

# Instructions for online payments, manage or viewing account.

In order to make a payment, manage your account or view historical data you must connect and log into the Customer Service Portal.

Follow the process below to connect.

Navigate to [www.sheld.org](http://www.sheld.org) website

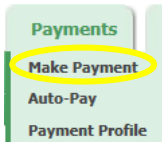


Select: **Pay Online\Manage Your Account under the Quick Links area**

You will be directed to the Customer Service Portal

Select **Make Payment** on your initial login to login and establish a password. You don't necessarily need to make a payment. Once logged in you can select any option.

Selecting **Make Payment** from the Payments drop down menu will bring up the login screen.



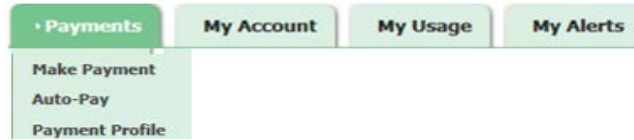
**Account Number:** Follow the directions on the screen to determine your account number. Your account number is printed on your monthly bill.

**Password:** On your initial login your password is your account number.

**Example:** Account number on bill 9999-001, enter 9999  
Password enter 9999

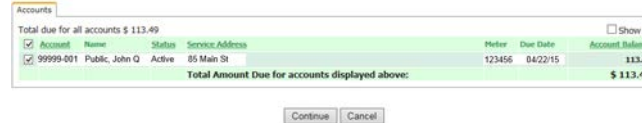
**Your initial login will require you to change your password. Once you successfully login you can navigate to any of the portal features.**

# Payments

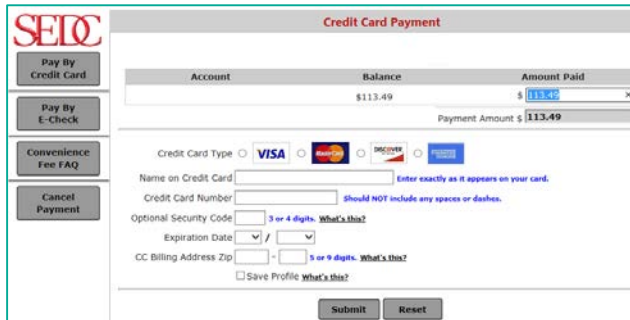
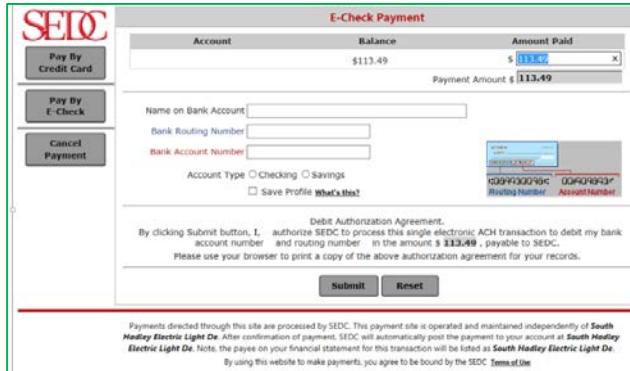


**Payments allows you to make a payment, setup Auto-Pay or change your payment profile.**

**Make Payment** will bring up your account(s). Check the account(s) you which to make a payment on.



Click continue and select your payment method; e-check or credit card.



Enter all the information and click submit.

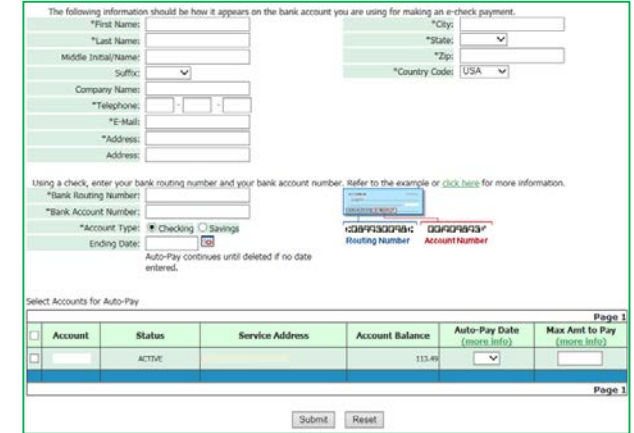
You can select the Save Profile to store your account information to be used for future payments.

**Auto-Pay** automatically makes a payment each month. By creating an autopay on your account the system will pay the current balance on the day of the month determined by you.

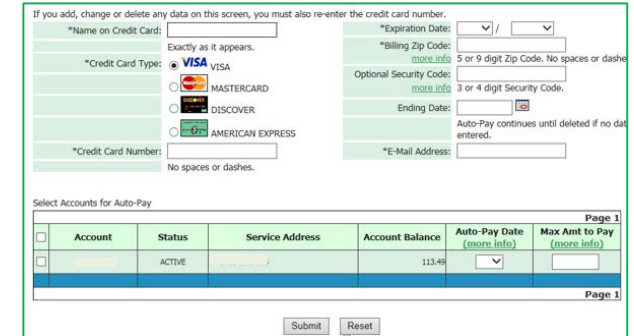
**Never miss a discount or receive a late notice again!**

You can setup Auto-Pay via E-Check or Credit Card.

Autopay by E-Check setup screen:



Autopay by Credit Card setup screen:



Be sure to check the box to the left of the Account #.

**Auto-Pay Date:** Enter the day of the month you want the payment to be made. Bills are dated around the 2<sup>nd</sup> and 9<sup>th</sup> of the month with discounts expiring the 16<sup>th</sup> and 23<sup>rd</sup> respectively. Be sure to check your latest bill to determine the best payment day to ensure the date is within the due date.

**Max Amt to Pay:** You can set a maximum amount a payment may be providing extra security. Be sure the limit is set above your highest bill.

## My Account

Changes to your account can be made through the My Account tab. The options are described below.

**Account Profile:** Allows you to change your personal information such as address and phone numbers.

**Deposits:** Displays any deposits you have made on your account.

**E-Notifications:** Select Paper, E-Bill or Paper & E-Bill as your preference on receiving bills and delinquent notices.

**Change Password:** Change your password.

**Create User ID:** Create a unique user name and password to access your account as an alternative to your account number.

## My Alerts

Subscribe/Modify for Alerts & Reminders Service  
Please verify the E-mail address and mobile number which we have in our records, so that alerts & reminders can be sent. Please update below E-mail address and mobile number if required.

**My alerts & reminders for this account number will be sent to:**

E-mail Address:

Confirm E-mail Address:

Mobile Number:

Mobile Service Provider:

**Select alerts & reminders preferences:**  
Please select preferences for alerts & reminders which can be modified later if required by re-visiting this page.

Alert Type	Description	Text Message	Email	Push Notification
Due Date Reminder	Remind me <input type="text" value="Select"/> day(s) before.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Past Due Date Reminder	Alert me when due date has passed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Account Profile Change	Alert me when the profile is updated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Returned Check Alert	Alert me when a check is returned or rejected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment Confirmation	Send me a confirmation when a payment is submitted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrangement Installment Due	Remind me <input type="text" value="Select"/> day(s) before the due date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

By providing your email or mobile phone #, alerts or reminders can be sent directly to you.

Check off the alert/reminders you want and then click submit. Some options have a days before requirement.

Note: Push Notifications are not active.

## My Usage

My Usage allows you to view your billing and payment history as illustrated below

### Billing History

View	Billing Date	Due Date	Meter Read Date	Total Usage	Bill Type	Balance
	10/02/15	10/16/15	10/01/15	819	NORMAL	\$ 113.49
	09/02/15	09/16/15	09/01/15	1099	NORMAL	\$ .00
	08/04/15	08/18/15	08/03/15	1313	NORMAL	\$ .00
	07/01/15	07/17/15	07/01/15	1093	NORMAL	\$ .00
	06/02/15	06/18/15	06/01/15	652	NORMAL	\$ .00
	05/04/15	05/20/15	05/01/15	554	NORMAL	\$ 191.44

**View<sup>1</sup>:** Black binoculars will display that month's invoice  
Red binoculars indicates an overdue notice sent

**Billing Date:** Date bill was calculated and sent

**Due Date:** Date discount expires (@ 14 days from Billing Date)

**Meter Read Date:** Date your meter was read

**Total Usage:** KWH usage

**Bill type:** Type of bill produced; (normal, estimated, special, etc.)

**Balance:** Amount due

<sup>1</sup> Only the last 6-12 months are kept on file.

### Payment History

Payment Date	Amount	Member Fee	Deposit	Other Deposit	Check Nbr	Approval Code
09/18/15	151.79	0.00	0.00	0.00	0	
08/25/15	192.85	0.00	0.00	0.00	0	
07/29/15	150.94	0.00	0.00	0.00	0	
06/15/15	88.70	0.00	0.00	0.00	0	
06/08/15	191.44	0.00	0.00	0.00	0	

**Payment Date:** Date your payment was posted to account

**Amount:** Payment amount posted to account

**Member Fee:** Not Applicable

**Deposit:** Shows date your meter was read

**Other Deposit:** Not Applicable

**Check Nbr:** Check numbers are not recorded

**Approval Code:** Credit card or E-check approval code

**Analyze My Bill - not functional**

# Pay Manage View Accounts Online!

## South Hadley Electric Light Department

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