

Below is the website to the Web Portal:

<https://www.billerpayments.com/app/cust/login.do?bsn=stlucie>

**Once you get on the website the below screen will come up:
you will need to click on the Enroll Now**

ST. LUCIE COUNTY FLORIDA

Welcome to Online Billpay

Welcome to our new online bill presentation and payment service. Please note that all customers will need to enroll to take advantage of all the services that are being offered. You also have the option to skip enrollment and make a guest payment.

Attention Customers: If your payment is past due or is scheduled to be shut off, you must contact the Customer Service Center at 772-462-1150 to avoid interruption of service. If your service is already shut off, **DO NOT** make your payment online as these payment features do not initiate a re-connection. All payments received after 2:00 p.m. will be posted next business day.

New Users - Get Started Here

Not Already enrolled? No problem, enrollment takes only A few minutes. To enroll you will need your utility account number printed on your billing statement and details of the bank account or credit card you want to use for your payments.

Enroll Now

Not ready to enroll, but still want to make a payment online?

Click here to make a guest payment.

Existing Users - Login Here

If you have already enrolled for our new service please enter your login information to access the site.

Note: If you cannot remember your Login ID or Password please select the appropriate link below to start the automated Login Id or Password reset process.

Login ID :

Password :

[Forgot Login](#) | [Forgot Password](#)

Login

questauth.do?bsn=stlucie

ENROLL/ TERMS

CLICK AGREE AT BOTTOM OF PAGE



Enroll Terms Acct Details Login ID Email

Terms and Conditions

Terms and Conditions for the St. Lucie County Online Payment Program

The St. Lucie County ("stlucie") Online Payment Program ("OPP") authorizes stlucie to provide your [bill type] bill to you electronically and pay your bill through direct debits from your designated checking or savings account. By completing and submitting the stlucie online form you are authorizing stlucie to send all future bills electronically to the email address you provide. You will not receive a paper bill from the stlucie via US mail.

In addition, by providing us with your banking information and agreeing to these terms and conditions, you authorize us to follow the payment instructions (one time payment or pre-authorized auto draft payment) that we receive through the OPP. When we receive a payment instruction, you authorize us to debit your bank account and obtain funds on your behalf so that the funds arrive as close to the business day designated by you as reasonably possible. You also authorize the financial institution that holds your bank account to debit your account.

You agree to review each bill you receive for any possible errors. If you inform stlucie that an error may exist on your bill, stlucie will attempt to correct that error in a timely manner. Under federal law you have the right to delay or stop a payment instruction provided you give your financial institution notice of at least three business days before the scheduled debit date (the payment due date). The actual settlement date (the date the ACH transaction occurs against your identified account) should be no earlier than three days before the payment due date on your bill. You agree that you are participating in this program at your own risk. stlucie shall not be liable for any losses or damages of any kind that you may incur as a result of an error in your bill or due to any varying in the actual date your account is debited.

You agree to be bound by any rules your bank requires for pre-authorized electronic funds transfers. Your bank's policies will determine if any additional charges will apply to your account and how the debit charges will appear on your banking statement. If the debit for your bill does not occur for any reason including, but not limited to, insufficient funds, a closed account, changed financial information, or unauthorized debits, your stlucie payment will not be processed. In addition, you may be subjected to additional charges by stlucie and/or your bank if the bank rejects or reverses the debit payment.

Your participation in the stlucie OPP is subject to stlucie's approval. It is your sole responsibility to ensure that your email address and banking information is accurate. stlucie will do everything reasonable to maintain the integrity and security of all electronic information. By using this service, you, as the user, agree to expressly limit stlucie from any and all liability for any direct, indirect, incidental, special or consequential damages, or damages for loss of profits, revenue, data or use, incurred by you as the user. You understand and agree that stlucie reserves the right, upon notification, to terminate your participation in this program at any time without cause or for any reason.

Consent To Receive Information From St. Lucie County Electronically

By consenting below, you may also receive other information, such as collection notices or other legally required disclosures electronically. stlucie will notify you prior to commencement of providing any such documents electronically.

By consenting to receive information electronically you verify that:

To receive this information electronically, access, and retain any disclosures received, you will need a desktop or laptop personal computer with a minimum web browser that supports 128 bit encryption. You must also have ability to receive and read email.

You (i) agree to receive disclosures electronically and confirm that you will download or print the disclosures for your records, (ii) acknowledge that you can access information that is provided electronically at this web site, (iii) acknowledge that your action constitutes your signature and agreement to these terms and conditions; and (iv) acknowledge that you are providing your consent to receive the above referenced electronic communications pursuant to the Electronic Signatures in Global and National Commerce Act and intend that this statute applies to the fullest extent possible.

Important Notice

You understand that the information you have elected to receive is confidential in nature. We are not responsible for unauthorized access by third parties to information and/or communications provided electronically nor any damages, including direct, indirect, special, incidental or consequential damages caused by unauthorized access. We are not responsible for delays in the transmission of any information. We are not responsible for any computer virus or related problems. If your e-mail address changes, you are required to notify us.

You understand that the information you have elected to receive is confidential in nature. We are not responsible for unauthorized access by third parties to information and/or communications provided electronically nor any damages, including direct, indirect, special, incidental or consequential damages caused by unauthorized access. We are not responsible for delays in the transmission of any information. We are not responsible for any computer virus or related problems. If your e-mail address changes, you are required to notify us.

In addition, once you receive notice from us that we will commence sending other information electronically, such as, application disclosures, Privacy Statement, Agreement and Disclosure Statement, billing statements and collection notices, you may withdraw your consent to our providing such other information electronically at any time. To receive other information in paper form and/or to withdraw your previously provided consent, please contact us. Please specify the information you wish to be provided in paper form and/or to which your withdrawal of consent applies. Your request will only apply to those specific items of information designated by you.

ENROLL/ACCOUNT DETAILS

ENTER YOUR ACCOUNT NUMBER (WITH THE DASH) AND ZIP CODE AND CLICK ENROLL

A A A



Enroll

Terms **Acct Details** Login ID Email

Please enter your biller account number and your authentication code which is the online enrollment code printed on your billing statement

Online Bill Pay Enrollment

example: must include dash

Account Number* :

1234-5678

First 5 digits of ZIP* :

34951

Do Not Enroll

Enroll

ENROLL/LOGIN ID

THIS IS WHERE YOU WILL CREATE YOUR ACCOUNT

Create your Login

Create your Password

Select Security Questions and Answers

Click Continue when Finished.

MAKE SURE YOU WRITE DOWN THIS INFORMATION INCASE YOU FORGET IT.

The screenshot shows the Florida Online Bill Pay Service enrollment page. At the top, there is a blue header with the word "FLORIDA" in white letters on a blue background. Below this is a green bar with the word "Enroll" in white. A navigation bar contains the following tabs: "Terms", "Acct Details", "Login ID" (which is highlighted), and "Email". Below the navigation bar, a message reads: "Please enter your Login ID, Password. The Security Question and Answer will be used if you forget your password." A red warning box contains a triangle icon and the text: "The Login details entered will replace your current Login details (667)". The main form area is titled "Online Bill Pay Service - Setup Login Credentials" and includes a text input field with the value "example". The form contains several fields with labels and instructions:

- Login ID***: Input field with "cunninghamj". Instruction: "you create this, ex: last name and first initial".
- Password***: Input field with "4302 @Hamebone". Instruction: "8-32 characters and must include at least 1 uppercase, 1 number and 1 special character".
- Confirm Password***: Empty input field. Instruction: "just repeat same password".
- Security Question***: Dropdown menu with "-Select-". Instruction: "select your questions and answers".
- Answer***: Empty input field.
- Security Question***: Second dropdown menu with "-Select-".
- Security Answer***: Empty input field.

At the bottom of the form, there are two buttons: "Cancel" (orange) and "Continue" (blue). The "Continue" button is circled in red. To the right of the "Continue" button, there is a separate box with the text "click continue".

EMAIL / PAPERLESS BILLING

Send me an electronic bill is checked automatically, if you don't want paperless billing Uncheck It
Enter your email address and confirm it
Click Submit Tab

Enroll

[Terms](#) [Acct Details](#) [Login ID](#) [Email](#)

Paperless Billing and Email Verification

Go Paperless, and reduce the clutter in your mailbox each month, by reviewing and paying your bill online.

You will be notified via email whenever a new statement is available online. You can then review your bill online, print a copy for your records or save a copy for later review offline.

Key Benefits

- ▶ Saves paper
- ▶ Online filing system
- ▶ Convenient and easy

Paperless Bill Options

Send me an Electronic Bill

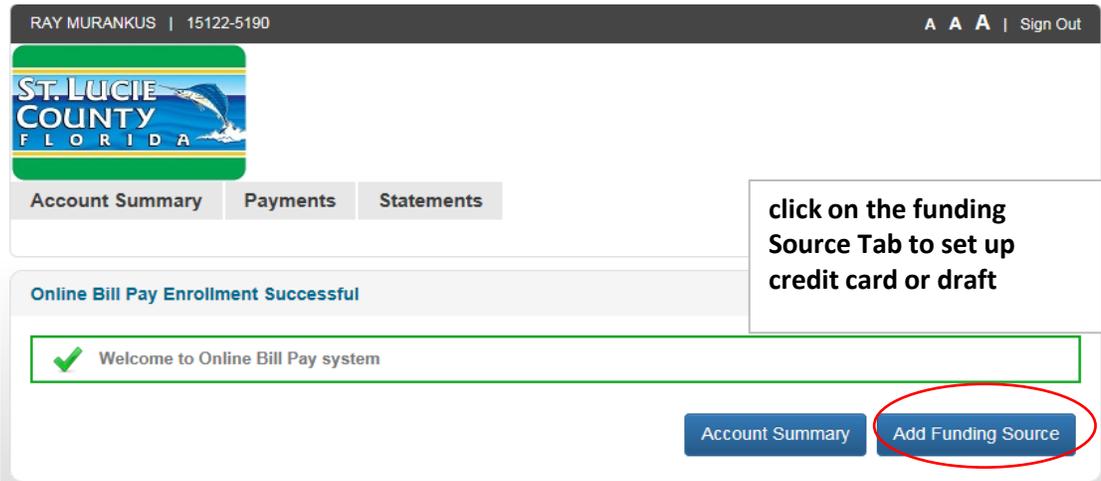
**If you don't want
Electronic bills uncheck it**

Please provide your email address to enroll for Paperless Billing, so we can notify you when new statements are ready and also send you other notifications about activity on your account.

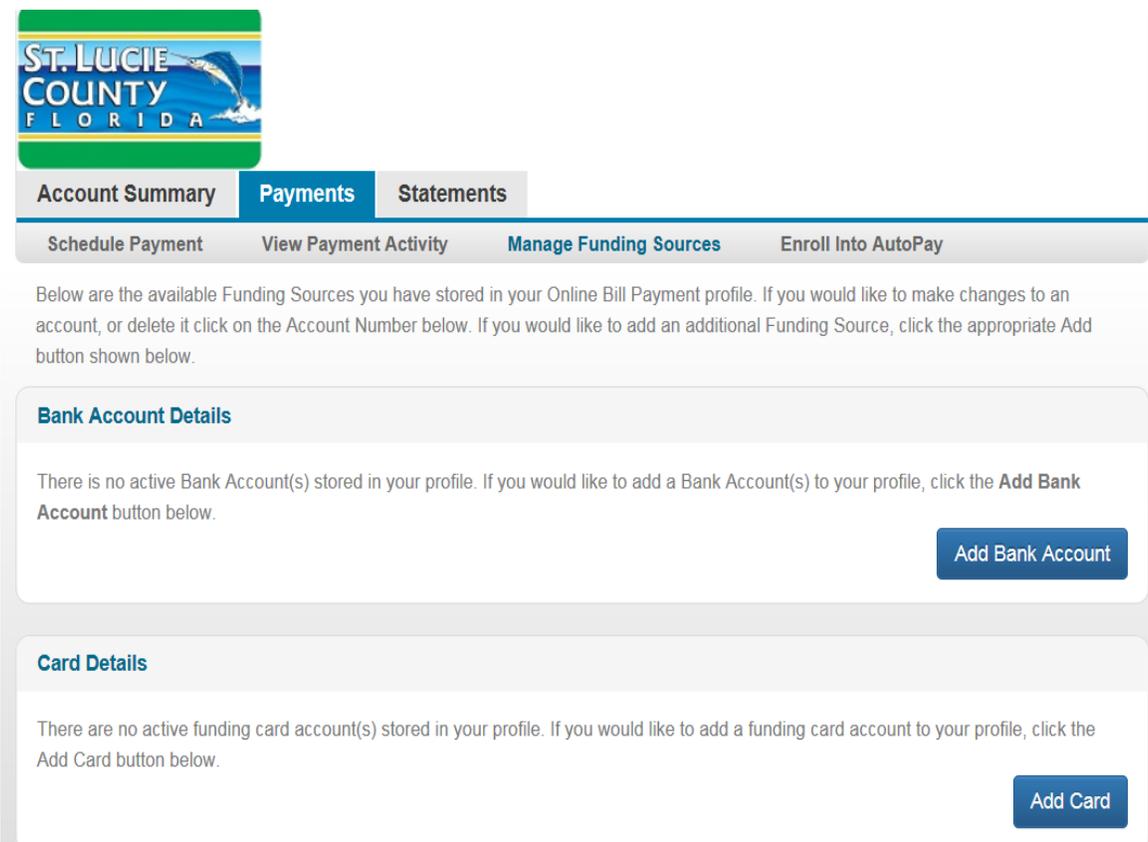
Email Address* :

Confirm Email Address* :

Below Screen comes up, this means you have successfully set up your online account
Now you are ready to add your funding source
Click Add Funding Tab below



Since you need to set up a payment source we will go ahead and do this now
When you click on add funding the below screen appears
PAYMENTS/MANAGE FUNDING SOURCES/ADD BANK ACCOUNT OR ADD CARD



If you select Add Bank Account this screen appears / FILL IN THE BLANK W/ RED*

Account Summary | **Payments** | Statements

Schedule Payment | View Payment Activity | **Manage Funding Sources** | Enroll Into AutoPay

Please enter your bank account details below and click **Continue** button to proceed to the next step.

Memo: 080989430 0014409843 143b
Routing Number Account Number

Add Bank Account

Bank Account Details

Personal Account Nickname :

Name on the Account* : RAY MURANKUS

Account Type* : -Select- ▼

Routing Number* :

Confirm Routing Number* :

Account Number* :

Confirm Account Number* :

If you choose Add Card this screen appears / FILL IN BLANKS WITH RED *

Account Summary | **Payments** | Statements

Schedule Payment | View Payment Activity | **Manage Funding Sources** | Enroll Into AutoPay

Please enter your Card details and address as registered with the Card issuer

Account Summary | **Payments** | Statements

Schedule Payment | View Payment Activity | **Manage Funding Sources** | Enroll Into AutoPay

Please enter your Card details and address as registered with the Card issuer

Card Details

Personal Account Name :

Card Number* :

Card Type* : -Select- ▼

Expiration Date* :
(mm/yy)

CVV No* :
[What is this?](#)

Name on the card* : RAY MURANKUS

Card Address Same As Customer Address?

Address Line 1* :

Address Line 2 :

City* :

State* : -Select- ▼

Country* : USA ▼

Zip* : -

PAYMENTS / MANAGE FUNDING SOURCES

HERE YOU CAN EDIT CARD OR CONFIRM IT

Account Summary | **Payments** | **Statements**

Schedule Payment | View Payment Activity | **Manage Funding Sources** | Enroll Into AutoPay

Please review the Card information you just entered and then click **Confirm**. If you need to change the information, click the **Edit** button below.

Confirm Card Details

Personal Account Name : ██████████

Card Number : ████████████████████

Card Type : Visa Card

Expiration Date : 10/19

Name on the card : ████████████████████

Address Line 1 : ████████████████████

City : FORT PIERCE

State : FL

Country : United States of America

Zip : 34982 - 0000

[Cancel](#) [Edit](#) [Confirm](#)

THIS SCREEN LETS YOU KNOW THE CARD HAS BEEN ADDED



Account Summary | **Payments** | **Statements**

Schedule Payment | View Payment Activity | **Manage Funding Sources** | Enroll Into AutoPay

Add Card

✓ Your Card has been successfully added to your Bill Payment profile.

[Manage Funding Sources](#)

PAYMENTS/SCHEDULE PAYMENT TAB

DO NOT SCHEDULE ONE TIME PAYMENT IF YOU ARE SETTING UP AUTO PAY

SELECT PAYMENT TYPE/ FUNDING ACCOUNT/ PAYMENT DATE / AMOUNT/CONTINUE

The screenshot shows a web interface for scheduling a payment. At the top, there are tabs for 'Account Summary', 'Payments', and 'Statements'. Under the 'Payments' tab, there are sub-tabs: 'Schedule Payment', 'View Payment Activity', 'Manage Funding Sources', and 'Enroll Into AutoPay'. A 'Please note' section states that dollar amounts are for the current month only and that online bill pay requires authorization. A red warning message says: 'If you are enrolling for our new service, "Auto Pay" please DO NOT issue a "Guest Payment- One Time Pay" as it will generate a duplicate payment. All payments issued will apply to the balance on the account and credit balances will be applied to the next utility bill.' The 'Enter Information' form includes: 'Select Payment Type*' with a radio button selected for 'One Time'; 'Payment Due Date' set to '05/14/2019'; 'Funding Account Number*' with a blacked-out field; 'Card CVV No*' with an empty input field and a 'What is this?' link; 'Payment Date (mm/dd/yyyy)*' with a calendar icon and '04/27/2019' selected, with a note 'This is the earliest date your payment will post.'; and 'Amount*' with two radio buttons: 'Current Balance (\$46.39) This is Current Balance as of your last statement.' (selected) and 'Please enter Payment Amount \$' with an empty input field. At the bottom are 'Cancel' and 'Continue' buttons.

Congratulations! you have finished setting up your online account.

The next time you log into your account this is what you will see:

Under the Accounts Summary Tab:

My Profile

Link Additional Accounts

Cancel Online Bill Pay service

Under Payments Tab you can:

Schedule Payment

View Payment Activity

Manage Funding Sources

Enroll Into Auto Pay

Under the Statements Tab you can:

View Statement History

Paperless Billing

Below we will cover the different tabs

Account Summary Tab -you can view your statements under the Bill Summary

You can set up the funding source by clicking on the Add Funding Source Tab below

RAY MURANKUS | 15122-5190 A A A | Sign Out

ST. LUCIE COUNTY FLORIDA

Account Summary | Payments | Statements

Account Summary | My Profile | Link Additional Accounts | Cancel Online Bill Pay Service

Information about your current bill is shown below. If you want to view a billing statement select the appropriate View Statement link below. To make a payment select the Schedule Payment button below.

Current Bill for Account Number RAY MURANKUS 15122-5190

Due Date: 04/16/2019

Add Funding Source → If you wanted to add payment source click on this tab

Bill Statement History

Statement Balance	Statement Details
\$ 38.17	View Statement
\$ -1.96	View Statement
\$ 39.39	View Statement
\$ 40.63	View Statement
\$ 40.00	View Statement
\$ 40.00	View Statement

Account Summary Tab / My Profile Tab

Here you can change Email, Password and security questions
click on the Green Tabs Below

The screenshot shows the 'Manage Profile' page. At the top, there are three main tabs: 'Account Summary' (circled in red), 'Payments', and 'Statements'. Below these are four sub-tabs: 'Account Summary', 'My Profile' (circled in red), 'Link Additional Accounts', and 'Cancel Online Bill Pay Service'. The 'My Profile' section contains the following information:

- Email Address : MURANKUSR@STLUCIECO.ORG (with a green 'Change Email' button circled in red and a blue arrow pointing down)
- Login Id : murankusr
- Password : ***** (with a green 'Change Password' button circled in red and a blue arrow pointing down)
- Security Question1 : What is the name of your highschool mascot
Answer1 : *****
- Security Question : What is the model of your first car
Answer : *****
- Security Question :
Answer : ***** (with a green 'Change Security Answer(s)' button circled in red and a blue arrow pointing down)

Account Summary / Link Additional Accounts

If you have more than 1 account you can link them here

The screenshot shows the 'Link Billing Account - Enter Account Number' page. At the top left is the 'ST. LUCIE COUNTY FLORIDA' logo. Below it are three main tabs: 'Account Summary' (circled in red), 'Payments', and 'Statements'. Below these are four sub-tabs: 'Account Summary', 'My Profile', 'Link Additional Accounts' (circled in red), and 'Cancel Online Bill Pay Service'. The main content area contains the following information:

Enter the account number of the account you'd like to link and select Continue to proceed

Link Billing Account - Enter Account Number

Account Number* :

Zip Code* :

To Cancel your Enrollment:

Account Summary / Cancel Online Bill Pay Services/Cancel Enrollment

RAY MURANKUS | 15122-5190 A A A | Sign Out

ST. LUCIE COUNTY FLORIDA

Account Summary | Payments | Statements

Account Summary | My Profile | Link Additional Accounts | **Cancel Online Bill Pay Service**

Confirm Cancellation

Are you sure you want to cancel your enrollment in the Bill Pay Service? Please note that by canceling this Service any unprocessed payments will also be cancelled. If you would like to proceed, click Cancel Enrollment.

Exit **Cancel Enrollment**

Payments Tab/ Schedule a Payment

Schedule One Time payment, Current Balance or Choose Amount

A CARD ISN'T ADDED YET SO THAT'S WHY YOU GET THE MESSAGE BELOW

RAY MURANKUS | 15122-5190 A A A | Sign Out

ST. LUCIE COUNTY FLORIDA

Account Summary | **Payments** | Statements

Schedule Payment | View Payment Activity | Manage Funding Sources | Enroll Into AutoPay

Please note: All dollar amounts listed below are for the current month only. Future dollar amounts will vary. Please take this into consideration when scheduling Recurring Payments. Online Bill Pay will NOT process payments without your authorization.

If you are enrolling for our new service, "Auto Pay" please **DO NOT** issue a "Guest Payment- One Time Pay" as it will generate a duplicate payment. All payments issued will apply to the balance on the account and credit balances will be applied to the next utility bill.

⚠ You do not have an active Funding Source linked to your profile. Please add a Funding Source before trying to schedule a payment (699)

Enter Information

Select Payment Type* : One Time

Payment Due Date : **04/16/2019**

Amount* : Current Balance (\$38.17) This is Current Balance as of your last statement.
 Please enter Payment Amount \$

Cancel

Payments/ View Payment Activity

NO PAYMENTS HAVE BEEN MADE TO VIEW

Account Summary **Payments** **Statements**

Schedule Payment **View Payment Activity** Manage Funding Sources Enroll Into AutoPay

If you would like to edit or cancel a payment, click on the Confirmation Number below. Only payments that have a Scheduled status can be edited or deleted. Payments that have already been processed, canceled or returned as unsuccessful cannot be changed.

Scheduled Payments

You do not have any payments

Processed Payments

You do not have any payments

Automated Payment Enrollments

You do not have any payments

Refunded Payments

You do not have any payments

Payments / Manage Funding Sources

THIS IS THE SCREEN YOU NEED TO SET UP FUNDING SOURCES



Account Summary **Payments** **Statements**

Schedule Payment View Payment Activity **Manage Funding Sources** Enroll Into AutoPay

Below are the available Funding Sources you have stored in your Online Bill Payment profile. If you would like to make changes to an account, or delete it click on the Account Number below. If you would like to add an additional Funding Source, click the appropriate Add button shown below.

Bank Account Details

There is no active Bank Account(s) stored in your profile. If you would like to add a Bank Account(s) to your profile, click the **Add Bank Account** button below.

Add Bank Account

Card Details

There are no active funding card account(s) stored in your profile. If you would like to add a funding card account to your profile, click the **Add Card** button below.

Add Card

Payments / Enroll Auto Pay

ST. LUCIE COUNTY FLORIDA

Account Summary **Payments** Statements

Schedule Payment View Payment Activity Manage Funding Sources **Enroll Into AutoPay**

Please provide following information to enroll into AutoPay.

Please note: If you are enrolling for our new service, "Auto Pay" please **DO NOT** issue a "Guest Payment- One Time Pay" as it will generate a duplicate payment. All payments issued will apply to the balance on the account and credit balances will be applied to the next utility bill.

⚠ You do not have an active Funding Source linked to your profile. Please add a Funding Source before trying to schedule a payment (699)

Enter Information

Payment Amount Option* :

STATEMENTS/ SERVICE HISTORY TABS

HERE YOU CAN VIEW STATEMENTS BY CLICKING UNDER STATEMENT DETAILS

RAY MURANKUS | 15122-5190 A A A | Sign Out

ST. LUCIE COUNTY FLORIDA

Account Summary Payments **Statements**

Statement History Paperless Billing

Summary information from your last twelve months billing statements is shown below. If you want to view more details select the View Details link below.

Bill Statement History
Showing 1 to 6 record(s) of 12 record(s) found

From Date : To Date :

Billing Date	Statement Balance	Due Date	Statement Details
03/27/2019	\$ 38.17	04/16/2019	View Statement.
02/27/2019	\$ -1.96	03/19/2019	View Statement.
01/23/2019	\$ 39.39	02/12/2019	View Statement.
12/19/2018	\$ 40.63	01/08/2019	View Statement.
11/21/2018	\$ 40.00	12/11/2018	View Statement.
10/24/2018	\$ 40.00	11/13/2018	View Statement.

STATEMENTS / PAPERLESS BILLING TAB
HERE YOU CAN CHECK HOW YOU'D LIKE TO RECEIVE YOUR BILL
CHECK MARK THE BOX OR UNCHECK MARK IT IF CHECKED ALREADY
CLICK THE SAVE CHANGES TAB TO SAVE YOUR CHANGES

COUNTY FLORIDA

Account Summary | Payments | **Statements**

Statement History | **Paperless Billing**

**Save trees, stamps and time
Go green with paperless billing**

Go paperless. Reduce your monthly paper stack by reviewing and paying your bill online or one of our other payment options available.

Get your statements and billing advice online. Every month you will be notified via e-mail when your statement is available online. You can review your bill online, print it from your online session, or download it to your computer to print at a later time.

Key Benefits

- ▶ Saves paper
- ▶ Online filing system
- ▶ Convenient and easy

Paperless Bill Options
Change Setting

Send me a paper bill

Send me an Electronic Bill

Save Changes

IF YOU DIDN'T WANT A PAPER BILL YOU WOULD JUST UNCHECK MARK THAT BOX. YOU WOULD CHECK THE ELECTRONIC BILL IF YOU WANTED PAPERLESS BILL

YOU CAN ALWAYS CALL CUSTOMER SERVICE AT 772-462-1150 FOR ASSISTANCE