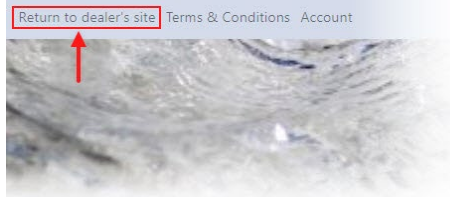


# Registration & Login Payment Portal Help



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Please contact your Dealer's store if you have any questions or problems with the Payment Portal.

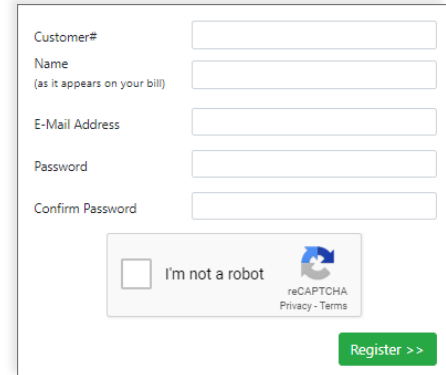
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## Register

It is best to have your latest Invoice / Statement available to complete the Registration form.

- Enter your Customer number. The Customer number is 6 digits in length – include any leading 0's in the number (e.g., 000123).
- Enter the customer name as it appears on your statement
- Enter your email address
- Enter and confirm a password.  
Passwords must:
  - ◇ Be a minimum of 8 characters
  - ◇ Contains (at least) 1 upper case letter
  - ◇ Contains (at least) 1 lower case letter
  - ◇ Contains (at least) 1 numeric character
  - or-
  - ◇ Contains (at least) 1 special character
- Place a check in the box to the left of "I'm not a robot" and then click on the 'Register' button to complete the registration.

When successfully registered, the application will display the Login Screen.

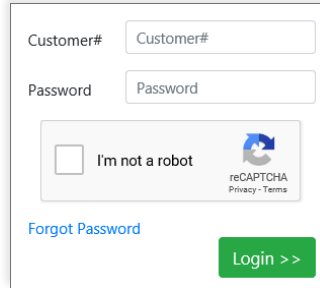


The image shows a registration form with the following fields and elements:

- Customer#:
- Name (as it appears on your bill):
- E-Mail Address:
- Password:
- Confirm Password:
- A checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and "reCAPTCHA Privacy - Terms" link.
- A green "Register >>" button.

## Logon to the site

Enter your Customer number, Password, and place a check in the box to the left of 'I'm not a robot' to login to your account.



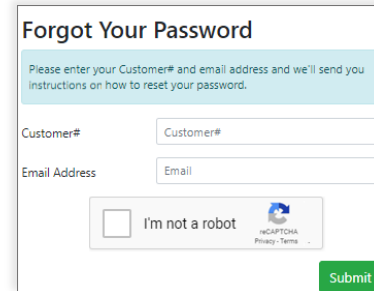
The login form contains the following elements:

- Customer# input field
- Password input field
- A checkbox labeled "I'm not a robot" with a reCAPTCHA logo and "reCAPTCHA Privacy - Terms" link.
- A blue link labeled "Forgot Password".
- A green button labeled "Login >>".

## Forgot Password

Click on the 'Forgot Password' button if you cannot recall your password.

In the 'Forgot Your Password' screen you will need to enter your Customer Number and the email address associated with the account

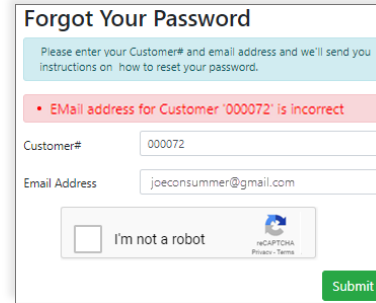


The "Forgot Your Password" form contains the following elements:

- A light blue header box with the text: "Please enter your Customer# and email address and we'll send you instructions on how to reset your password."
- Customer# input field
- Email Address input field
- A checkbox labeled "I'm not a robot" with a reCAPTCHA logo and "reCAPTCHA Privacy - Terms" link.
- A green button labeled "Submit".

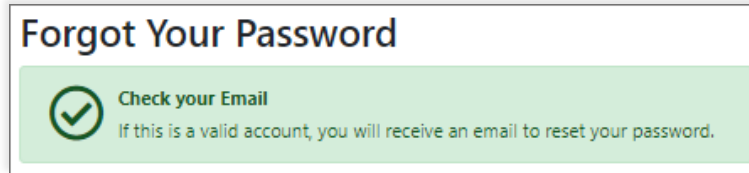
If the email address entered does not match the address on the account, you will receive the following error message: **Email address for Customer '123456' is incorrect.**

If you are unsure of the email address associated with the account, please contact your dealer's office for assistance.



The screenshot shows a web form titled "Forgot Your Password". At the top, a light blue banner contains the text: "Please enter your Customer# and email address and we'll send you instructions on how to reset your password." Below this, a red error message states: "• Email address for Customer '000072' is incorrect". The form includes two input fields: "Customer#" with the value "000072" and "Email Address" with the value "joeconsummer@gmail.com". There is a reCAPTCHA widget with the text "I'm not a robot" and a "Submit" button.

If the email address does match the address associated with the Customer Number, the screen to the right will appear to let you know to check your email for further instructions.



The screenshot shows a web form titled "Forgot Your Password". A green banner at the top contains a checkmark icon, the text "Check your Email", and the message: "If this is a valid account, you will receive an email to reset your password."

## Resetting your Password

You will receive will have a link to the 'Reset Password' page. Click on the link to go to the 'Reset Password' page.

**Note:** The link to the 'Password Rest' page will only be active for 24 hours. After 24 hours, click link to generate a new 'Password Reset' email.


In the 'Update Password' dialog box, enter a new password.

Passwords must:

- ◇ Be a minimum of 8 characters
- ◇ Contains (at least) 1 upper case letter
- ◇ Contains (at least) 1 lower case letter
- ◇ Contains (at least) 1 numeric character
- or-
- ◇ Contains (at least) 1 special character

Place a check in the box for 'I'm not a robot' security statement and click on the 'Submit' button.




**Update Password**  
 Please enter your new password below.  
 Password   
 Confirm Password   
 I'm not a robot   
 Submit

When your password has been successfully updated, the Login dialog box will appear. Login (using the new password) to access your account. Place a check in the box for 'I'm not a robot' security statement and click on the 'Login' button.

Your password has been updated.  
You may now login to your account.

Customer#

Password

I'm not a robot   
reCAPTCHA  
[Privacy](#) - [Terms](#)

[Forgot Password](#)