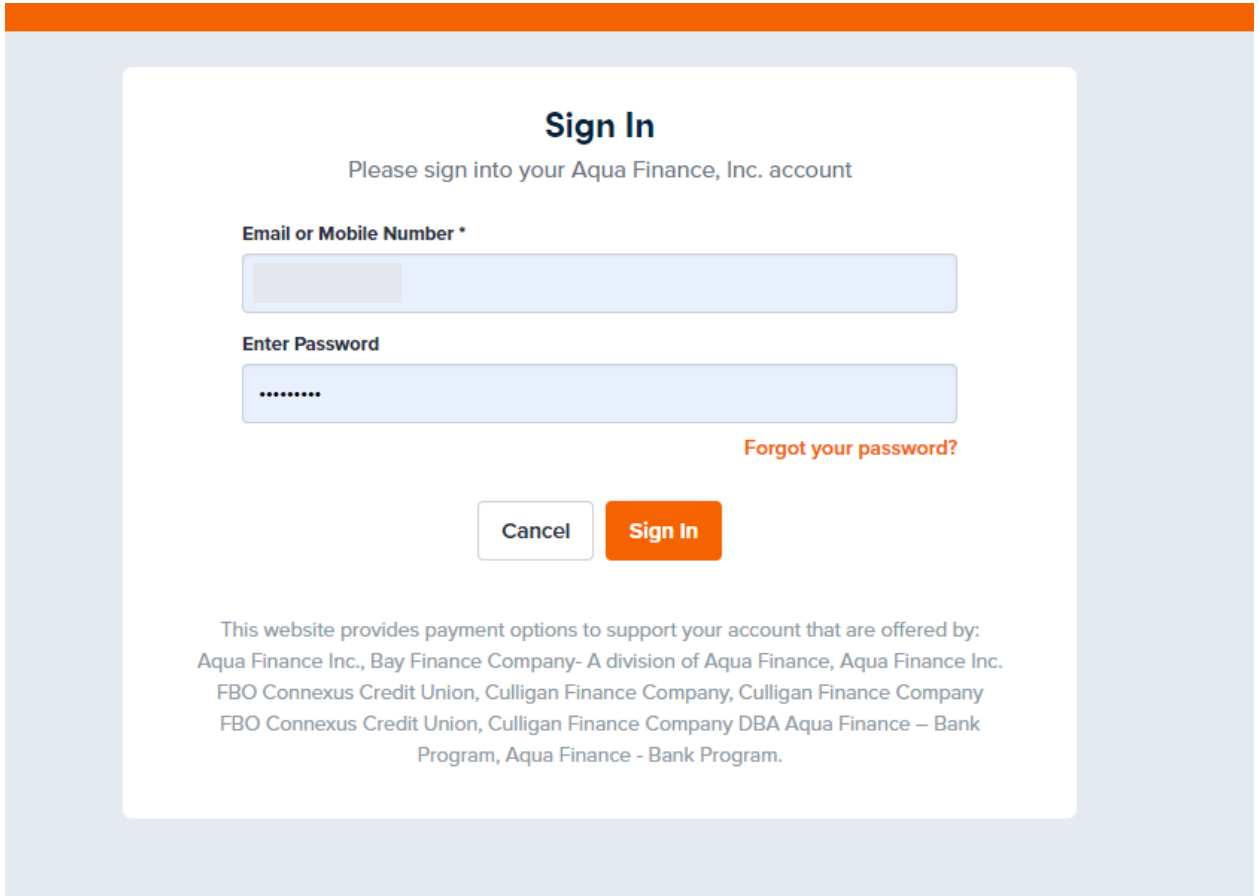
An email or a text message will be sent to you to verify the registration. Click on the link to confirm the process.



How to register for an account on the Payment Portal (PayNearMe) (continued)

Step 5

The link will take you to this screen. Fill in your email or mobile number and the password you created. Click **Sign In**.

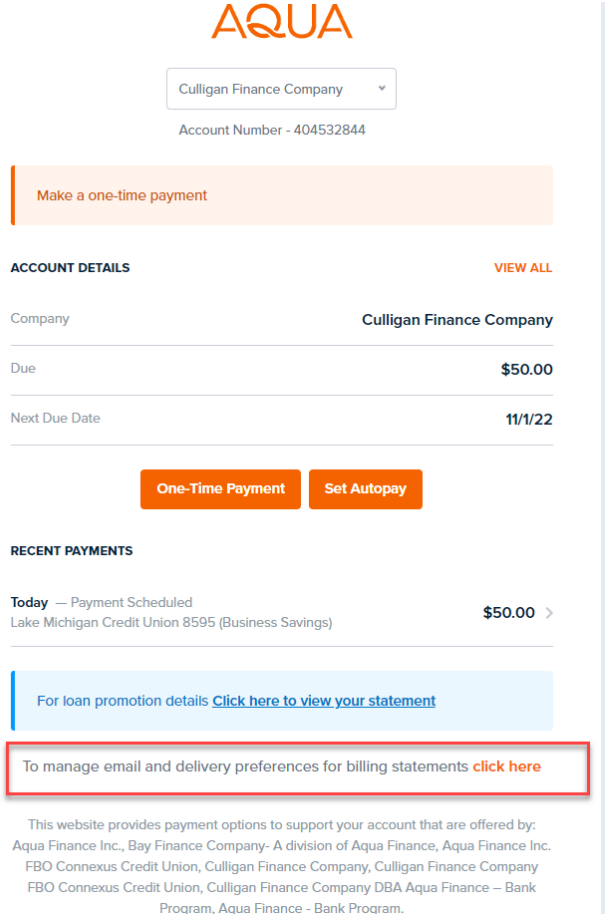


How to sign up for electronic statements

Step 1

On the account screen, scroll to the bottom and click on the link To manage email and delivery preferences for billing statements.

Sample account

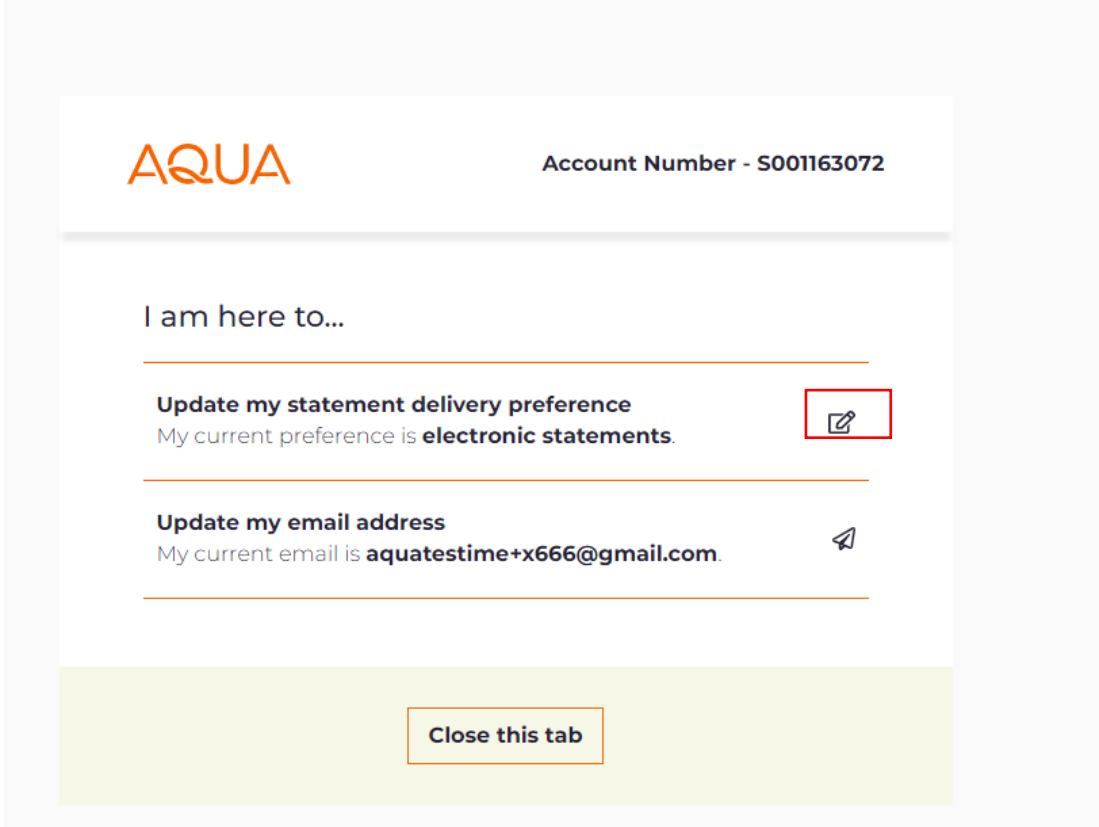


How to sign up for electronic statements (continued)

Step 2

Click on the pencil icon next to Update my statement delivery preference.

Sample account

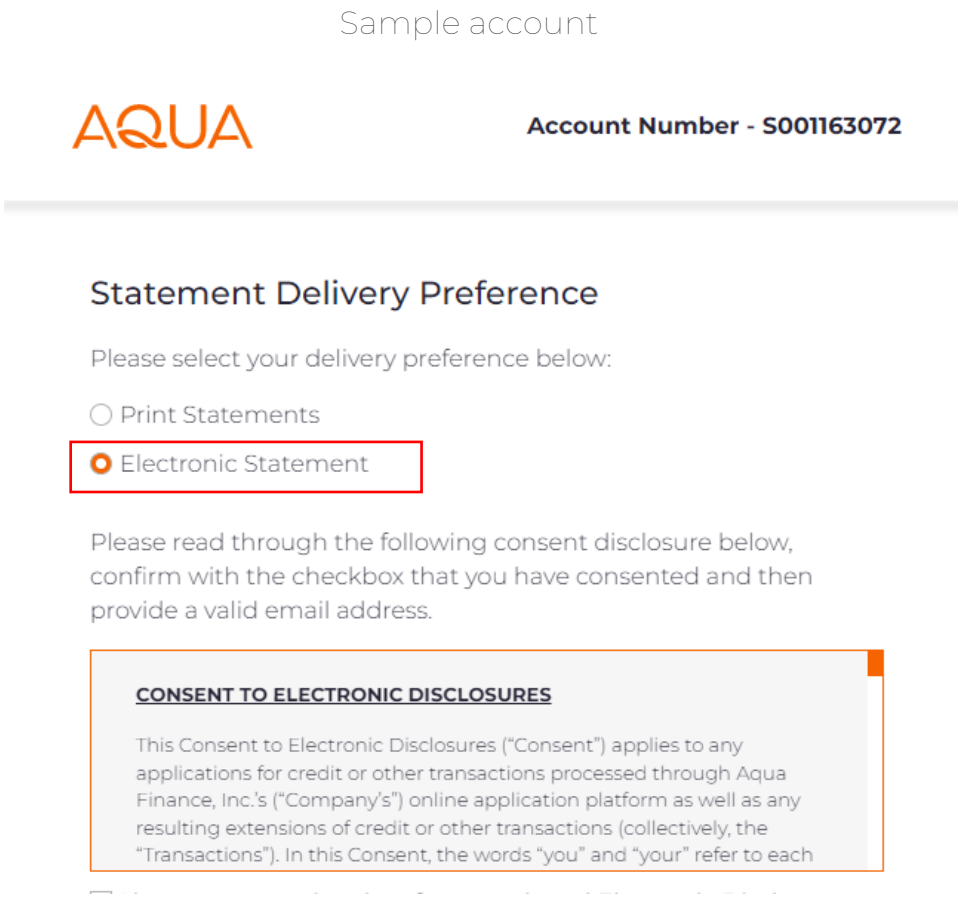


How to sign up for electronic statements (continued)

Step 3

Select Electronic Statement.

Sample account



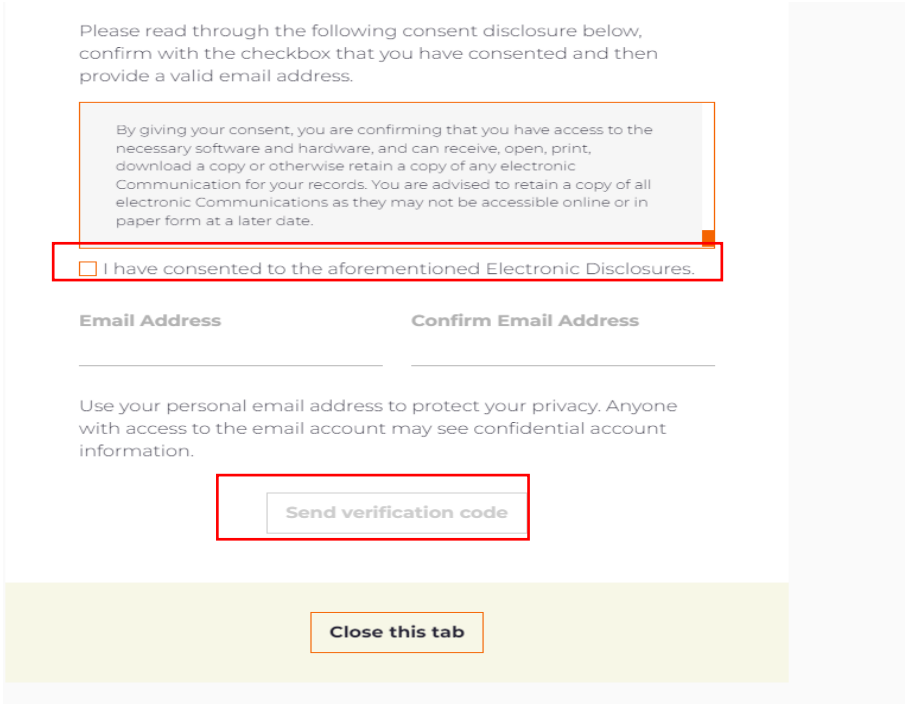
How to sign up for electronic statements (continued)

Sample account

Step 4

Scroll to the bottom of the text box and click on the box for I have consented to the aforementioned Electronic Disclosures.

Fill in and confirm your email address. Click on Send verification code.



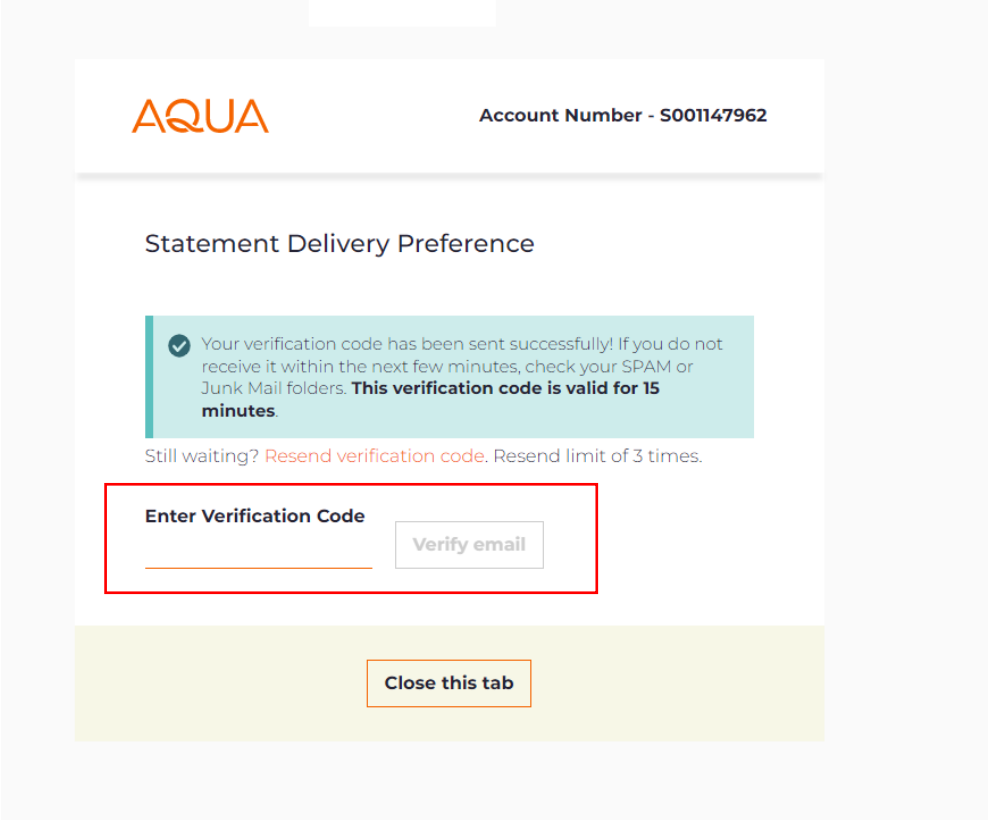
How to sign up for electronic statements (continued)

Sample account

Step 5

You will receive a verification code to the email address you entered. It will be valid for 15 minutes.

Enter the verification code and click on **Verify email**.



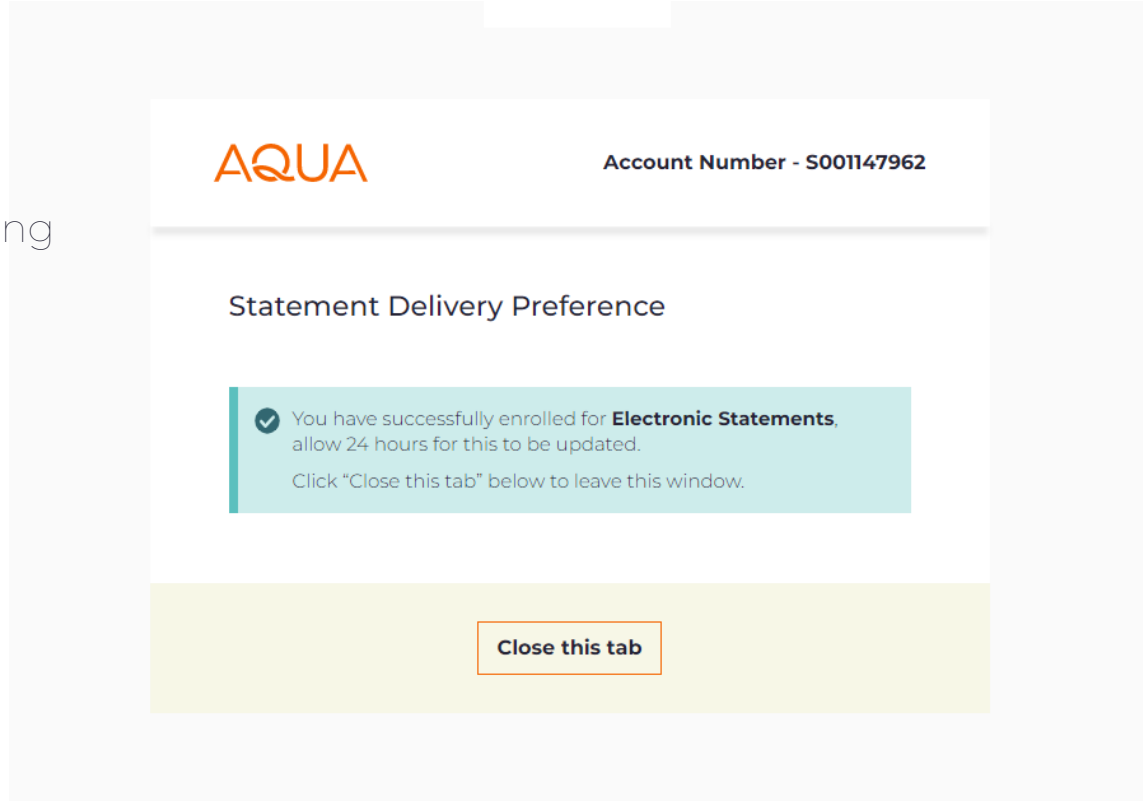
How to sign up for electronic statements (continued)

Sample account

Step 6

You will see the following message confirming that you have set up Electronic Statements.

Click on **Close this tab** to get back to main account screen.

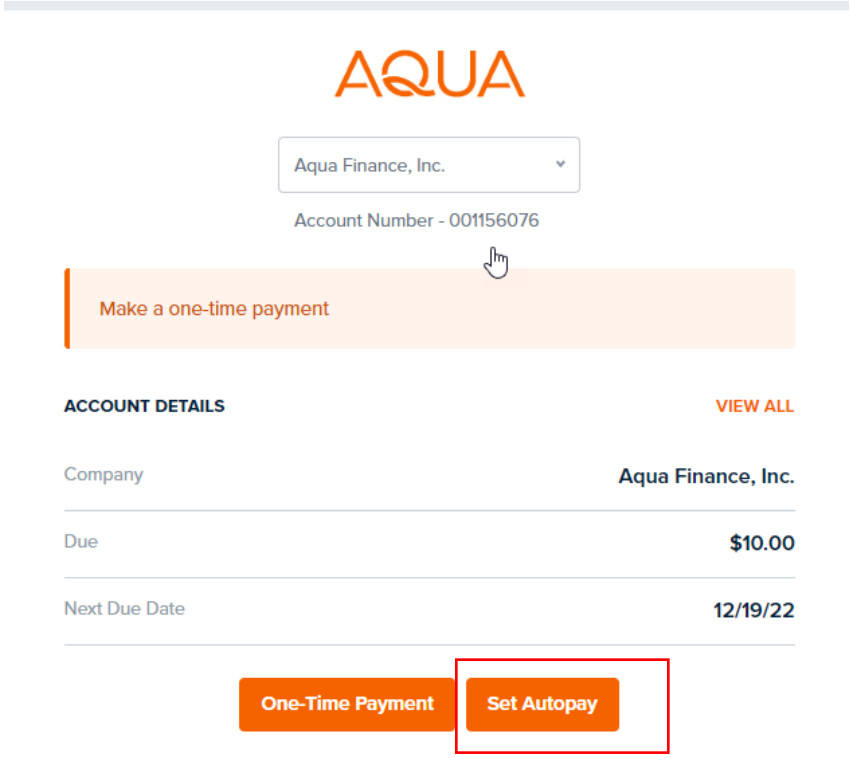


How to set up automatic payments (Autopay)

Step 1

Click Set Autopay.

Sample account

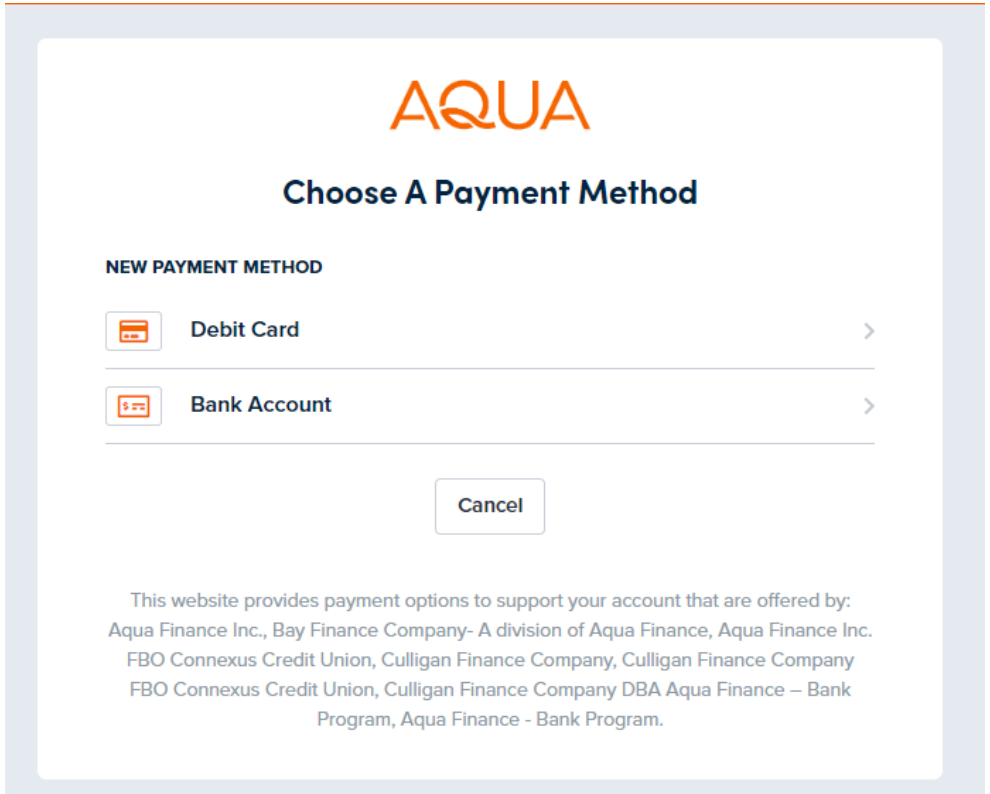


How to set up automatic payments (Autopay) (continued)

Step 2

Select your preferred payment method.

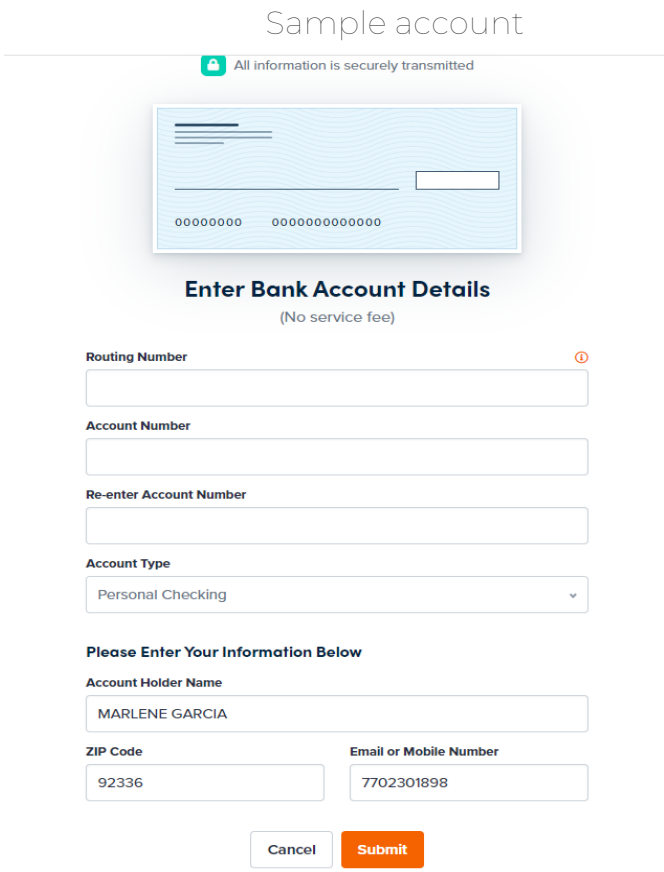
Sample account



How to set up automatic payments (Autopay) (continued)

Step 3

If you select Bank Account, fill in all of the information requested.



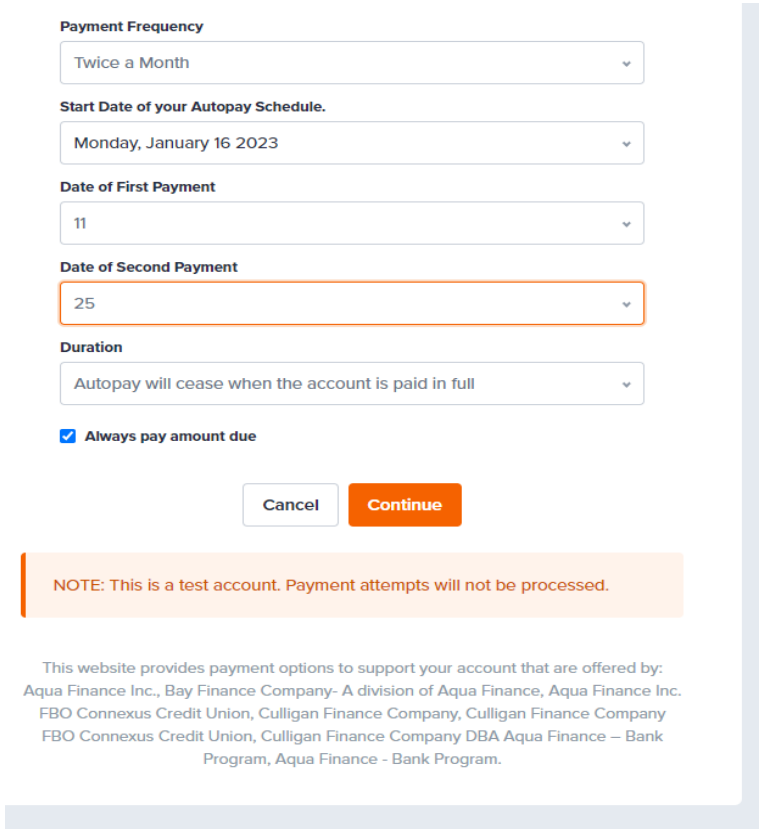
How to set up automatic payments (Autopay) (continued)

Step 4

Based on the frequency option, selected fields may apply.

Click **Continue**.

Sample account

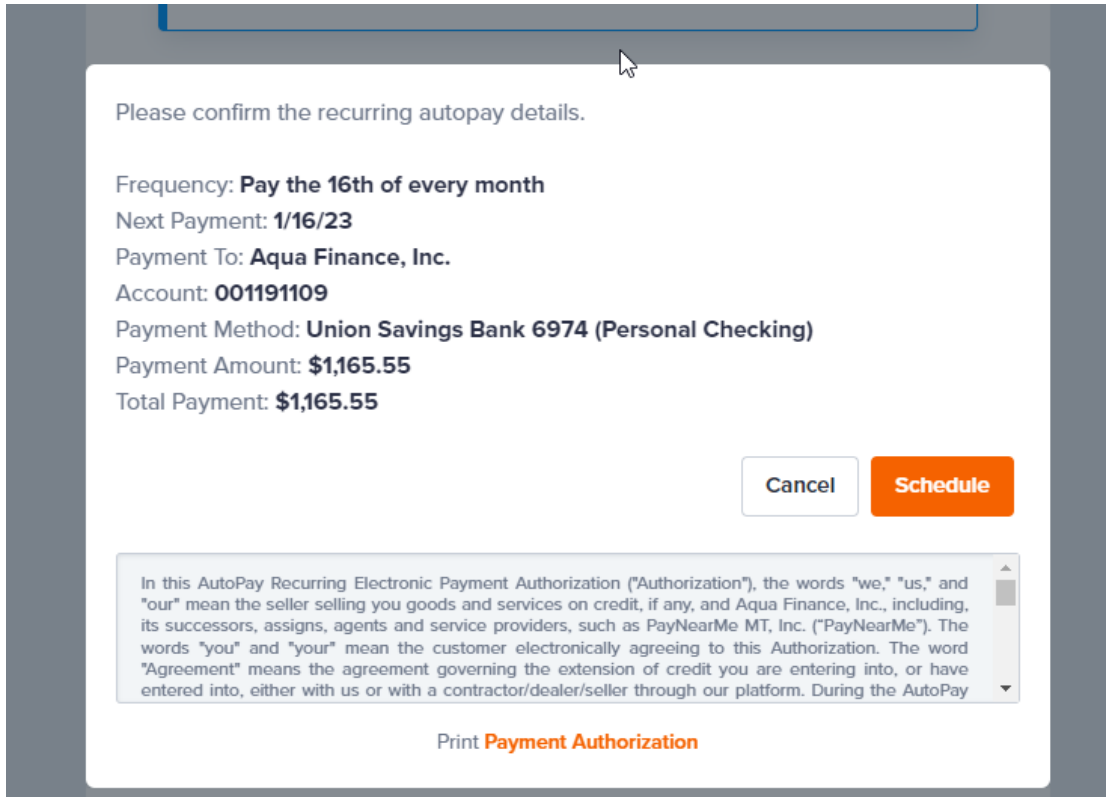


How to set up automatic payments (Autopay) (continued)

Step 5

Review the Autopay details and click on Schedule.

Sample account

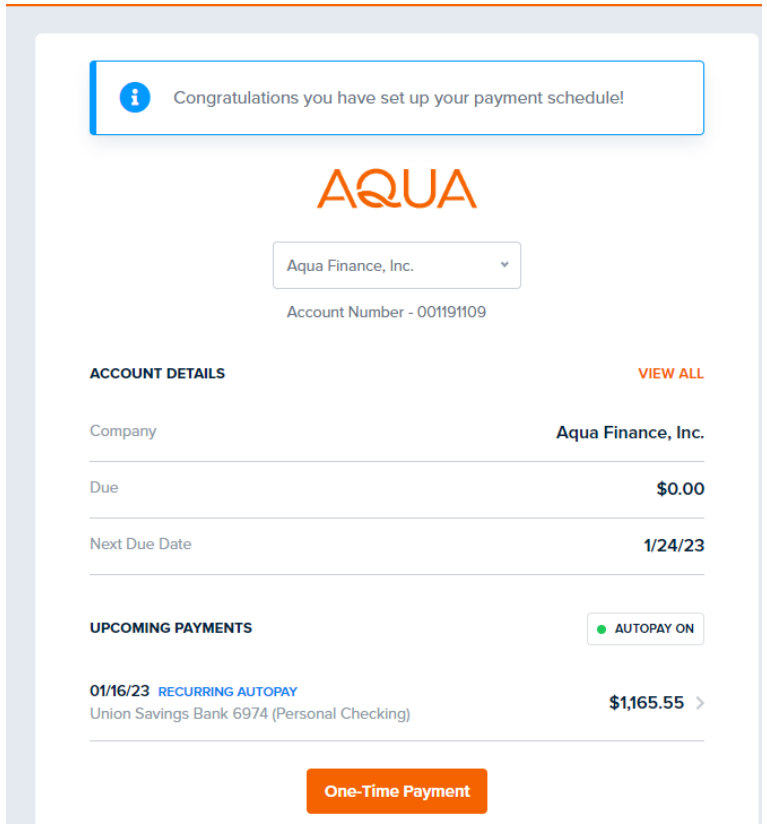


How to set up automatic payments (Autopay) (continued)

Step 6

You will be taken back to the account screen and you will see the Autopay details.

Sample account



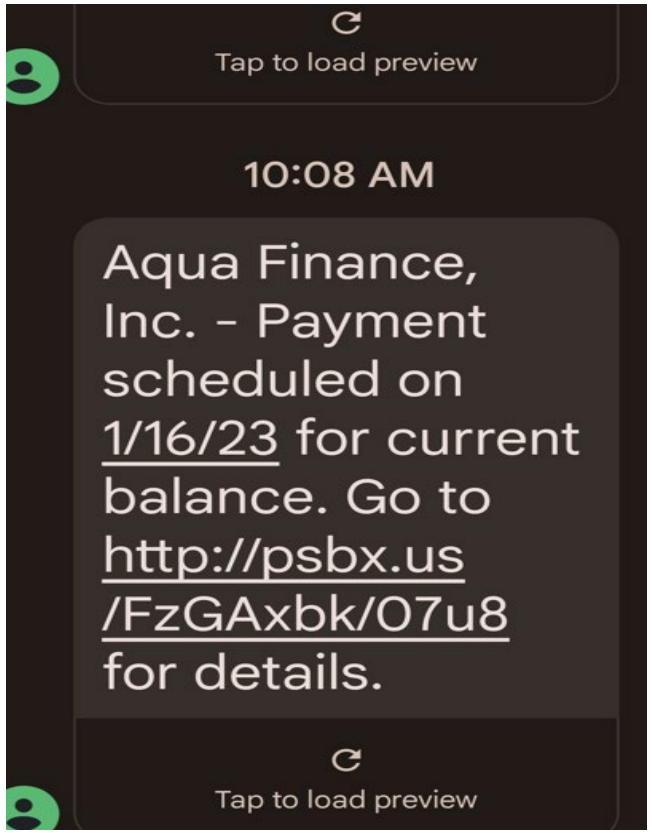
How to set up automatic payments (Autopay) (continued)

Step 7

You will receive a text or email (depending on what you used) with the details of your next payment.

Clicking on the link will take you to your account page.

Sample account



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