



# My Account training

**Facilitator: <Name>**

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# Course Overview

Upon completion of the hands-on My Account functionality training, Sydney Water employees (Managing Agents, Individual owner/Authorised contract) will have thorough understanding of how to navigate My Account portal.

## Learning Support Materials:

Documents	Description
Role specific participant guides	Step-by-step explanations of the functionality
Teach back assignments (for participants)	Evaluation of topics covered
Facilitator guides (for trainers)	Train the trainer guidance for effective facilitation.

# Learning Objectives

**By the end of this course participants will be able to:**

- Use the My Account portal
- Demonstrate the customer-provided functionality of My Account
  - Managing bills
  - Managing account
- Describe the ways of contacting Sydney Water for billing and payment related issues

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# Introductions

Please share ....

- Tell us your name.
- What is your role at Sydney Water?
- Were you a My Account portal tester?
- Tell us one fun thing about you!



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# Hands-on application training

# Getting started: Overview

This section focuses on the Header logo and Profile button functionality in addition to the Overview page content functionality.

Also, you will be able to navigate the do the following:

- Overview page using drop-down options;
- Access the Quick links (hyperlinks)
- View payment amounts due for a chosen property

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# Getting started: Register for My Account (1 of 8)

1. On the **Log in to My Account** page, click **Register now** link.

Sydney  
WATER

Accounts & billing ▾ Your home ▾ Your business ▾ Plumbing, building & developing ▾ Water & the environment ▾ Education ▾ About us ▾

Home ▸ Accounts & billing ▸ My Account ▸ Log in to My Account

## Log in to My Account

Email

Password


[Forgot password?](#)

Log in

**Not registered for My Account?**

Register to see your bills, check your balance, pay now, set up direct debit, go paperless, check water usage and more, 24/7.

**1** [Register now](#)

 Sydney Water respectfully acknowledges the traditional custodians of the land and waters on which we work, live and learn. We pay respect to Elders past and present.

[in](#) [t](#) [f](#) [e](#) [v](#)



# Getting started: Register for My Account (2 of 8)

The system displays the **Register for My Account** page.

2a. Enter the following fields in **My details** section:

- **Given name**
- **Family name**
- **Email**

Sydney WATER

Accounts & billing ▾ Your home ▾ Your business ▾ Plumbing, building & developing ▾ Water & the environment ▾ Education ▾ About us ▾

Home > Accounts & billing > My Account > Register for My Account

## Register for My Account

### Before you start

To complete this registration, you'll need to have a copy of a recent Sydney Water bill. If you're a new homeowner, you can refer to the **welcome letter** we sent you.

**2a**

#### My details

Given name

Family name

Email

# Getting started: Register for My Account (3 of 8)

2b. Scroll down to fill the other fields in **My details** section:

- **Mobile number**
- **Other phone number**
- **Date of birth**

3. Enter the following fields in **My password** section:

- **Password**
- **Confirm password**

The screenshot displays two sections of a registration form. The first section, labeled '2b', is titled 'Please provide at least one phone number' and contains three input fields: 'Mobile number', 'Other phone number', and 'Date of birth (optional)'. The 'Date of birth' field is a dropdown menu with 'DD', 'Month', and 'YYYY' options. Below these fields are three informational boxes: the first explains that a mobile number is required for alerts and reminders; the second states that an Australian mobile number is optional and should include country and area codes; the third notes that a date of birth provides extra security information. The second section, labeled '3', is titled 'My password' and contains two input fields: 'Password' and 'Confirm password'. Below these fields is an informational box stating that the password must be at least 8 characters long and include at least one uppercase letter, one lowercase letter, and one number.

2b

Please provide at least one phone number

Mobile number

1 Required if you choose to receive alerts and reminders. Enter overseas mobile number under 'Other phone'.

Other phone number

1 Optional if you've entered an Australian mobile number above. Include country and area code if relevant.

Date of birth (optional)

DD Month YYYY

1 Your date of birth gives us extra information to securely identify you when you call us.

3

My password

1 8 characters or more. Include at least one:

- uppercase letter, e.g. ABC
- lowercase letter, e.g. abc
- number, e.g. 123

Password

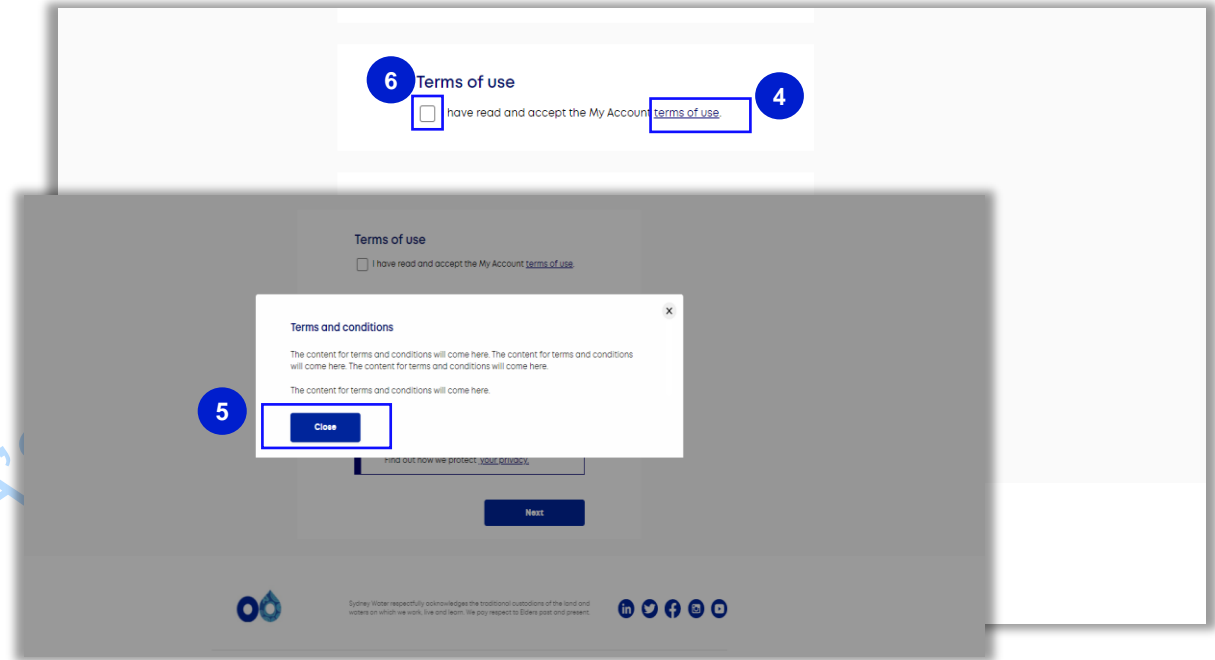
Confirm password

## Getting started: Register for My Account (4 of 8)

4. Click the **terms of use** link to read through the **Terms and conditions**.

5. Click the **Close** button on the **Terms and conditions** popup window.

6. Select the **Terms of use** checkbox.



## Getting started: Register for My Account (5 of 8)

The system sends an activation email on your registered email address as displayed in the **Check your inbox** page.

7. Enter the verification code received in your email address.

For the purpose of this demo, **123456** is entered as the **Code**.

8. Click **Next**.

**Check your inbox**

**8** A message sent to [redacted].com should arrive within 5 minutes. Please enter the code from the message.

**7** Code  
123456

**Next**

**No email?**

1. See if it's in your spam or junk folder.
2. Make sure [redacted].com is the right email address. If it's not correct, go back to change it.  
**Go back**
3. If you're still experiencing problems, [contact us](#)

## Getting started: Register for My Account (6 of 8)

The system displays the **Add property** page as shown here.

9. You can register as an individual **Owner** (or Authorised contact or Managing Agent) or as **An organization**.

10. Enter all the mandatory fields, such as **Payment number**, **Online ID**.

11. Click **Submit**.

Sydney  
**WATER**

### Register for My Account

#### Add property

Now please get the copy of your bill or welcome letter in front of you

9

Owner of the property

☒ Individual/s ☐ An organisation

Your relationship to the property

☒ Owner ☐ Authorised contact ☐ Managing agent

10

Where do I find the payment number?

Payment number \*

Where do I find the online ID?

Online ID \*

11

Cancel Submit

# Getting started: Register for My Account (7 of 8)

The system displays the **Set alerts & reminders** window.

12. Select the mode to receive **Payment reminders** – **Email** or **SMS**.

13. Select **Yes** to receive **Service alerts**.

14. Click **Next** to complete the registration process and login to the My Account.

The screenshot shows a web form titled "Set alerts & reminders". At the top, a blue header bar contains the text "Property" and "50A Abbotsford Pde Abbotsford NSW 2046". Below this, the form is divided into two main sections. The first section, "Payment reminders", includes the text "We can send reminders 2 days before your bill due date. Choose how you'd like to get them" and three radio button options: "Email" (selected), "SMS", and "No, thank you". The second section, "Service alerts", includes the text "We can notify you if we have to turn off the water at your property or we're doing work in your area." and two radio button options: "Yes" (selected) and "No, thank you". At the bottom right of the form is a blue "Next" button. Three blue circles with white numbers are overlaid on the right side of the form: "12" points to the "Payment reminders" section, "13" points to the "Service alerts" section, and "14" points to the "Next" button.

**Set alerts & reminders**

Property  
50A Abbotsford Pde Abbotsford NSW 2046

**Payment reminders**  
We can send reminders 2 days before your bill due date. Choose how you'd like to get them

☒ Email  
☐ SMS  
☐ No, thank you

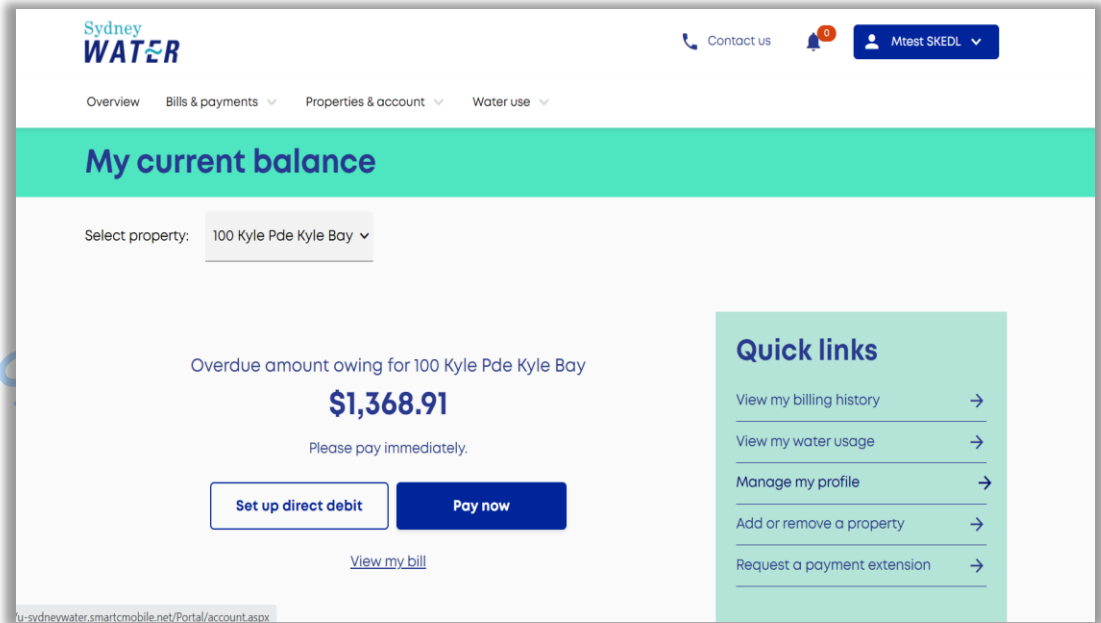
**Service alerts**  
We can notify you if we have to turn off the water at your property or we're doing work in your area.

☒ Yes  
☐ No, thank you

**Next**

# Getting started: Register for My Account (8 of 8)

Once the registration process is completed, the system displays the *Overview* page or *Dashboard*.



# Getting started: Login into My Account

1. Enter your Email address in the **Email** field on the **Log in to My Account** page.
2. Enter your password in the **Password** field
3. Click **Log in**.

The system verifies your credentials and displays the *Overview* page.

Sydney WATER

Search Contact us Log in

Accounts & billing Your home Your business Plumbing, building & developing Water & the environment Education About us

Home > Accounts & billing > My Account > Log in to My Account

## Log in to My Account

1 Email

2 Password

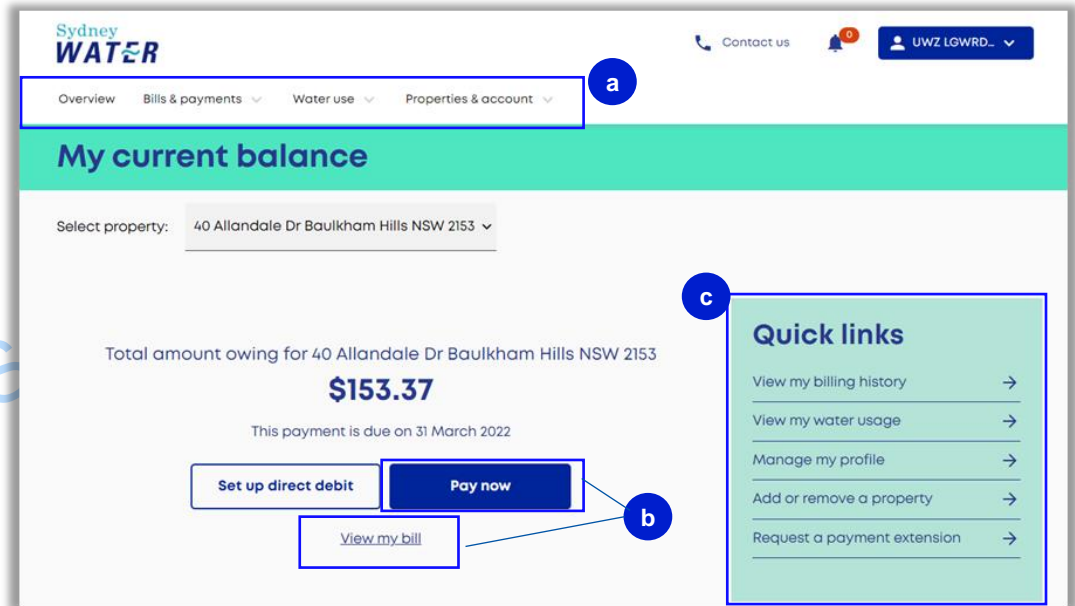
3 Log in

[Forgot password?](#)



# Getting started: Overview/Home page

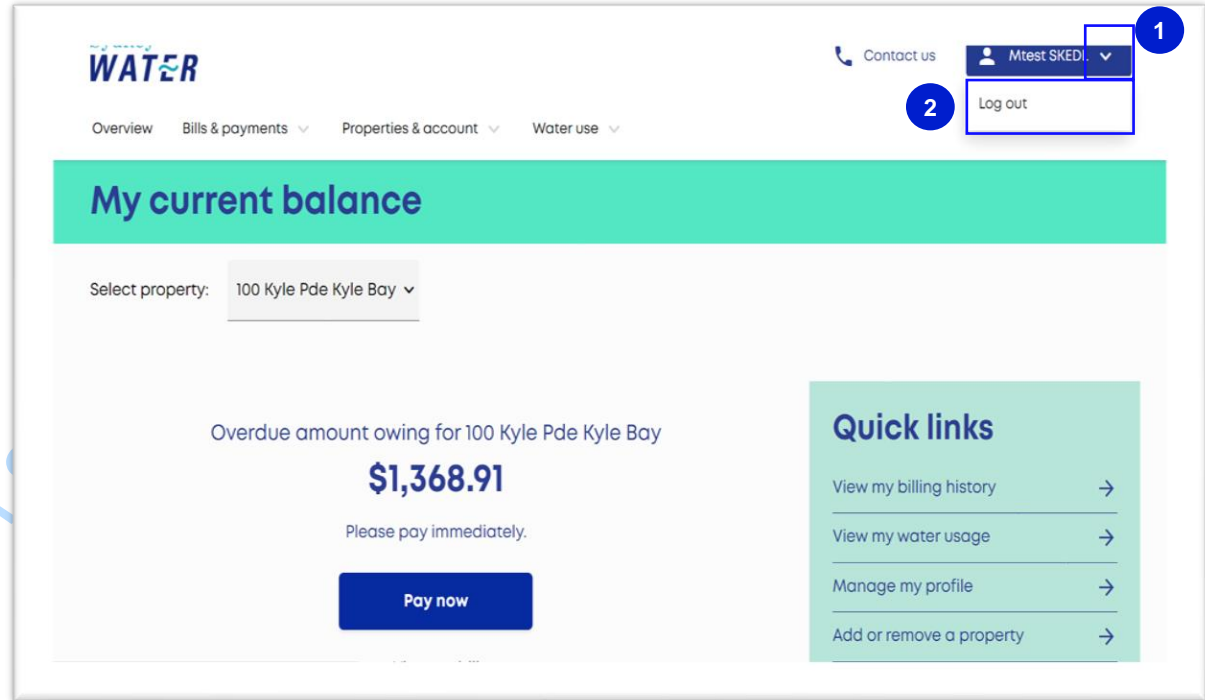
- a. The *Overview/Home* page displays the Quick Access bar to access various modules.
- b. It allows you to view and pay your bill.
- c. From the **Quick links**, you can also perform the following actions:
- **View my billing history**
  - **Manage my profile**
  - **Add or remove a property**
  - **Request a payment extension**



# Getting started: Log out

1. Click the dropdown next to the username at the top right corner of the *Overview* page.

2. Click **Log out**.



## Learning check (1 of 2)

Identify the My Account registration fields. (Choose all that apply.)

- ☐ Family name
- ☐ Number of years at property
- ☐ Mobile number
- ☐ Date of birth (optional)



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## Learning check (1 of 2)

Identify the My Account registration fields. (Choose all that apply.)

- ☒ Family name
- ☐ Number of years at property
- ☒ Mobile number
- ☒ Date of birth (optional)



## Learning check (2 of 2)

When registering for the My Account portal as an Individual you must specify your relationship to the property as either Owner, Authorised Contact or Managing Agent.

- ☐ True
- ☐ False



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## Learning check (2 of 2)

When registering for the My Account portal as an Individual you must specify your relationship to the property as either Owner, Authorised Contact or Managing Agent.



True



False

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# Managing your bills: Overview

This section focuses on accessing and viewing bills and payment history.

This will allow you to make edits to their property details, add or remove a property and access Quick links (hyperlinks) to additional content.

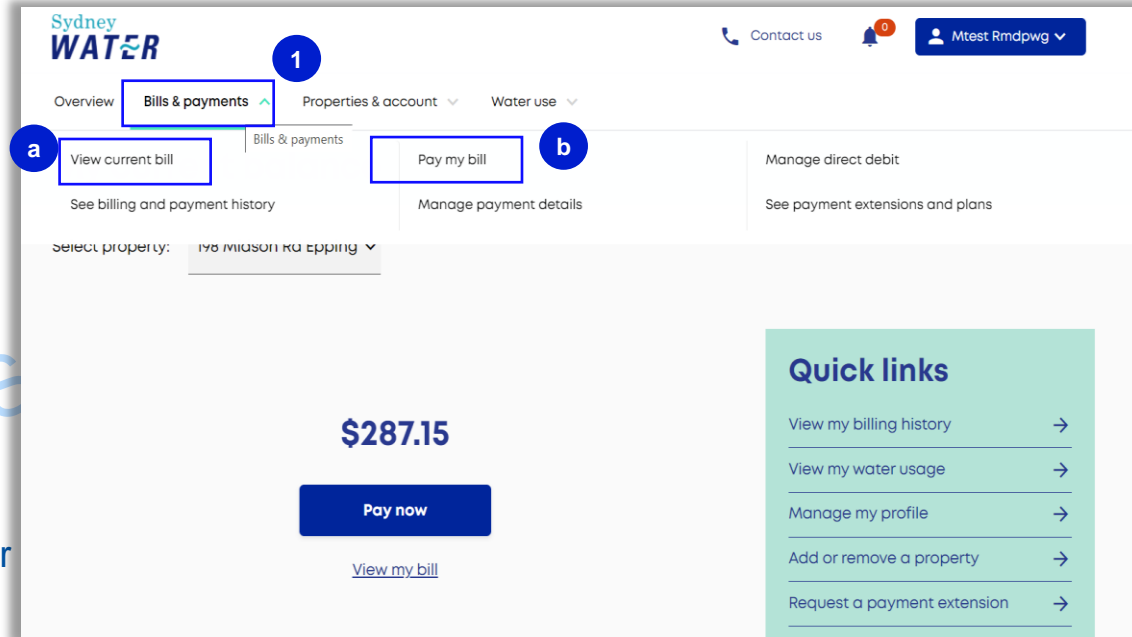
DEBLINA'S SAMPLE

# Managing your bills: Bills & payments (1 of 2)

1. Click the downward arrow beside **Bills & payments** to manage your bills.

This module displays the following modules:

- a. **View current bill:** Enables you to view Sydney Water bills
- b. **Pay my bill:** Enables you to pay your bill





# Managing your bills: Bills & payments (2 of 2)

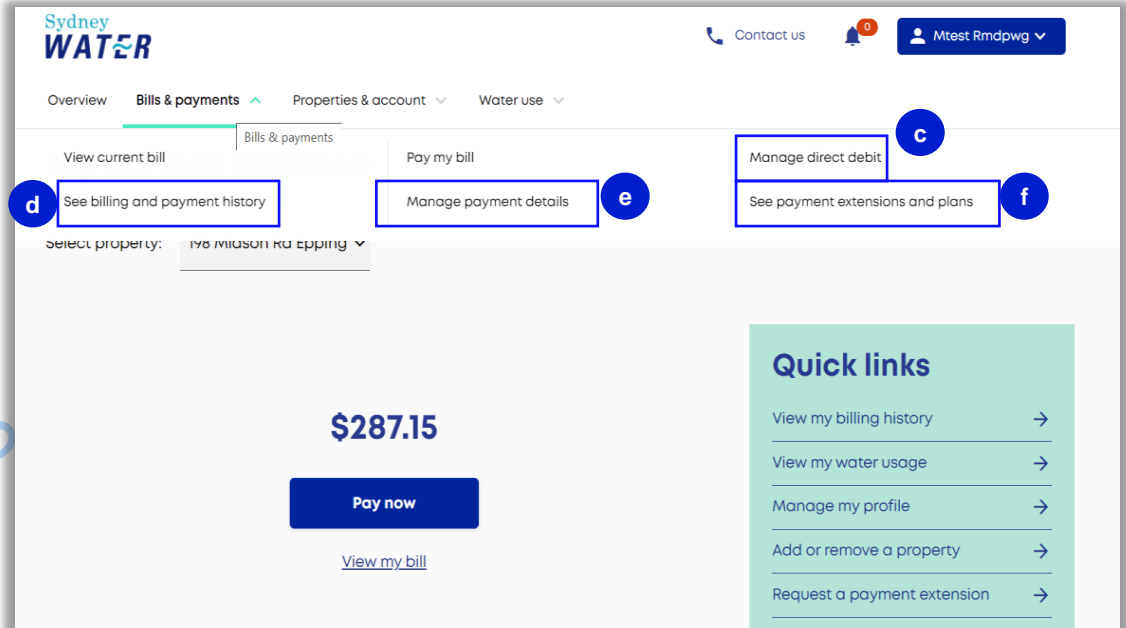
c. **Manage direct debit:** Enables you to manage direct debit.

d. **See bills and payment history:**

e. **Manage payment details:**

f. **See payment extensions and plans:**

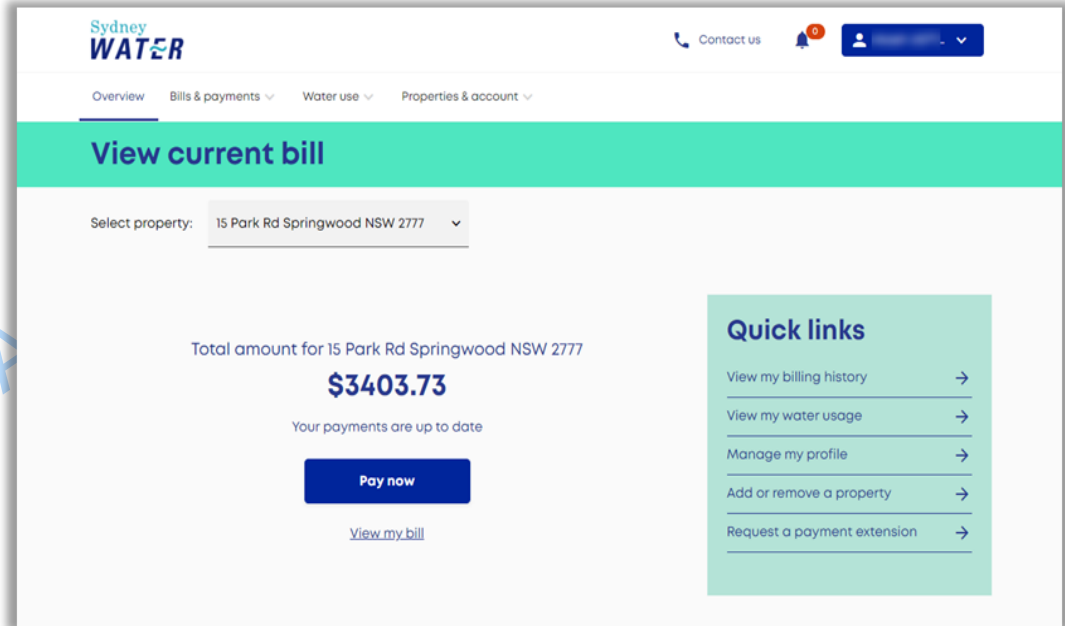
**Note:** You will learn details of each section later in the course.



# Bills & payments: View current bill (1 of 2)

1. Click the **View current bill** module under **Bills & payments** section.

- Displays your current balance.
- Set up direct debit
- Pay now
- View my bill
- Bill Summary

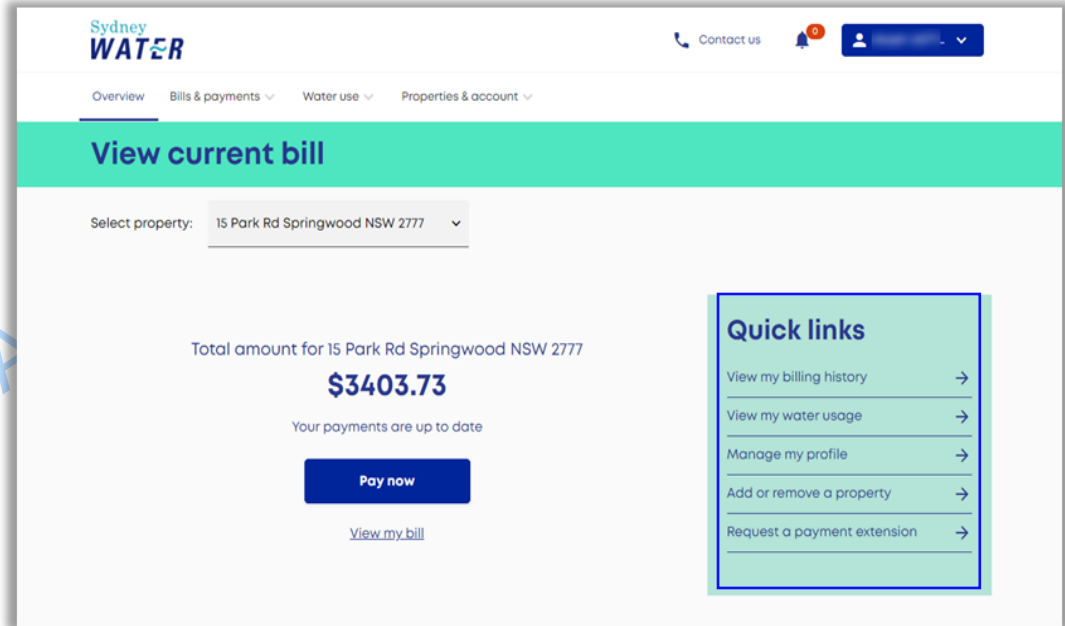


## Bills & payments: View current bill (2 of 2)

You will also be able to access the quick links from the *Overview* page.

### Quick links:

- View my billing history
- Manage my profile
- Add or remove a property
- Request a payment extension



# Bills & payments: Paying your bill (1 of 5)

1. Click the **Pay my bill** module under **Bills & payments** section to view your due amount and the due date.

The screenshot displays the Sydney Water website's 'Bills & payments' section. A blue circle with the number '1' highlights the 'Pay my bill' button. The main content area shows an overdue amount of \$1,368.91 for 100 Kyle Pde Kyle Bay, with buttons for 'Set up direct debit' and 'Pay now'. A 'Quick links' sidebar is on the right.

**Sydney WATER**

Contact us Mtest SKEDL

Overview **Bills & payments** Properties & account Water use

View current bill **Pay my bill** → Manage direct debit

See billing and payment history Manage Pay my bill bills See payment extensions and plans

Select property: 100 Kyle Pde Kyle Bay

Overdue amount owing for 100 Kyle Pde Kyle Bay

**\$1,368.91**

Please pay immediately.

[Set up direct debit](#) [Pay now](#)

[View my bill](#)

**Quick links**

- [View my billing history](#) →
- [View my water usage](#) →
- [Manage my profile](#) →
- [Add or remove a property](#) →
- [Request a payment extension](#) →

Bill summary for 07 December 2021 - 28 February 2022

## Bills & payments: Paying your bill (2 of 5)

The **Pay my bill** page displays your amount due and the due date.

2. Select the required option under the **Payment amount** section, depending on if you want to pay the due amount or any other amount.

The screenshot shows the Sydney Water 'Pay my bill' page. At the top, a red banner indicates a 'Payment failed' message: 'Please check your card type, we only accept visa and mastercard payments'. Below this is a navigation bar with links: Overview, Bills & payments, Properties & account, and Water use. The main heading is 'Pay my bill'. Underneath, a dropdown menu shows 'Select property: 100 Kyle Pde Kyle Bay'. The central section is titled 'Pay my bill' and contains text about payment methods: 'Pay your bill quickly and securely by card (Mastercard or Visa) or PayPal. All credit and debit card payments have a 0.4% processing fee, but there is no fee for PayPal. Choose how much you'd like to pay and then select your payment method. Our payment gateway is secured by the Commonwealth Bank.' A blue circle with the number '2' highlights the 'Payment amount' section. This section has two radio button options: 'Total amount (due on 11 May 2022)' for \$1368.91 and 'Overdue balance (due immediately)' for \$1368.91. The first option is selected.

## Bills & payments: Paying your bill (3 of 5)

Scroll down the **Pay my bill** page to view the **Payment method** section.

3. Select the payment method under the **Payment method** section, to view the card details that you have added or choose a new payment method to add a new payment mode through Adding Payment Method.

For the purpose of this demo, **Credit/Debit Card** has been selected.

4. Click the **Next** button.

Payment method

3 ☒ Credit/Debit Card ☐ PayPal

Name on card

Card number

Month expiry Year expiry CVV ⓘ

A 0.4% fee applies to card payments. We'll add the charge to your next bill.

☒ Save card details for future use. You can manage your payment details at any time.

Cancel Next 4

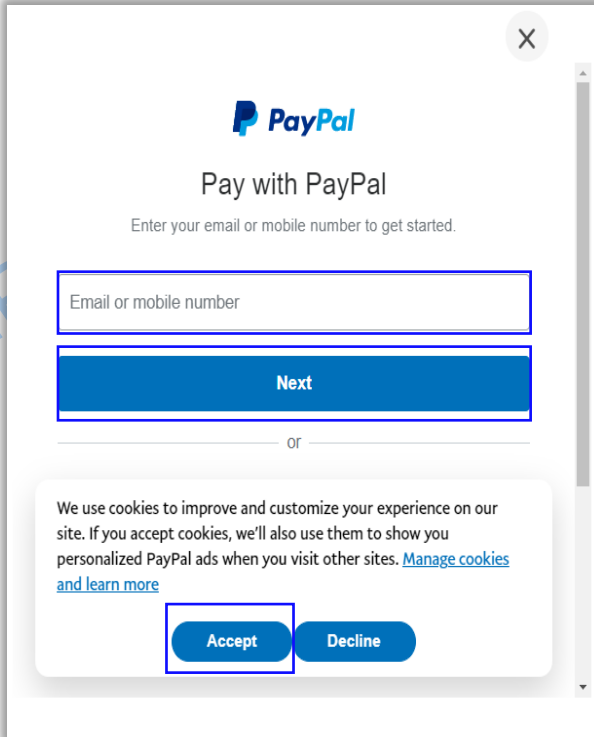
## Bills & payments: Paying your bill (4 of 5)

Alternatively, if you select **PayPal** instead of **Credit/Debit Card**, the system displays following page.

3. Enter the registered **Email or mobile number**.

4. Click **Accept** after going through the Manage cookies section.

5. Click the **Next** button to make the payment.

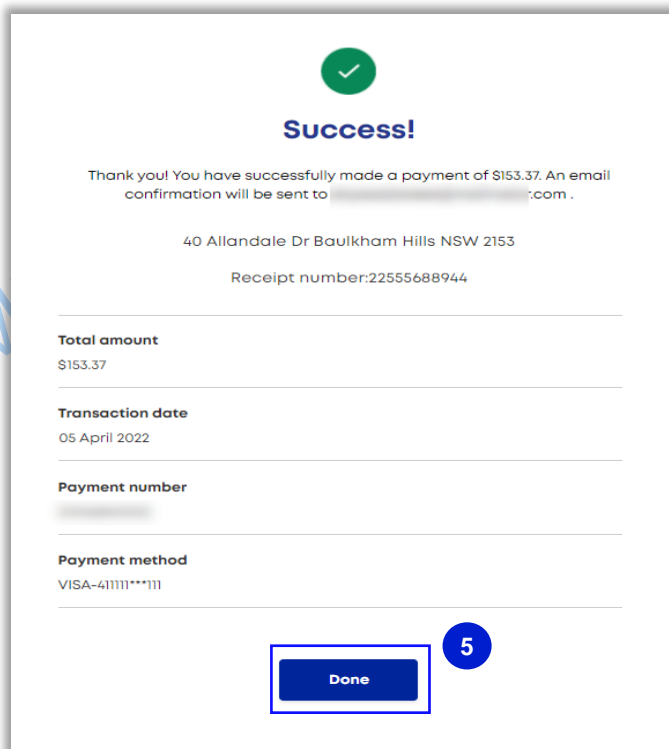


The screenshot shows the PayPal payment interface. At the top, the PayPal logo is displayed. Below it, the text "Pay with PayPal" is centered. Underneath, a prompt says "Enter your email or mobile number to get started." There is a text input field labeled "Email or mobile number". Below the input field is a large blue button labeled "Next". Below the "Next" button, there is a horizontal line with the word "or" in the center. Below this line is a white box containing a cookie consent message: "We use cookies to improve and customize your experience on our site. If you accept cookies, we'll also use them to show you personalized PayPal ads when you visit other sites. [Manage cookies and learn more](#)". At the bottom of this box are two buttons: "Accept" and "Decline". The "Accept" button is highlighted with a blue border.

## Bills & payments: Paying your bill (5 of 5)

The system will display a confirmation Also, an email confirmation will be sent to the registered Email Id.

5. Click the **Done** button.



A screenshot of a payment confirmation screen. At the top, there is a green checkmark icon. Below it, the word "Success!" is displayed in bold. The main text reads: "Thank you! You have successfully made a payment of \$153.37. An email confirmation will be sent to [redacted]@com." Below this, the address "40 Allandale Dr Baulkham Hills NSW 2153" and the receipt number "Receipt number:22555688944" are shown. A table-like structure lists the following details: "Total amount" (\$153.37), "Transaction date" (05 April 2022), "Payment number" (redacted), and "Payment method" (VISA-411111\*\*\*\*1111). At the bottom, there is a blue "Done" button, which is highlighted with a red rectangle and a red circle containing the number 5.

**Success!**

Thank you! You have successfully made a payment of \$153.37. An email confirmation will be sent to [redacted]@com.

40 Allandale Dr Baulkham Hills NSW 2153

Receipt number:22555688944

---

**Total amount**  
\$153.37

---

**Transaction date**  
05 April 2022

---

**Payment number**  
[redacted]

---

**Payment method**  
VISA-411111\*\*\*\*1111

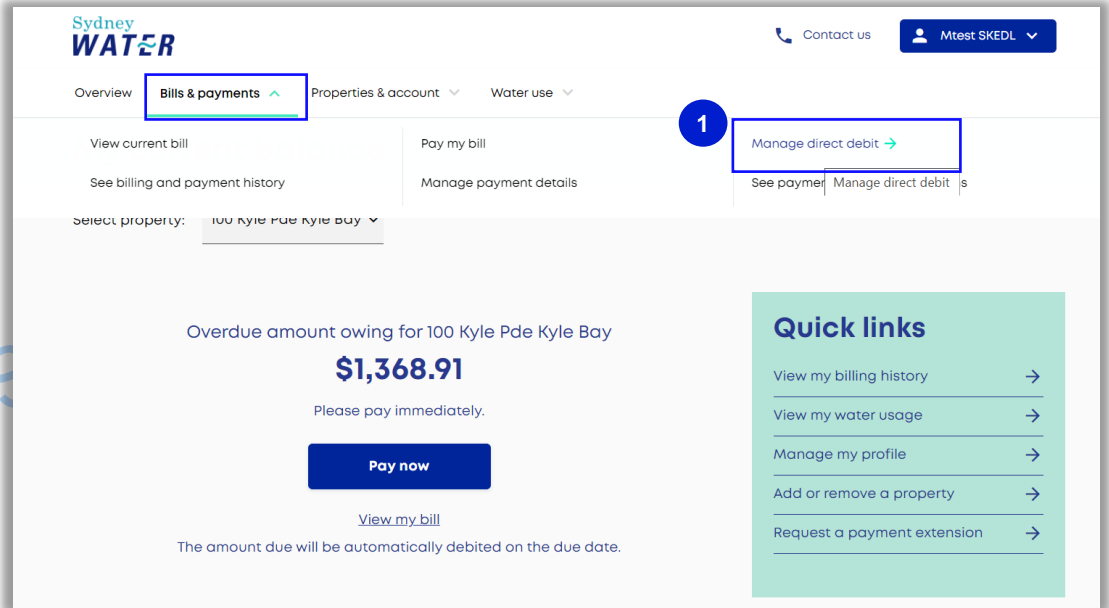
---

**Done**



# Bills & payments: Manage direct debit (1 of 5)

1. Click the **Manage direct debit** option under the **Bills & payments** module, to set up a direct debit for your account.



## Bills & payments: Manage direct debit (2 of 5)

2. Click the **Set up direct debit** button.

**Sydney WATER**

Contact us 0 UWZ LGWRD..

Overview Bills & payments ▾ Water use ▾ Properties & account ▾

### Manage direct debit

Select property: 40 Allandale Dr Baulkham Hills NSW 2153 ▾

**Direct debit is not set up for**

**40 Allandale Dr Baulkham Hills NSW 2153**

Would you like to do it now? Setting up automatic direct debit is the easiest way to pay your bill on time, every time.

**Set up direct debit**

**Quick links**

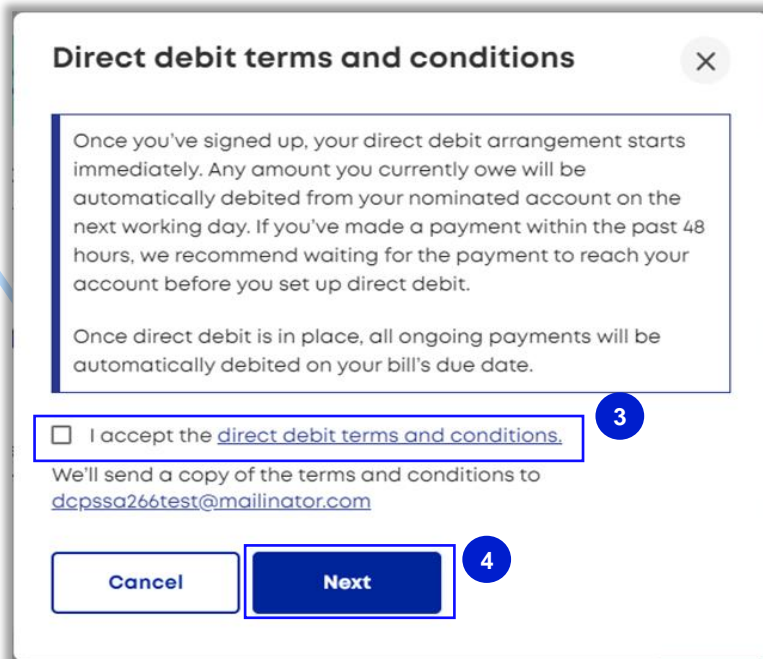
- View my billing history →
- View my water usage →
- Manage my profile →
- Add or remove a property →
- Request a payment extension →

## Bills & payments: Manage direct debit (3 of 5)

The system displays the **Direct debit terms and conditions** window as shown here.

3. Select the terms and conditions checkbox.

4. Click **Next**.



The image shows a 'Direct debit terms and conditions' window. It has a title bar with a close button (X). The main content area contains two paragraphs of text. The first paragraph explains that the direct debit arrangement starts immediately and that any amount owed will be debited from the nominated account on the next working day. The second paragraph states that once direct debit is in place, all ongoing payments will be automatically debited on the bill's due date. Below the text is a checkbox labeled 'I accept the [direct debit terms and conditions](#)'. To the right of the checkbox is a blue circle with the number '3'. Below the checkbox, it says 'We'll send a copy of the terms and conditions to [dcpsa266test@mailinator.com](mailto:dcpsa266test@mailinator.com)'. At the bottom are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a blue border and a blue circle with the number '4' to its right.

**Direct debit terms and conditions** X

Once you've signed up, your direct debit arrangement starts immediately. Any amount you currently owe will be automatically debited from your nominated account on the next working day. If you've made a payment within the past 48 hours, we recommend waiting for the payment to reach your account before you set up direct debit.

Once direct debit is in place, all ongoing payments will be automatically debited on your bill's due date.

☐ I accept the [direct debit terms and conditions](#). 3

We'll send a copy of the terms and conditions to [dcpsa266test@mailinator.com](mailto:dcpsa266test@mailinator.com)

Cancel Next 4

## Bills & payments: Manage direct debit (4 of 5)

The system displays **Setup direct debit** page.

5. Select the payment method for direct debit.

You can select either **Credit or debit card/ Bank account**.

Alternatively, you can add a new payment method.

For the purpose of this demo, **Credit or debit card** is selected.

6. Click the **Confirm** button.

The system enrolls the property in direct debit.

Sydney  
**WATER**

Contact us

UWZ LGWRDUSL

Overview Bills & payments Water use Properties & account

### Setup direct debit

Select property: 40 Allandale Dr Baulkham Hills NSW 2153

You've asked to set up direct debit for  
40 Allandale Dr Baulkham Hills NSW 2153

#### Select payment method

☒ Credit or debit card ☐ Bank account

Saved card/s

Select card  
Card (411111\*\*\*\*1111)

Add new credit card

Cancel Confirm

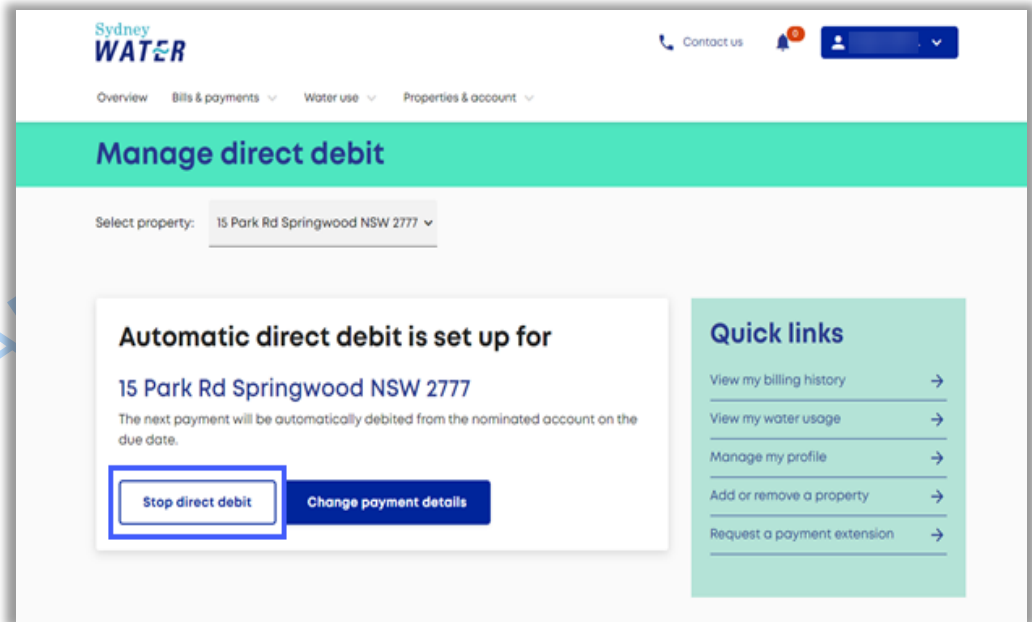
#### Quick links

- View my billing history →
- View my water usage →
- Manage my profile →
- Add or remove a property →
- Request a payment extension →

# Bills & payments: Manage direct debit (5 of 5)

Once the direct debit is set, the payment is automatically deducted from your account on the due date.

You can also stop the direct debit with the option **Stop direct debit**.



# Bills & payments: See billing and payment history (1 of 3)

1. Click the **See billing and payment history** option under the **Bills & Payment** module, to view the history of your past bill payments and Sydney Water bills.

The screenshot displays the Sydney Water website interface. At the top, the 'Sydney WATER' logo is on the left, and 'Contact us' and a user profile dropdown (Mtest SKEDL) are on the right. Below the logo, a navigation bar includes 'Overview', 'Bills & payments' (highlighted with a blue box), 'Properties & account', and 'Water use'. The main content area is divided into several sections. On the left, under 'View current bill', the 'See billing and payment history' link is highlighted with a blue box and a red circle with the number 1. Below this, a dropdown menu shows '100 Kyle Pde Kyle Bay'. To the right, there are links for 'Pay my bill' and 'Manage payment details'. Further right, there are links for 'Manage direct debit' and 'See payment extensions and plans'. Below the 'See billing and payment history' link, there is a section titled 'To update your payment details, remove the existing details and add a new payment method.' with the address '100 Kyle Pde Kyle Bay'. Below this, there is a 'Select payment method' section with two options: 'Bank account' (selected with a radio button) and 'Credit or debit card'. At the bottom, there is a 'Saved bank account' section. On the right side of the page, there is a 'Quick links' section with five links: 'View my billing history', 'View my water usage', 'Manage my profile', 'Add or remove a property', and 'Request a payment extension', each with a right-pointing arrow.

## Bills & payments: See billing and payment history (2 of 3)

- The system displays the **See billing and payment history** page with two tabs – **Billing history** and **Payment history**.
- On both the tabs, you can specify the date range for which you want to view the details.

2. Click the **Search** button.

- The system displays the relevant data based on the selected date.

**Sydney WATER**

Contact us

UWZ LGWRD...

Overview Bills & payments Water use Properties & account

### See billing and payment history

Select property: 40 Allandale Dr Baulkham Hills NSW 2153

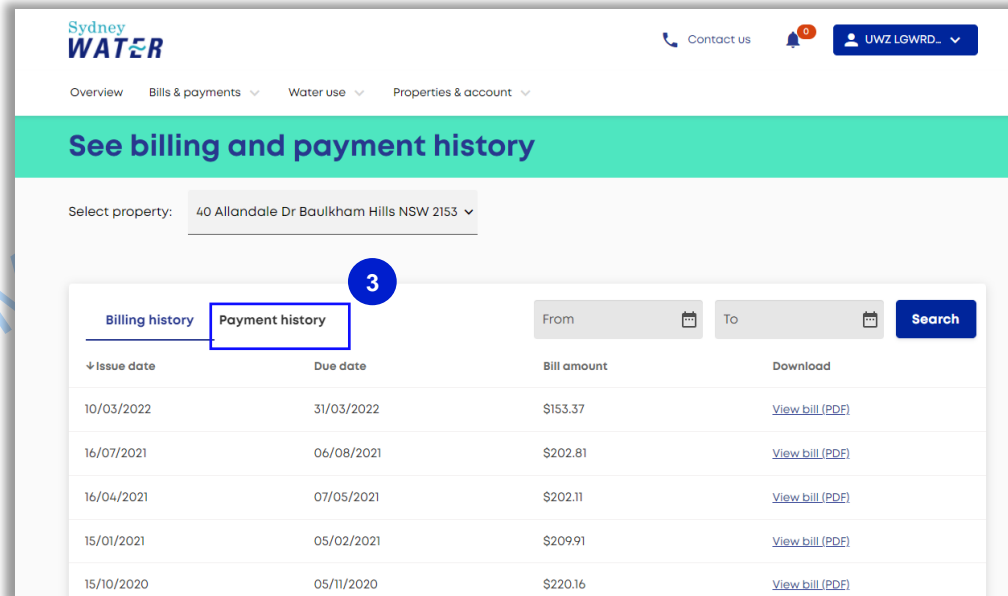
**Billing history** **Payment history**

From To **Search**

Issue date	Due date	Bill amount	Download
10/03/2022	31/03/2022	\$153.37	<a href="#">View bill (PDF)</a>
16/07/2021	06/08/2021	\$202.81	<a href="#">View bill (PDF)</a>
16/04/2021	07/05/2021	\$202.11	<a href="#">View bill (PDF)</a>
15/01/2021	05/02/2021	\$209.91	<a href="#">View bill (PDF)</a>
15/10/2020	05/11/2020	\$220.16	<a href="#">View bill (PDF)</a>

## Bills & payments: See billing and payment history (3 of 3)

3. Click the **Payment history** tab to view the payment transactions that you have made in the last 3 years.



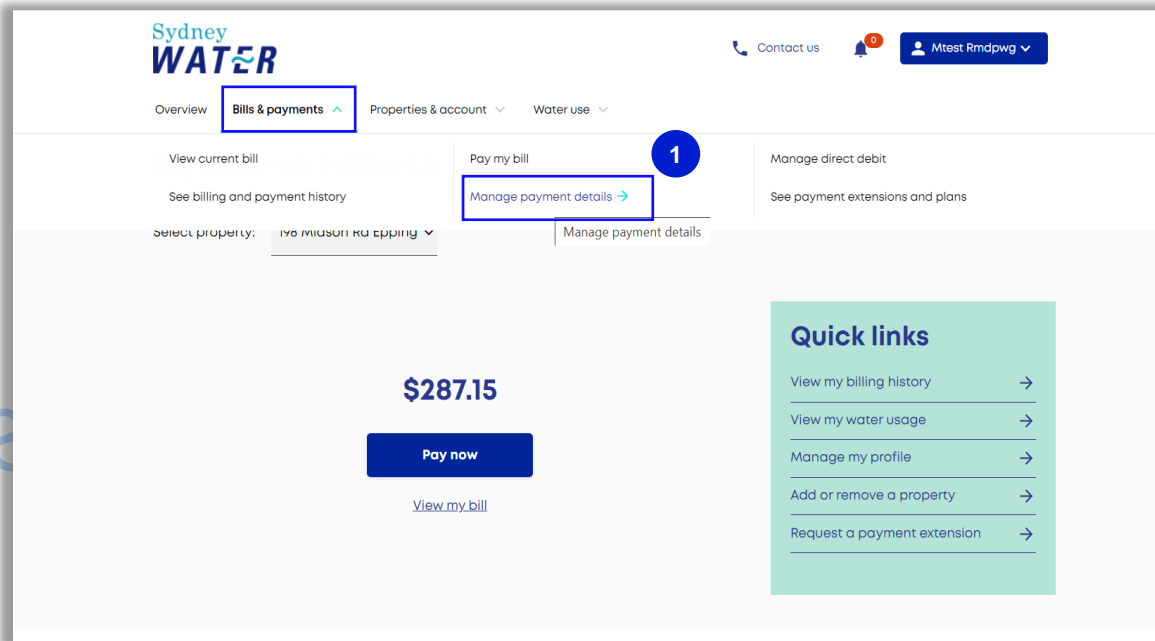
The screenshot shows the Sydney Water website interface for viewing billing and payment history. The page title is "See billing and payment history". Below the title, there is a dropdown menu for "Select property:" with the value "40 Allandale Dr Baulkham Hills NSW 2153". The main content area has two tabs: "Billing history" and "Payment history". The "Payment history" tab is selected and highlighted with a red box and a red circle containing the number 3. To the right of the tabs are filters for "From" and "To" dates, and a "Search" button. Below the tabs is a table with the following data:

↓ Issue date	Due date	Bill amount	Download
10/03/2022	31/03/2022	\$153.37	<a href="#">View bill (PDF)</a>
16/07/2021	06/08/2021	\$202.81	<a href="#">View bill (PDF)</a>
16/04/2021	07/05/2021	\$202.11	<a href="#">View bill (PDF)</a>
15/01/2021	05/02/2021	\$209.91	<a href="#">View bill (PDF)</a>
15/10/2020	05/11/2020	\$220.16	<a href="#">View bill (PDF)</a>



# Bills & payments: Manage payment details (1 of 6)

1. Click the **Manage payment details** option under the **Bills & payments** module.



# Bills & payments: Manage payment details (2 of 6)

The system displays the **Manage payment details** page.

Under **My payment methods** you can perform the following actions:

- Set a payment method as default – You can click the **Set as default** hyperlink to set the payment method as default.
- Remove the default payment method – You can click the **Remove** hyperlink to remove or delete the payment method.

Sydney WATER

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UWZ LGWRDUSL

Overview Bills & payments Water use Properties & account

## Manage payment details

Select property: 40 Allandale Dr Baulkham Hills NSW 2153

### My payment methods

**VISA** Visa

Card number 411111\*\*\*\*1111

Expiry 99/2000

A 0.4% fee applies to card payments – we'll add it to your next bill.

[Remove](#)

[Set as default](#)

**Mastercard** Mastercard

Card number 555555\*\*\*\*4444

Expiry 12/2022

A 0.4% fee applies to card payments – we'll add it to your next bill.

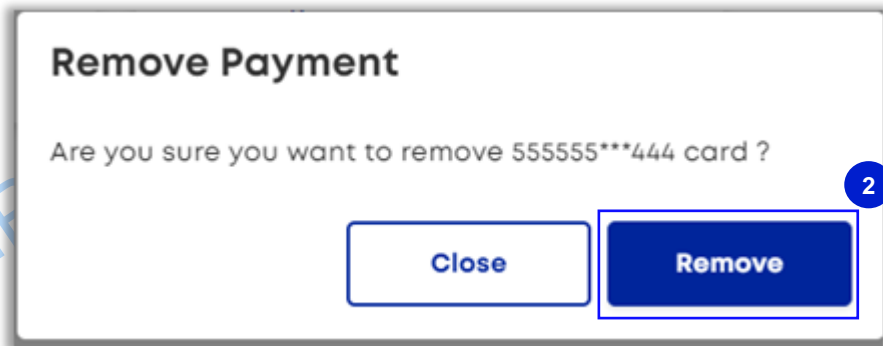
[Remove](#)

[Add payment method](#)

## Bills & payments: Manage payment details (3 of 6)

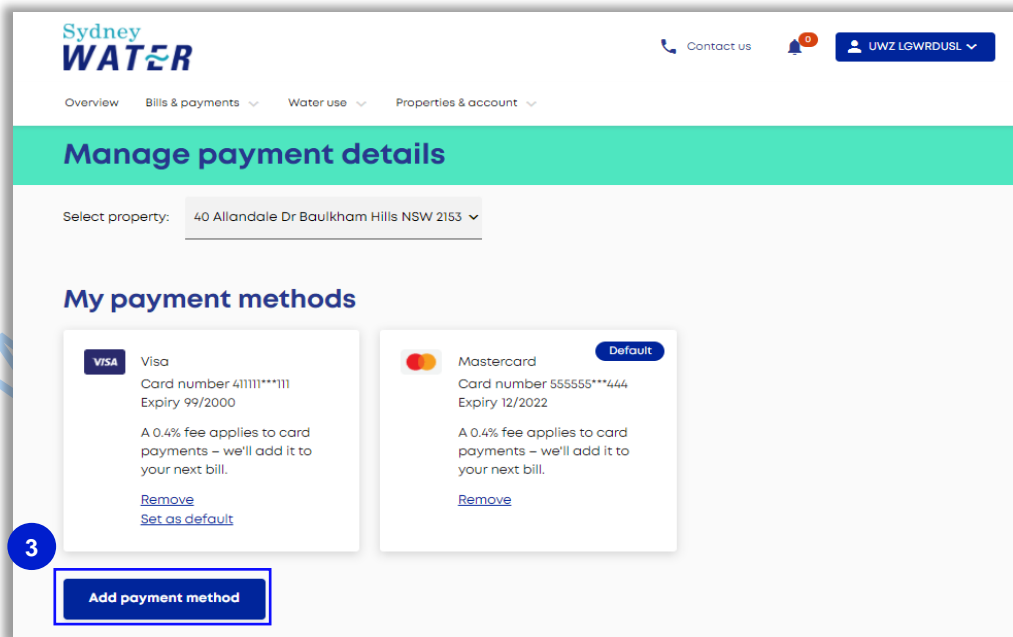
The system displays a confirmation message.

2. Click **Remove** to confirm the deletion.



# Bills & payments: Manage payment details (4 of 6)

3. Click the **Add payment method** button on the **Manage payment details** page.



## Bills & payments: Manage payment details (5 of 6)

The system displays the **Add payment method** page.

4. Select one of the following options:

- **Bank account (for direct debit only)**
- **Credit or debit card**

For the purpose of this demo, **Credit or debit card** is selected.

5. Enter the following fields:

- **Name of account holder**
- **BSB**
- **Account number**

6. Click the **Save** button.

The screenshot shows a web form titled "Add payment method" with a close button (X) in the top right corner. The form contains two radio button options: "Bank account (for direct debit only)" and "Credit or debit card". Below these are three text input fields: "Name of account holder", "BSB", and "Account number". At the bottom are "Cancel" and "Save" buttons. Numbered callouts are present: a blue circle with '4' points to the radio button options; a blue circle with '5' points to the three text input fields; and a blue circle with '6' points to the "Save" button.

## Bills & payments: Manage payment details (6 of 6)

Alternate option:

4. Select **Credit or debit card**.

5. Enter the following fields:

- **Name on card**
- **Card number**
- **Month Expiry**
- **Year expiry**

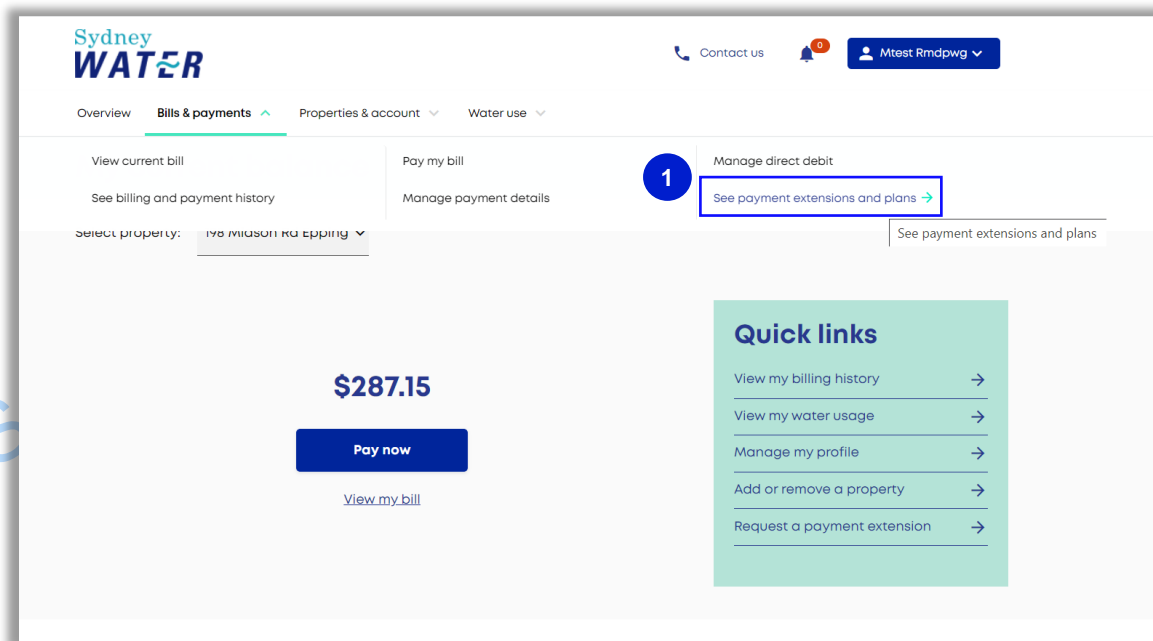
You may select the **Set as a default payment method** checkbox.

6. Click the **Submit** button.

The screenshot shows a web form titled "Add payment method". At the top, there are two radio button options: "Bank account (for direct debit only)" and "Credit or debit card". A blue circle with the number 4 points to the "Credit or debit card" option. Below this, a large box contains several input fields. A blue circle with the number 5 points to the "Name on card" field. Below it is the "Card number" field. Then are "Month expiry" and "Year expiry" fields. Below these fields is a checkbox labeled "Set as default payment method". At the bottom of the form are two buttons: "Cancel" and "Submit". A blue circle with the number 6 points to the "Submit" button.

# Bills & payments: See payment extension and plans (1 of 5)

1. Click the **See payment extensions and plans** option, under the **Billing & payments** module.



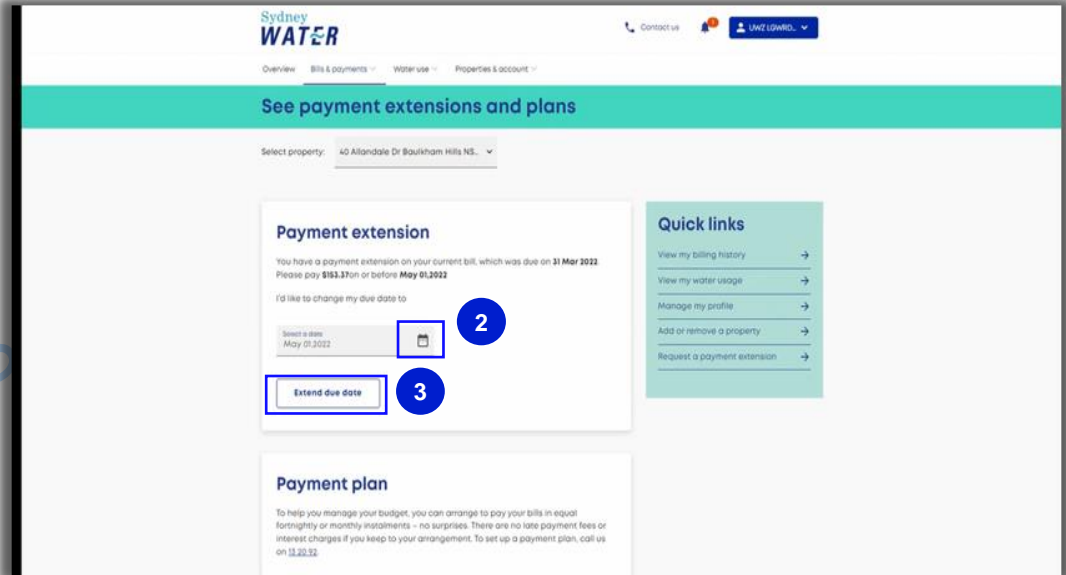
# Bills & payments: See payment extension and plans (2 of 5)

The system displays the **See payment extensions and payment plan**.

2. Click the calendar icon to select the desired due date.

3. Click the **Extend due date** button.

**Note:** Payment extension can be done for up to 35 days.





## Bills & payments: See payment extension and plans (3 of 5)

There can be three cases when you click Extend due date.

a. If you are not eligible for a payment extension or have any other payment arrangement plan, then the system displays the page as shown here.

- If the customer is already on payment extension, then the system displays the following message:

"You have a payment extension on your current bill, which was due on <due date>. Please pay <bill amount> on or before <extended date>.

The screenshot shows the Sydney Water website interface. At the top, there's a navigation bar with 'Sydney WATER' logo, 'Contact us' link, and user account options. Below the navigation bar, there's a teal banner with the text 'See payment extensions and plans'. Underneath the banner, there's a dropdown menu for 'Select property:' showing '15 Park Rd Springwood NSW 2777'. The main content area is divided into two columns. The left column has a 'Payment extension' section with a message: 'A payment extension isn't available for this property as there's a payment arrangement in place.' Below this is a 'Payment plan' section with a message: 'This property is currently on a payment plan that lets you pay your bills in regular, equal instalments. These instalments will be automatically debited from your account on the due dates.' Below the message is a table with two columns: 'Due date' and 'Instalment amount'. The table has two rows of data. The right column has a 'Quick links' section with five links: 'View my billing history', 'View my water usage', 'Manage my profile', 'Add or remove a property', and 'Request a payment extension', each with a right-pointing arrow.

Due date	Instalment amount
09 Sep 2021	\$100.00 (Paid)
23 Sep 2021	\$100.00 (Paid)

## **Bills & payments: See payment extension and plans (4 of 5)**

b. If the customer is already on payment extension, then the system displays the following message:

"You have a payment extension on your current bill, which was due on <due date>. Please pay <bill amount> on or before <extended date>."

DEBLINA'S SAMPLE

## Bills & payments: See payment extension and plans (5 of 5)

c. If the customer is eligible for a payment extension and has not yet enrolled for the extension, the system displays the following message:

"If you know you're going to need more time to pay your current bill of <current bill>, contact us before your payment is due on <bill due date>. You can change your due date by selecting a later date on the calendar."

## Learning check (1 of 2)

What are the payment options offered through the Direct Debit program? (Select all that apply.)

- ☐ Credit Card
- ☐ PayPal
- ☐ Bank Account
- ☐ Cheque



DEBLINA'S SAMPLE

## Learning check (1 of 2)

What are the payment options offered through the Direct Debit program? (Select all that apply.)

- ☒ Credit Card
- ☐ PayPal
- ☒ Bank Account
- ☐ Cheque



## Learning check (2 of 2)

Using the payment history tab, a customer can view payment transactions made during the last 3 years.

- ☐ True
- ☐ False



DEBLINA'S SAMPLE

## Learning check (2 of 2)

Using the payment history tab, a customer can view payment transactions made during the last 3 years.



True



False

DEBLINA'S SAMPLE





# Thank You