

Sewer Online Account Registration Instructions

Go to the City's website login page at:

<https://stjoemo.merchantransact.com/default.aspx>

Click - First time user? Register Now

You will see the screen below and need the following information:

The screenshot shows a web browser window with the URL <https://stjoemo.merchantransact.com/NewUsers.aspx>. The page features a dark blue navigation bar with the following links: Home, Make Payment, New Users, Forgot Password, and Contact Us. The main content area is titled 'New Users' and contains the following text: 'To sign up fill out the information below and click Register.' Below this is a form with the following fields and instructions:

- Last Name or Business Name:** A text input field. Below it, the instruction reads: 'Your last name or business name as it appears on the bill.'
- Current Charges:** A text input field. Below it, the instruction reads: 'Enter the current charge amount from your most recent bill.'
- Current Due Date:** A text input field. Below it, the instruction reads: 'Enter the due date from your most recent bill in the following format: MM/DD/YYYY.'
- Utility Account Number:** A text input field. Below it, the instruction reads: 'Please make sure you enter the account number with all leading and trailing zeroes and dashes. For example: 123456-123'

Below the form is a 'Registration' section with the following fields and instructions:

- E-Mail Address:** A text input field.
- Password:** A text input field.
- Confirm E-Mail Address:** A text input field. Below it, the instruction reads: 'Confirm the e-mail address entered.'
- Confirm Password:** A text input field. Below it, the instruction reads: 'Password must be at least 8 characters in length, and include three of the following:'
 - Lowercase Letters
 - Uppercase Letters

- 1) Last Name on the account.
- 2) Current Charges (This is NOT your balance due, but your current monthly charges.)
- 3) Current Due Date
- 4) Utility Account number (Please make sure you enter the entire account number including those after the “-“.

You will create a user e-mail and Password and confirm each.

Select Register.

***When you select this button, you will receive a verification e-mail. You must verify this information to complete your registration.**

Once you log in, you will have a dashboard with the following tabs:

- Dashboard – this will link you to many screens to pay bills, sign up for auto pay or e-bills, View usage history, Account Profile, View activity, etc.
- Payments – pay bill directly from this screen via e-check or credit card. (Service charges will apply if you are not signed up for AutoPay.)
- My Bill – This gives a summary of the current billing statement.
- Usage – track your consumption history
- Activity – shows your account history including payments, billings and any adjustments.
- My Profile –
 - Account Information – shows the current e-mail address attached to account.
 - Your Saved Payment Methods – this shows saved payment methods you have saved onto the merchant processor website.
 - Your accounts – shows default for each of the following:
 - Account number
 - Paper Bills
 - Electronic Bills
 - AutoPay
 - Contact us – link to contact Utility Billing staff if you need assistance.

Sign up for AutoPay

Select My Profile – The screen below should pop up.

My Profile > add a new payment method

Payment Type:

Electronic Check
 Credit Card

Is this profile for an electronic check or credit card?

Description

Enter what you would like to call this payment method. (e.g. My Visa Card, BOFA Checking, etc.)

Checking Information

Name on Account:

Enter the name on the checking account.

Routing Number:

Enter your bank's routing number.
[Where do I find this?](#)

Account Number:

Enter your checking account number.

Re-Enter your checking account number.
[Where do I find this?](#)

Options

Use this payment method to enroll in AutoPay.
[Tell me more.](#)

Effective January 1,2021, all web payments initiated by user or as a point of sale transaction will be assessed a 4% service.

Enter Name on Account

If select e-check:

- Enter bank routing number
- bank account number
- re-enter bank account number

If you would like to use this payment method for AutoPay, scroll to the bottom and select:

- Add payment method to this customer.

If select credit card, you will verify the account name and address. Enter:

- credit card number
- expiration date
- security number on the back

Scroll to the bottom of the page and click:

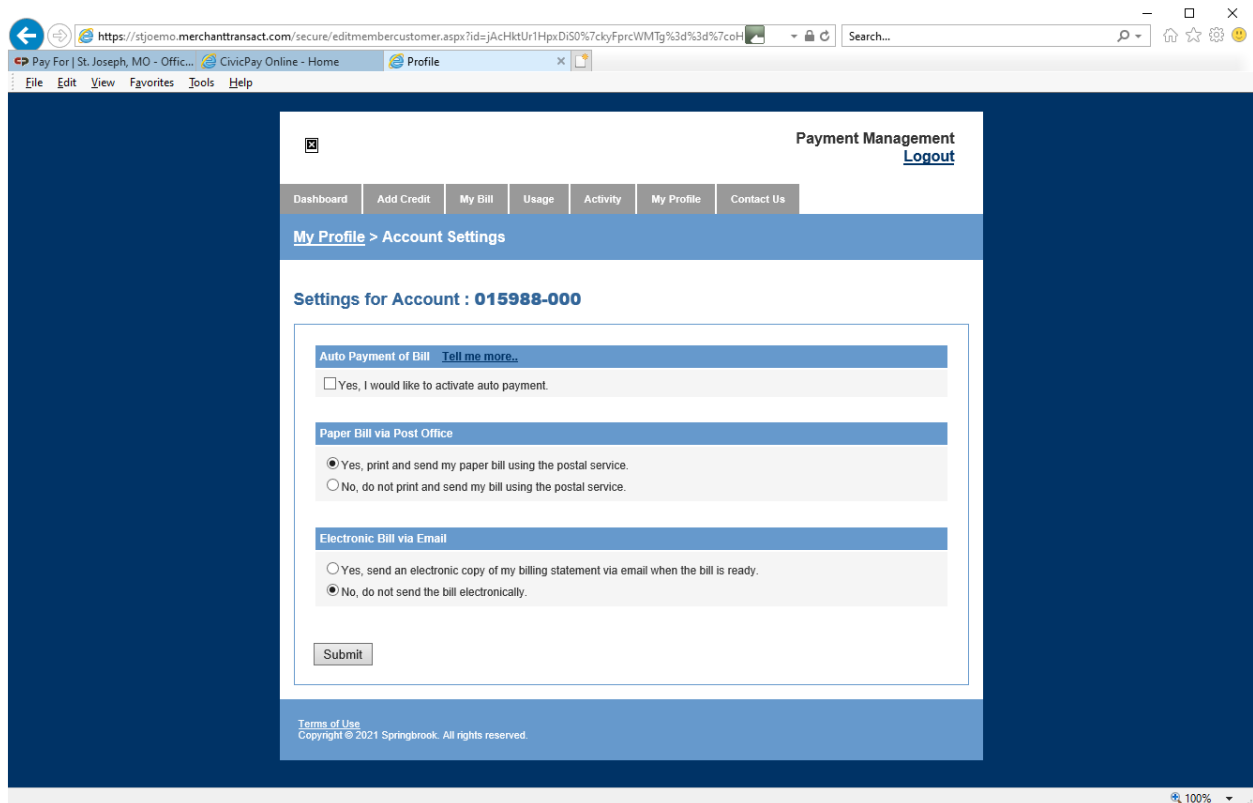
- Add payment method to this customer.

If questions regarding this screen, you can click on the Tell Me More link.

Sign up for E-Bills or Auto Pay

If you have already registered and desire to sign up for E-Bills or AutoPay, go to the My Profile tab. Under the Your Account section, select your account number.

You will see the information below.



The screenshot shows a web browser window with the URL <https://stjoemo.merchantransact.com/secure/editmembercustomer.aspx?id=jAcHktUr1HpxDi50%7ckyFprcWMTg%3d%3d%7coH>. The page is titled "Payment Management" and includes a "Logout" link. A navigation menu contains "Dashboard", "Add Credit", "My Bill", "Usage", "Activity", "My Profile", and "Contact Us". The current page is "My Profile > Account Settings". The settings are for account "015988-000".

Auto Payment of Bill [Tell me more...](#)

Yes, I would like to activate auto payment.

Paper Bill via Post Office

Yes, print and send my paper bill using the postal service.
 No, do not print and send my bill using the postal service.

Electronic Bill via Email

Yes, send an electronic copy of my billing statement via email when the bill is ready.
 No, do not send the bill electronically.

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You will select the desired service:

AutoPay

Paper Bill

Electronic Bill

You can select paper bill and electronic Bill. You will receive an electronic reminder when the bill is created and when the bill is due.

Click Submit.