# WebPay

**User Guide** 

unityFlsolutions



## INTRODUCTION

Welcome to WebPay!

This is a user manual to assist users in the usage of WebPay. It contains information to help you learn how to use the system with the step by step instructions for tasks that will be performed with WebPay.

You can utilize the table of contents to help easily navigate the manual to quickly jump from section to section.





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## WEBPAY GENERAL INFORMATION

- WebPay is an online service.
   Internet connection is required to use WebPay.
- WebPay link cannot be bookmarked for a web-browser.
   This is for security reasons. It will be best to save the link in a Notepad, WORD, or any other document/note taking application. This will allow you to copy and paste the information to the address bar of a web-browser.
- Each WebPay session has a time out limit of 20 minutes if there is inactivity in the browser.
   At this time, you will have to close the related browser, reopen, and navigate back to the site.

We apologize for the inconvenience but we are unable to determine your company information.

This error can be caused by several issues, see below.

The WebPay payment site may NOT be bookmarked.

To use the WebPay site, please return to the company's website that you are trying to make a payment to and click on the payment link.

This error can also be caused by a session timeout, which is caused by 20 minutes of inactivity in the browser.

This error can also be caused if cookies are not enabled in your browser.

Learn more about cookies.

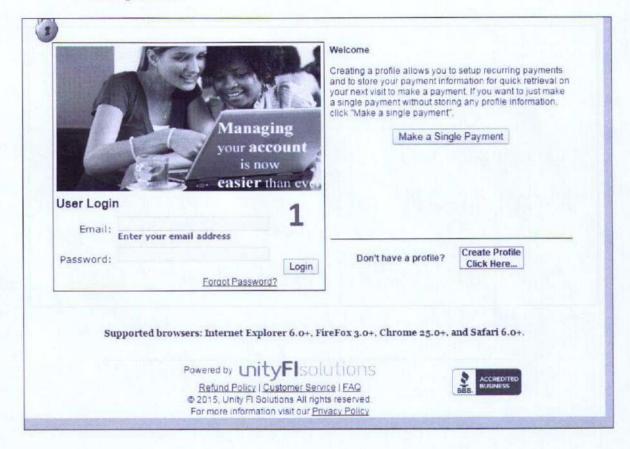
- . IF YOU SEE THIS EPROP, PLEASE ENSURE ALL WINDOWS ARE CLOSED BEFORE PETURNING TO THE WEB PAY LINK.
- · REFER TO THE CMS ASEP WEBSITE TO ACCESS
  THE WEB PAY LINK.
- . DO NOT USE LINKS SAVED IN YOUR FAVORITES.



## LEARN THE WELCOME SCREEN

The WebPay Start Screen is very simple and is made up of 3 main sections:

- A User Login allows the user to login into an existing funding account (Note: A 'Profile' must be created first before login is allowed).
- 2. Making a single payment (without a user login) allows the user to make a one time payment without the need to create a account. (NOT AN OPTION)
- Creating a 'Profile' for a user login allows the user to create a Profile so they can create a funding account.





## WEBPAY BASICS

#### LOGGING IN

If you already have an account, then logging in is EASY!

Just enter your **Username** and **Password** and click the **LOGIN** button. You will be taken to the WebPay Overview Screen.



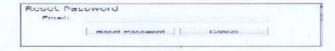
## FORGOTTEN PASSWORD?

If you forgot your password, then retrieving it is simple. (Check your junk/spam if you do not see the email in your Inbox.)

Step 1: Simple click the 'Forgot Password?' link.



Step 2: Enter your email address and click 'Reset Password'.



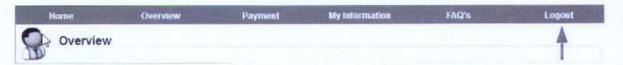
Step 3: Go to your email account and find the email to continue reset. The link in the email will allow you to reset your password.



## LOGGING OUT

Logging out of a user account is EASY!

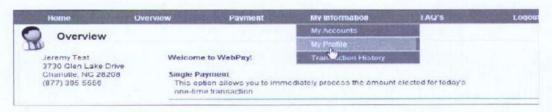
If you would like to logout, simply, click the 'Logout' link to the very right side and you will be taken to the initial Start/Login screen.



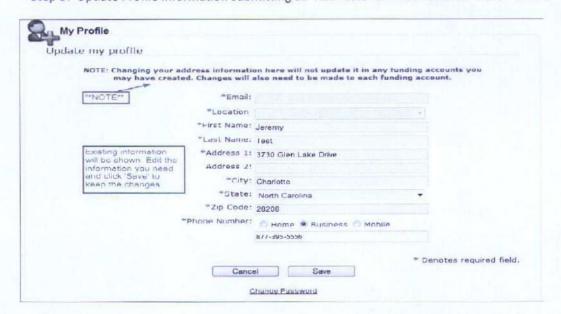
#### UPDATE PROFILE INFORMATION

Profile Information can be changed when logged into WebPay. You will need to have a profile created and logged into WebPay. NOTE: The Email Address is the Username, so changing the email address will change the username.

- Step 1: Navigate to the site and login to WebPay with your username and password.
- Step 2: Hover over 'My Information' header to reveal further options and select 'My Profile'.



Step 3: Update Profile information submitting all 'RED' asterisk information and click 'Save'.





Step 4: Click 'OK' after the message pops-up to indicate a Successful Save.



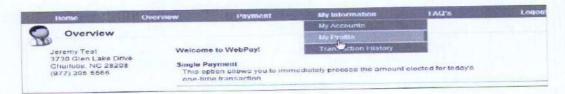
**NOTE:** Funding Accounts do not get updated by a 'Profile' update. All funding accounts will have to be manually updated. See section on how to setup a funding account.

## **CHANGING YOUR PASSWORD**

You can change your login password at any time once you have an account. Changing your password from time to time helps to provide added security for your account.

## To change you're Login Password:

- Step 1: Navigate to the site and login to WebPay with your username and password.
- Step 2: Hover over 'My Information' header to reveal further options and select 'My Profile'.



Step 3: Click the "Change Password" link towards the bottom of the screen.



Step 4: Enter your Old Password and New Password information, and click 'Save'. Click 'Back' to return to the previous Profile screen and 'Cancel' to return to the Overview screen.



-uld H	assword:			
*New P	assword:			
"Verify New P	aggword:			
Back	Cancel	Save	]	
		-	Denotes required	field.

## FAQ (Frequently Asked Questions)

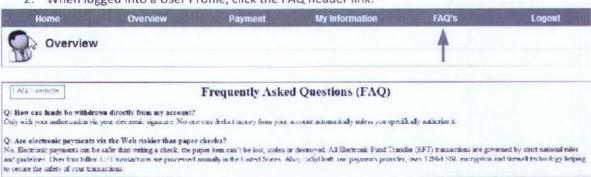
If you happen to be curious or have questions that needs answers. You can visit the FAQ section to see if an answer is available before contacting Customer Service.

#### The FAQ can be found in two places:

1. At the bottom of each screen that is navigated:



2. When logged into a User Profile, click the FAQ header link:





## **CUSTOMER SERVICE and REFUND POLICY**

Should you need to contact Customer Service or see the Refund Policy, the links can be found as the bottom of each screen.

Supported browsers: Internet Explorer 6.0+, FireFox 3.0+, Chrome 25.0+, and Safari 6.0+.

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## WEBPAY SCREEN NAVIGATION (User Profile Required) Overview Welcome to WebPay! Haley Bigham 508 W 5th St Charlotte, NC 28202 Single Payment (704) 329-0125 This option allows you to immediately process the amount elected for today's one-time transaction. Recurring Payment Convenient feature that will allow automatic withdrawals from any specified account on a regularly scheduled basis My Accounts A feature to save financial account information that can be quickly referenced when conducting electronic transactions. You can also store/capture multiple accounts for easy access. Allows access to your stored demographic information including Name, Address, Phone Number, Password Reset, etc. Transaction History Provides the last 50 transactions conducted under this account. WebPay Questions? For questions regarding your transactions or how to use this Web Site, please select the Customer Service link below. You will then be directed to a new browser window that will provide you with assistance Supported browsers: Internet Explorer 6.0+, FireFox 3.0+, Chrome 25.0+, and Safari 6.0+. Powered by unityFisolutions Refund Policy | Customer Service | FAQ @ 2015, Unity FI Solutions All rights reserved. For more information visit our Privacy Policy

Note: Hover over each of the headers to reveal more options under the header if available.

- Home Takes the user to the Home screen of the related business website.
- Overview Navigates the user back to the Overview Screen. An informative screen on WebPay features.
- Payment Allows the user to navigate to to make Single Payments or set up Recurring Payments.
- My Information Allows the user to edit his/her Profile information, set up Funding Accounts, and view Transaction History.
- FAQ's To view FAQ information
- Logout To Logout.

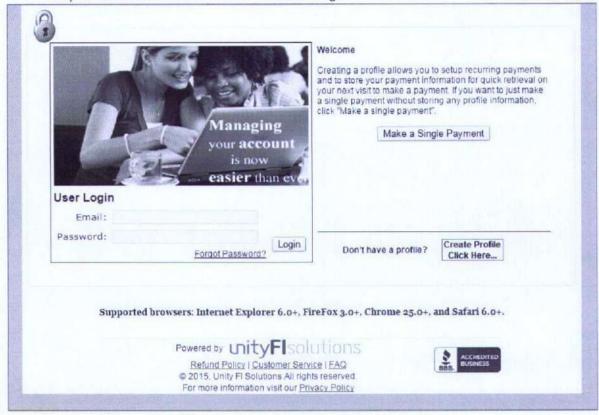


## CREATE A USER PROFILE/ACCOUNT

Creating a User Profile allows you to enter Funding Accounts and setup Recurring Payments against the Profile. In addition, you will be able to track the payments that are made with the account.

### To Setup a Profile:

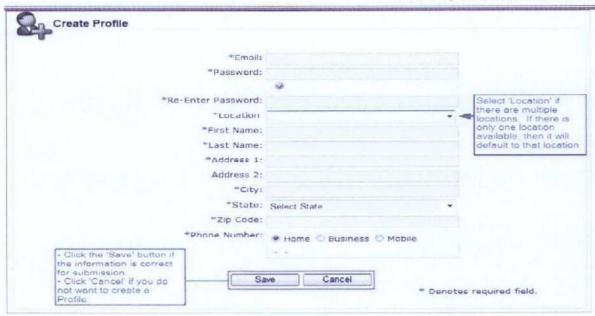
Step 1: Click the "Create Profile Click Here..." image



Step 2: Enter in the requested Profile information.

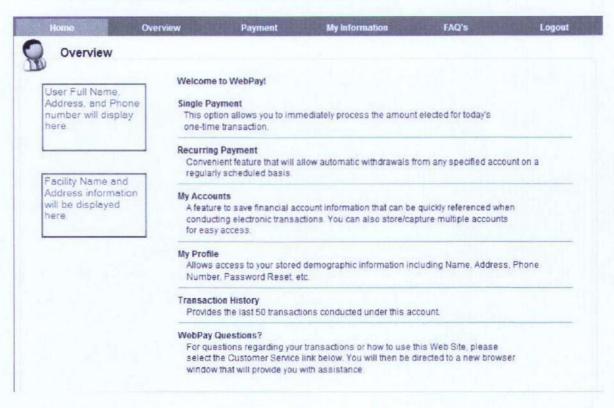
Enter in all items denoted by the 'RED' asterisk as those are required. If the information is not filled out correctly or an existing account with the same email is available, then there will be notifications to let the user know what information is incorrect.





Step 3: User Profile Setup Complete.

If all of the user information was entered correctly to create the User Profile account, then you will automatically be taken to the WebPay Overview screen.





## SETUP A FUNDING ACCOUNT

Once you have created a Profile, you will be allowed to setup a Funding Account. A funding account allows you to setup Recurring payments against the funding account or allows quick entry for single payments.

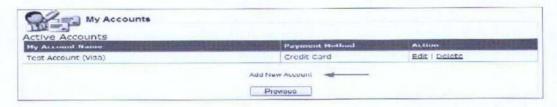
NOTE: You must have a Profile created to set up a Funding Account. If you do not have a Profile, then see section called 'Create a User Profile/Account'. Up to 10 Funding Accounts can be created.

#### To Set Up the Funding Account:

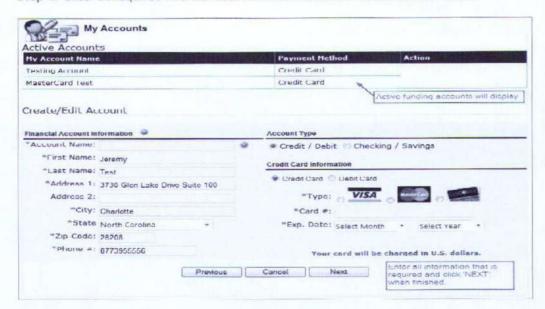
- Step 1: Navigate to the site and login to WebPay with your username and password.
- Step 2: Hover over 'My Information' header to reveal further options and select 'My Accounts'.



Step 3: Select the 'Add New Account' link in the middle of the 'My Accounts' screen.



Step 4: Enter all required financial account information and account information.



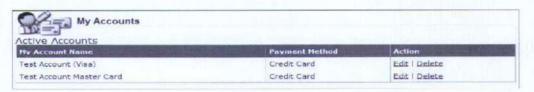


Step 5: Verify account information.

Click 'Cancel' if you would like to cancel the account setup. Click 'Edit' if something is incorrect to re-submit correct information. Click 'Save' if all information is correct.



Once saved, click 'OK' when prompted to confirm a Successful Save. You will see your account information displayed under the ACTIVE ACCOUNTS section.

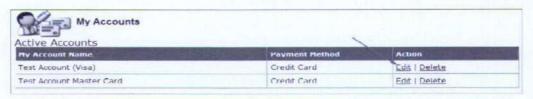


NOTE: Multiple funding accounts can be added for one Profile.

#### EDIT A EXISTING FUNDING ACCOUNT

To edit an existing Funding Account:

- Step 1: Navigate to the 'My Accounts' screen.
- Step 2: Click the 'Edit' link beside the funding account line item.



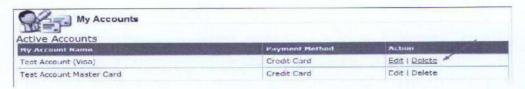
Step 3: Update all information, click 'Next', and then click 'Save' on the corresponding screens to save the information.



## DELETE A EXISTING FUNDING ACCOUNT

## To edit an existing Funding Account:

- Step 1: Navigate to the 'My Accounts' screen.
- Step 2: Click the 'Delete' link beside the recurring line item.



Step 3: Confirm deletion by click 'Ok' or 'Cancel' on the pop-up Window





## SINGLE PAYMENT WITH a USER PROFILE

You can make a single payment right from the User Profile. It actual **benefits** you to submit a single payment from a profile as:

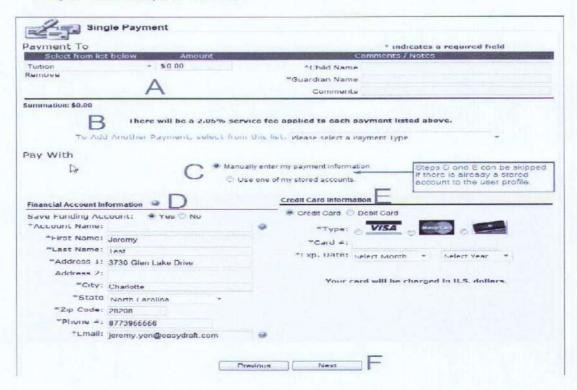
- 1. You can pay with a pre-existing funding account, created with the Profile.
- 2. You will be allowed to store payment information to create a funding account if the account information was new or non-existing funding account.
- 3. At the very least, your general user information will prefill fields from the User Profile (i.e. Name, Address, Phone, and Email).

## To make a single payment from a User Profile:

- Step 1: Navigate to the site and login to WebPay with your username and password.
- Step 2: Hover over 'Payment' header to reveal further options and select 'Single Payment'.



Step 3: Enter all required information.





A. Enter Fee Information - Choose your 'Payment Fee' and enter the 'Fee Amount', if it isn't pre-determined. Additional Comments/Notes may need to be filled out in reference to the Payment Fee. Click 'Remove' under the payment to remove it from the listing.

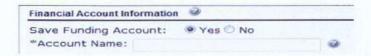
**NOTE**: Payment Fees, Amounts, and Comments/Notes may have different values then the displayed example.

- B. Adding Additional Fees If an additional fee needs to be added to pay for multiple fee amounts in one payment action; then use the 'Please select a Payment type' dropdown to add additional fees. Select the Fee(s) and it will add the additional payment(s) below the first and consecutive entry under the "Payment To" section to be filled out.
- C. Select Pay With Option You can either select:
  - Manually enter my payment information- this option is for users making a single payment without a funding account created yet. You will need to also completed Steps 3D to 3F.
  - ii. Use one of my stored accounts this option allows the user to select an existing funding account. You can skip entering information for Steps 3D and 3E.



- Enter Financial Account Information Fill out all Financial Account Information for your name and billing address.
- E. Enter Account Type Information This will be either be ACH, Credit Card, or Debit card used to pay for the amount due (dependent upon what service is offered). Various toggles will allow you to select either Credit Card/Debit or Checking/Savings. Based off what you select, the information needed to be captured will adjust for that Account Type.

NOTE: If you select 'Manually enter my payment information', you will have to enter your financial information and Account Type Information. But you now have the option to save the funding account by select 'Save Funding Account', Yes or No. If 'Yes', you will need to enter the Account Name for the funding account. If 'No', enter the information as usual and continue.



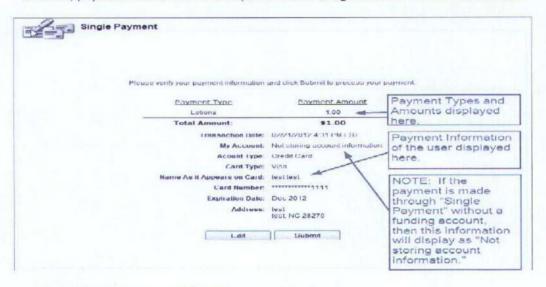
F. Click 'Next' to continue



## Step 4: Confirming your Payment (Summary Page)

From here, please review all of your information to confirm accuracy, and then click the 'Submit' button to validate the information. If information still needs to be edited, then click the 'Edit' button, which will take you back to the prior screen to edit information.

NOTE: If the payment is made through 'Single Payment' without a funding account, then this information will display on the summary screen as "Not storing account information". In addition, payment with an ACH will require the user to agree to the terms and conditions.



Step 5: Validation: Successful Payment or Declined

**Successful Payment:** Once a payment has submitted successfully, you will be greeted with a Confirmation Page to indicate a successful submission.





You can print the confirmation page in simple print view by clicking the 'Printable View' button.



**Declined Payment:** When a payment has been declined the validation will not process the payment, in which, the user will be notified immediately of a declined submission by a message indicating, "Unsuccessful Payment".





## SETUP A RECURRING PAYMENT

Recurring payments allow payments to be applied against a funding account on a regular basis. Set it and forget it!

NOTE: You must have a Profile created along with a Funding Account in order to set up a Recurring Payment. If you do not have a Profile or Funding Account, then see sections called 'Create a User Profile/Account' and 'Setup a Funding Account'.

## To Setup a Recurring Payment:

- Step 1: Navigate to the site and login to WebPay with your username and password.
- Step 2: Hover over 'Payment' header to reveal further options and select 'Recurring Payment'.



Step 3: Select the 'Add New Recurring' link in the middle of the 'My Accounts' screen.



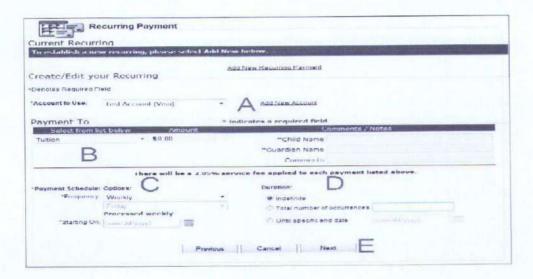
Step 4: Enter all required user information and account information.

- A. Select the Funding Account use the 'Account to Use' dropdown to indicate the funding account used against the recurring. NOTE: If your profile does not have a funding account, then it will need to be created, in which, you can click on the 'Add New Account' to take you to the funding account setup screen.
- B. Enter Fee Information Choose your 'Payment Fee' and enter the 'Fee Amount', if it isn't pre-determined. Additional Comments/Notes may need to be filled out in reference to the Payment Fee. Click 'Remove' under the payment to remove it from the listing. NOTE: Payment Fees, Amounts, and Comments/Notes may have different values then the displayed example.
- C. Select Payment Schedule Options This is the frequency/day of the week or month of when the recurring payment will be processed. NOTE: Options will differ than example



displayed. Also, 'Starting On' date needs to be applied after current date and cannot be back dated.

- D. Select Duration this is how long you would like for the recurring to be processed. It can be assigned for indefinitely, by total number of occurrences, or ended once a specific date has been reached.
- E. Click 'Next' to Continue.



Step 5: Verify the Recurring Payment Submission

Click 'Cancel' if you would like to cancel the account setup. Click 'Edit' if something is incorrect to re-submit correct information. Click 'Submit' if all information is correct. NOTE: You must accept the "Processing Terms and Agreement" to proceed. Click the text to read the agreement terms.





Once saved, click 'OK' when prompted to confirm a Successful Save. You will see your recurring payment information displayed under the CURRENT RECURRING section.



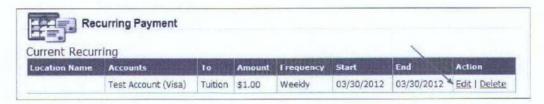
NOTE: Multiple recurring payment setups can be added for one Profile and multiple recurring payment setups can be linked to one existing Funding Account.

#### EDIT A EXISTING RECURRING

#### To edit an existing Recurring:

Step 1: Navigate to the 'Recurring Payments' screen.

Step 2: Click the 'Edit' link beside the recurring line item.



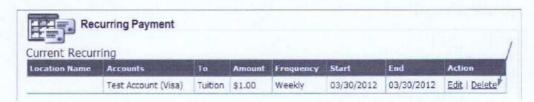
Step 3: Update all information, click 'Next', and then click 'Submit' on the corresponding screens to save the information.

## DELETE A EXISTING RECURRING PAYMENT

#### To edit an existing Recurring:

Step 1: Navigate to the 'Recurring Payments' screen.

Step 2: Click the 'Delete' link beside the recurring line item.



Step 3: Confirm deletion by click 'Ok' or 'Cancel' on the pop-up Window





## **VIEWING TRANSACTIONS**

Another benefit for you to create a Profile is that payments submitted with a User Profile will be collected historically for you to view. From here, you can view when payments were submitted, amount, payment status, etc.

## To navigate to the Transaction History:

- Step 1: Navigate to the site and login to WebPay with your username and password.
- Step 2: Hover over 'My Information' header to reveal further options and select 'Transaction History'.



Step 3: View your Transactions History. The last 50 transactions can be viewed.

