



Water and Wastewater Payment System

Portal Features



- **Direct Access** - Securely choose and edit your credit cards, password, and contact information on your online account without staff involvement
- **Quick Pay** - Make fast one time payments without setting up an account
- **Account History** - View your utility account in real time and review payment history
- **Multiple Accounts** - Manage multiple utility accounts under one username
- **Auto Pay** - Set up automatic payments using a credit/debit card or a checking account
- **Water Usage** - View your water and sewage usage history
- **Payment Methods** - Add and save multiple payment methods to choose from

How to Get Started

- From the www.crossroadsus.com home page, Click "Pay My Bill"
- Select your district (this can be found on your bill)
- Click the "Pay My Bill" link next to your district

Pay My Bill



"Quick Pay" Feature



Log In


User Name

The Username field is required.

Password

The Password field is required.
[Forgot your password?](#)

[Don't have an account? Register here.](#)



- Make one-time payments without creating an online bill pay account
- What you need to make a "Quick Pay" payment:
 1. 10 digit account number
OR 10 digit phone number associated with the account
 2. Credit/debit card info

Using the "Quick Pay" Feature



Find Account

Search for your account by account number or phone number:

* Search

FIND ACCOUNT



- After clicking the "Quick Pay" button, the "Find Account" window will appear
- Search for your account using your 10 digit account number OR phone number associated with the account
- Type in the 10 digits without dashes
- Click "Find Account"

Using the "Quick Pay" Feature (continued)



The Payment Window will appear. Verify the account by the Service Address, Current Due, and Bill Status.

- Type in your name and debit or credit card information.
- You can edit the payment amount below the credit card image if needed.
- The "PAY" button will turn green when all the information has been entered.
- Click the green "PAY" button to complete the payment.

The screenshot shows the payment interface with a blue header bar labeled "Home". Below the header, a summary table displays account details:

Service Address	Current Due	Due Date	Bill Status
2601 Forest Creek Drive Round Rock TX 78665	\$313.44	10/10/2019	Current

Below the table, there are logos for MasterCard, VISA, and DISCOVER. A grey credit card image placeholder shows "FULL NAME" and "**** *". To the right of the card image are input fields for:

- * First Name
- * Last Name
- * Card Number
- * Expiration Date

At the bottom left, there is a field for the payment amount, currently set to "313.44". At the bottom center, there is a grey button labeled "PAY \$313.44". A large red arrow points to the right from this button, indicating the next step in the process.

Registration Process



Log In

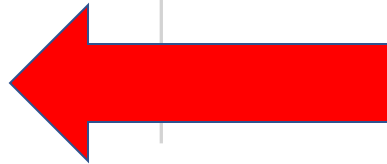
User Name

The Username field is required.

Password

The Password field is required.
[Forgot your password?](#)

[Don't have an account? Register here.](#)



With this new portal, all customers will need to register as a first time user.

It's quick and easy!

All you need is your 10 digit account number found on your bill, and an email address.

On the portal home-page, click "Register Here"

Registration Process: Search Account



Search Account > Verify Account > Register User Info > Complete

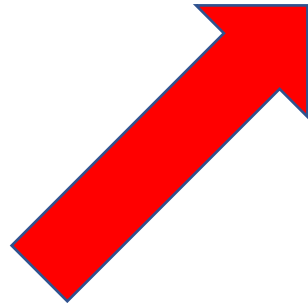
Step 1: Account Lookup

Please enter your account number as shown on your bill. ⓘ

Account Number

0040000000|

SEARCH



- Type in your 10 digit account number. This can be found on your bill.
- You don't need any dashes.
- Click "SEARCH"

Registration Process: Verify Account



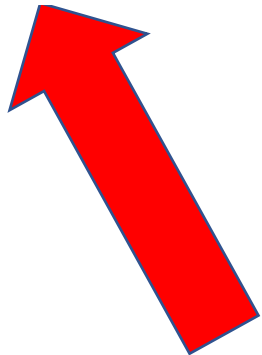
Search Account **Verify Account** Register User Info Complete

Step 2: Verify Account

Service Addresses associated with Account Number 0040000000

Customer Name:
Service Address:

YES, THIS IS MY ACCOUNT **I DON'T SEE MY ACCOUNT**



- Check the Customer Name and address displayed.
- Click "YES, This is my account"
- If the name or address is incorrect, please call the customer service office.

Registration Process: Complete Registration



Search Account Verify Account **Register User Info** Complete

Step 3: Create User

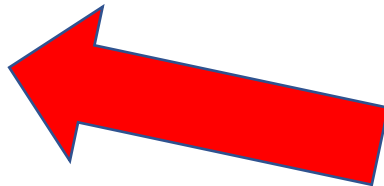
* User Name

* Email Address

* Password

* Confirm Password

REGISTER



- Select a username you will remember.
- The email address will auto populate from what is currently on your account, but this can be edited now.
- Type in your password twice for verification. The password needs to be at least 5 characters and contain a number.
- Click "REGISTER"
- "Registration Success" will be displayed on the following screen.
- You will receive a confirmation email.

Accessing your Account



Log In

User Name

The Username field is required.

Password

Show

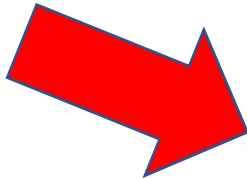
The Password field is required.

[Forgot your password?](#)

LOG IN

QUICK PAY

Don't have an account? [Register here.](#)



- Type in your username and password
- Click "LOG IN"
- The next screen will show your Account Home Page



Your Account Home Page

Acct #

Address

Manage Accounts ?

Pay Bill

Past Due

Last Payment on 9/17/2019 \$253.21
Past Due \$25.20

Current Due

\$326.41

Due Thursday, October 10, 2019

[VIEW CURRENT BILL](#) [MAKE A PAYMENT](#)

Usage History

SEWER

Date	Usage
9/8/2018	38000
10/8/2018	5000
11/5/2018	3000
12/4/2018	4000
1/4/2019	3000
2/1/2019	2000
3/4/2019	1000
4/4/2019	18000
5/3/2019	10000
6/3/2019	22000
7/2/2019	28000
8/2/2019	40000
9/3/2019	48000

Help

- Payment & Billing**
 - I want to view my account history
- Account Management**
 - I want to register a new account
- User Profile**
 - I want to change my password
 - I want to change my communication preferences

Message Center

No messages to display

Account History

BILLS		PAYMENTS	
9/16/2019	\$326.41		
8/12/2019	\$253.21		
7/10/2019	\$169.21		

[VIEW ACCOUNT HISTORY DETAILS >](#)

Financial History

Month	Billed Amount
Sep 2018	230
Oct 2018	60
Nov 2018	50
Dec 2018	50
Jan 2019	50
Feb 2019	50
Mar 2019	50
Apr 2019	50
May 2019	120
Jun 2019	80
Jul 2019	130
Aug 2019	160
Sep 2019	250

- Check your address at the top of the screen
- If you have additional accounts at different addresses that you manage, click on "Manage Accounts" or the small arrow in the drop down of your account number to switch to another account.

Make a Payment



Search bar with a dropdown arrow on the left and a "Manage Accounts" link with a question mark icon on the right.

Pay Bill Past Due

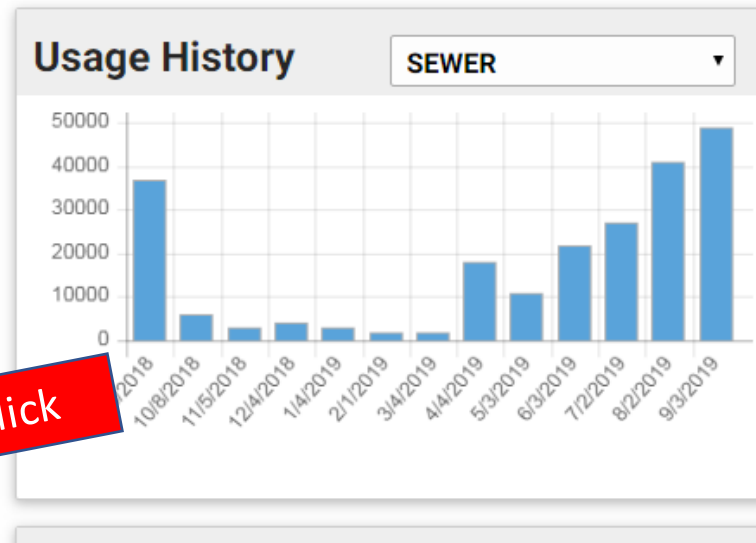
Last Payment on 9/17/2019 \$253.21
Past Due \$25.20

Current Due

\$326.41

Due Thursday, October 10, 2019

[VIEW CURRENT BILL](#) [MAKE A PAYMENT](#)



Help

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Click "MAKE A PAYMENT"

Make a Payment Continued



* \$ Payment Amount

3.00

* First Name

* Last Name

* Card Number

* Expiration Date

* Security Code

* Address

17501 GREAT OAKS DR

* City

ROUND ROCK

* Country

United States of America

* State

Texas

* Postal Code

78681

Remember my information for next time

Use for recurring payments (AutoPay)

PAY \$3.00

- When you click "Make a Payment" the screen on the left appears.
- Fill out the required fields showing a red asterisk.
- Once you have entered in your card information, you will have the option to save your card information for future payments by selecting "Remember my information for next time"
- You also have the option to select "Use for recurring payments" if you would like to pay your monthly utility bill automatically using your saved card information.
- If there is a fee for this service, it will appear on this screen.

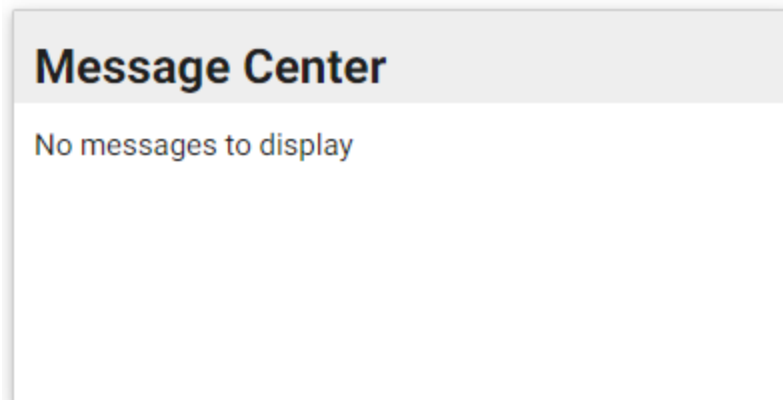
Remember my information for next time

PAY \$3.00

Message Center

Message Center Widget:

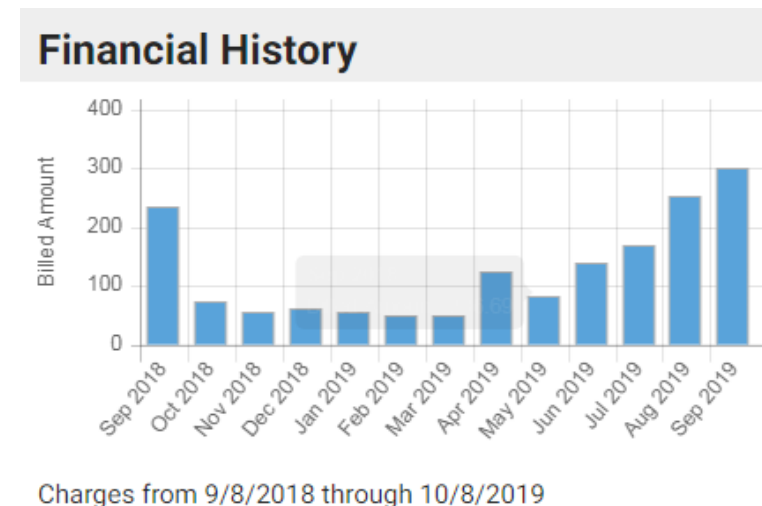
Displays and news related to your account, similar to the bill messages shown on your statement. You may also be notified of any online portal issues or updates in the message center.



Financial History

Financial History Widget:

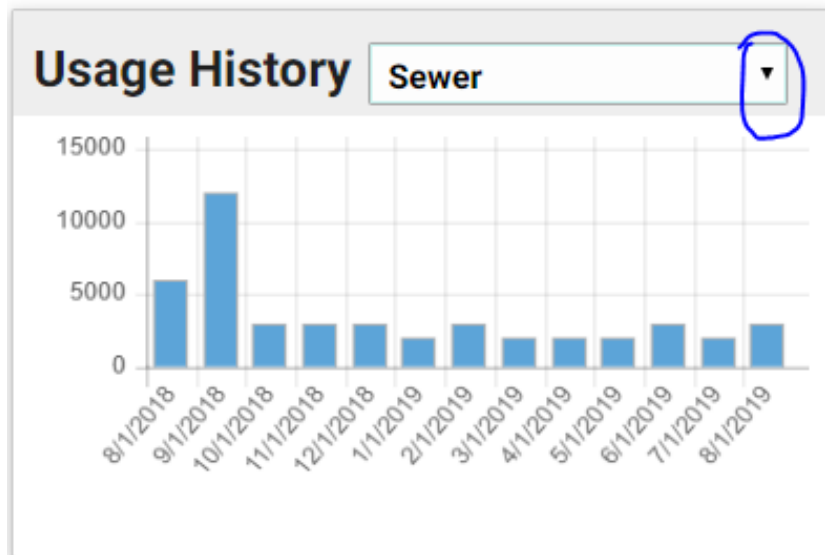
Shows how much you are spending on your utility bill on an annual basis. Some customers may find this useful during tax time.



Charges from 9/8/2018 through 10/8/2019

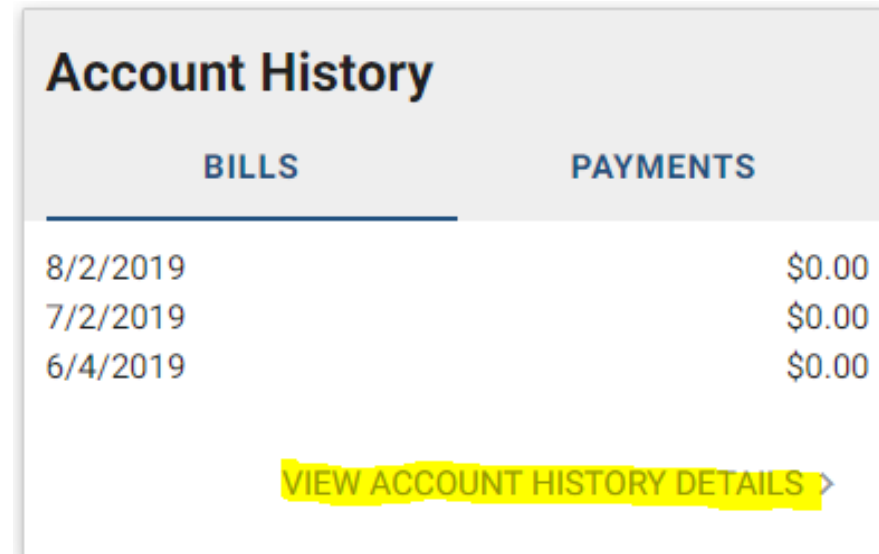
Usage History

Usage History Center Widget:
Shows 12 months of water/sewer consumption. It autopopulates to show sewer history. Click on the drop down arrow to see your water history.



Account History

Account History Widget:
Provides your complete account history of both bills and payments. You can access this information by clicking on "View Account History Details"



Account History	
BILLS	PAYMENTS
	8/2/2019 \$0.00
	7/2/2019 \$0.00
	6/4/2019 \$0.00

[VIEW ACCOUNT HISTORY DETAILS >](#)

Help Page



Payment & Billing:

- Set up autopay with a credit/debit card or bank account (ACH) information. You will be able to view, add, edit, and/or delete information here. Please double check all account numbers for accuracy.
- View Account History
- Manage Payment Methods shows you all your saved methods of payment. You will be able to view, add, edit, and/or delete information here.


Account Management:

- If you have multiple accounts and want to manage them under one username, please click here.

User Profile:

- Update passwords and communication preferences here. By clicking on this, you are able to:
 1. View or change your mailing address
 2. View or change your portal and billing email
 3. View or change your phone number
 4. Request to receive your bill paperless under the "Correspondence Tab"

Correspondence

 Statements



^ Edit

Print
 Email

SAVE

CANCEL

Help

Payment & Billing

- I want to set up AutoPay
- I want to view my account history
- I want to manage my payment methods

Account Management

- I want to register a new account

User Profile

- I want to change my password
- I want to change my communication preferences