



# myBCWater

## Water Payment System



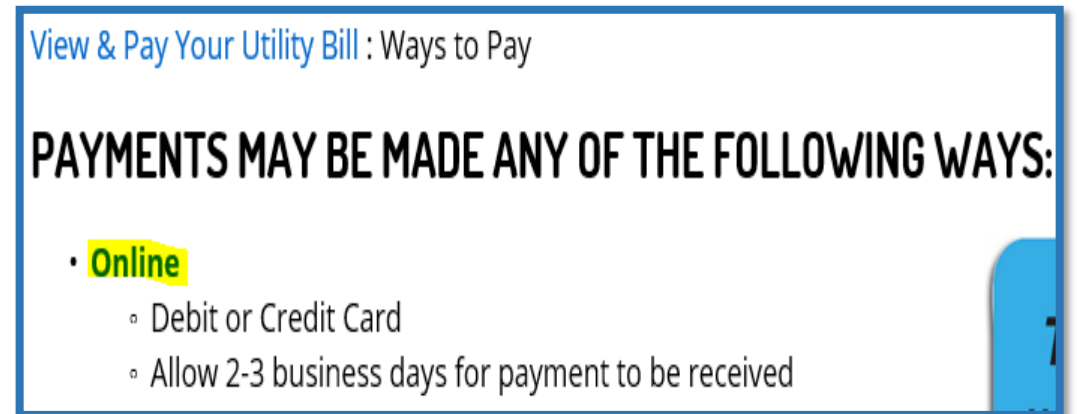
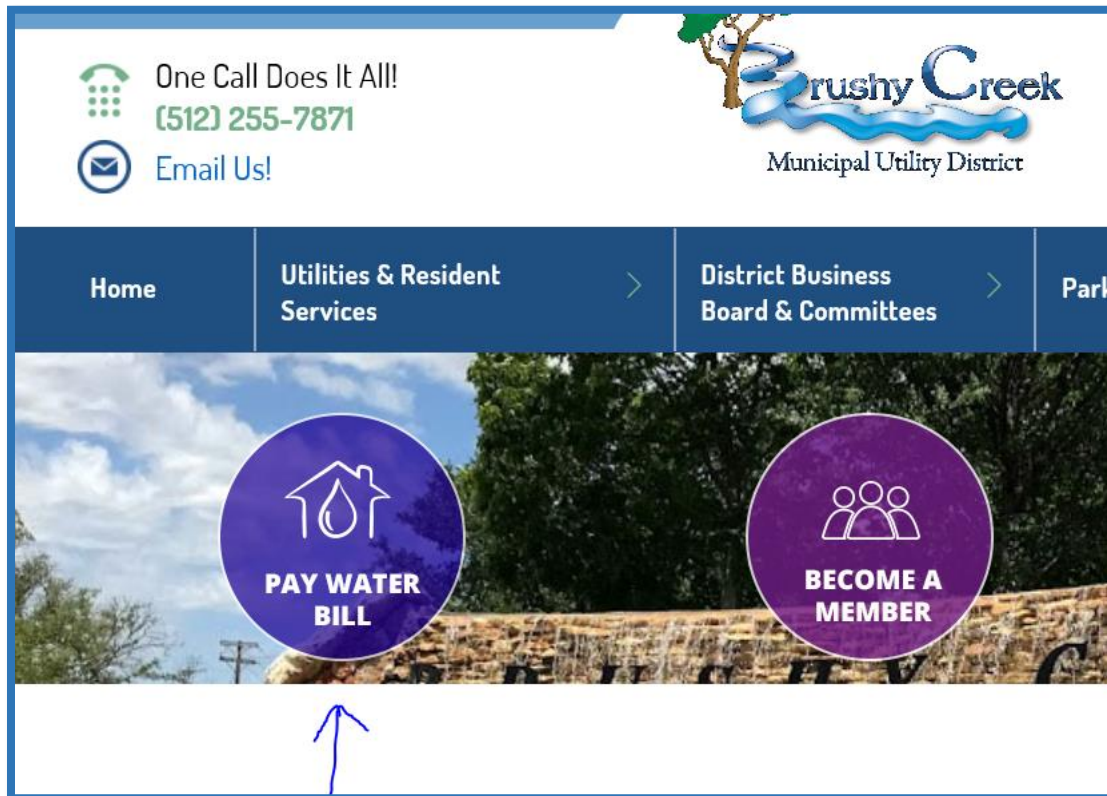
# myBCWater Features

- **Direct Access** – YOU 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 Set up automatic payments using a credit/debit card or a checking account
- **Account History** – View your utility account in real-time and review payment history
- **Multiple Accounts** – Manage multiple utility accounts under one username View full account history from the connection date to present
- **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

# Getting Started

1. From the [www.bcmud.org](http://www.bcmud.org) home page click the “Pay Water Bill” button

2. On the following page, click the blue word: “**Online**”

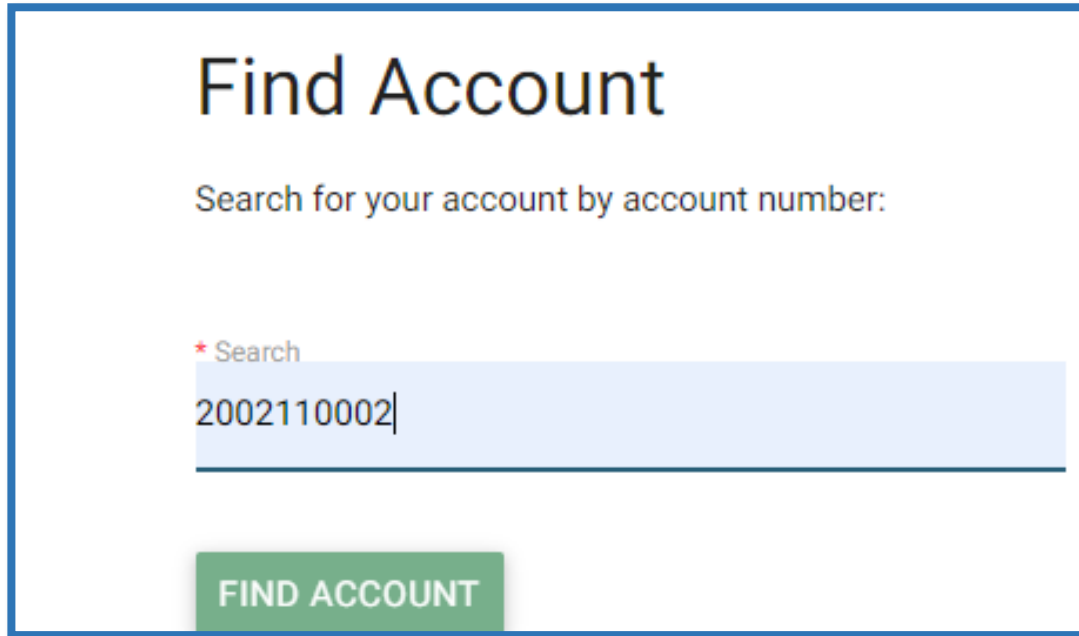


# myBCWater

## “Quick Pay” Feature

- Make one-time payments without creating an online bill pay account.
- Things needed to make a “Quick Pay” payment
  1. Account Number
  2. Credit/Debit Card info, CVV code
- You are now ready to click the “Quick Pay” button

# Making a Payment Using “Quick Pay”



**Find Account**

Search for your account by account number:

\* Search  
2002110002|


**FIND ACCOUNT**


- After clicking “Quick Pay” button, the “Find Account” window will appear
- Search for your account using your account number
- Key in your account number (without hyphens)
- Click “Find Account”

## Making a Payment Using “Quick Pay” cont’d

- A payment window will appear. Verify your account by checking **Service Address**, **Current Due** and **Bill Status**.
- Key in your name and debit/credit card information. The “Pay” button will turn green; Click it to make your payment.

<b>Service Address</b>	<b>Current Due</b>	<b>Due Date</b>	<b>Bill Status</b>
17501 GREAT OAKS DR FEEDS BATHROOM AND SINKS ROUND ROCK 78681	\$3.00	8/23/2019	Past Due





FULL NAME

\* \$ 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

# myBCWater

## Registration Process

Brushy Creek  
Municipal Utility District

REGISTER Log In

### Log In

User Name

Password

[Forgot your password?](#)

LOG IN QUICK PAY

Don't have an account? Register here.

Before beginning the registration process, make sure to have on hand:

1. Your Brushy Creek MUD account number
2. The email address you wish to receive notifications including possibly your bill
3. Your Payment Information:
  - a.) Credit/Debit card information including your CVV code
  - b.) Routing number and account number for your checking account
4. The telephone number on your Brushy Creek MUD account as it will be used for verification

Next click **Register** or **Register here**

# Registration Process, cont'd: Search Account

1. Key in your account number (without hyphens)
2. Select "Phone Number" for verification
3. Type your phone number (without hyphens)

Search Account Verify Account Register User Info Complete

## Step 1: Account Lookup

Please enter your account number as shown on your bill.

Account Number  
2990030000

SEARCH

---

Please enter the phone number, last 4 digits of Social Security number, or TaxID associated with your account.

Phone Number  
 Last 4 SSN/Tax ID

Phone Number  
5122557871



# Registration Process, cont'd: Verify Account

- Check the address displayed and Click **“Yes, This is My Account”** to verify account and continue

The screenshot shows a web interface for account verification. At the top, a progress bar contains four steps: 'Search Account', 'Verify Account' (highlighted in dark blue), 'Register User Info', and 'Complete'. Below the progress bar, the heading 'Step 2: Verify Account' is centered. A yellow highlight covers the text 'Service Addresses associated with Account Number 2990030000'. Below this, a white box displays the account details: 'Customer Name: BCMUD - CREEKSIDE PARK/POOL BATHROOMS' and 'Service Address: 4300 HAIRY MAN ROAD - 1.5" ROUND ROCK 78681'. At the bottom, there are two green buttons: 'YES, THIS IS MY ACCOUNT' on the left and 'I DON'T SEE MY ACCOUNT' on the right.

# Registration Process, cont'd: Complete Registration

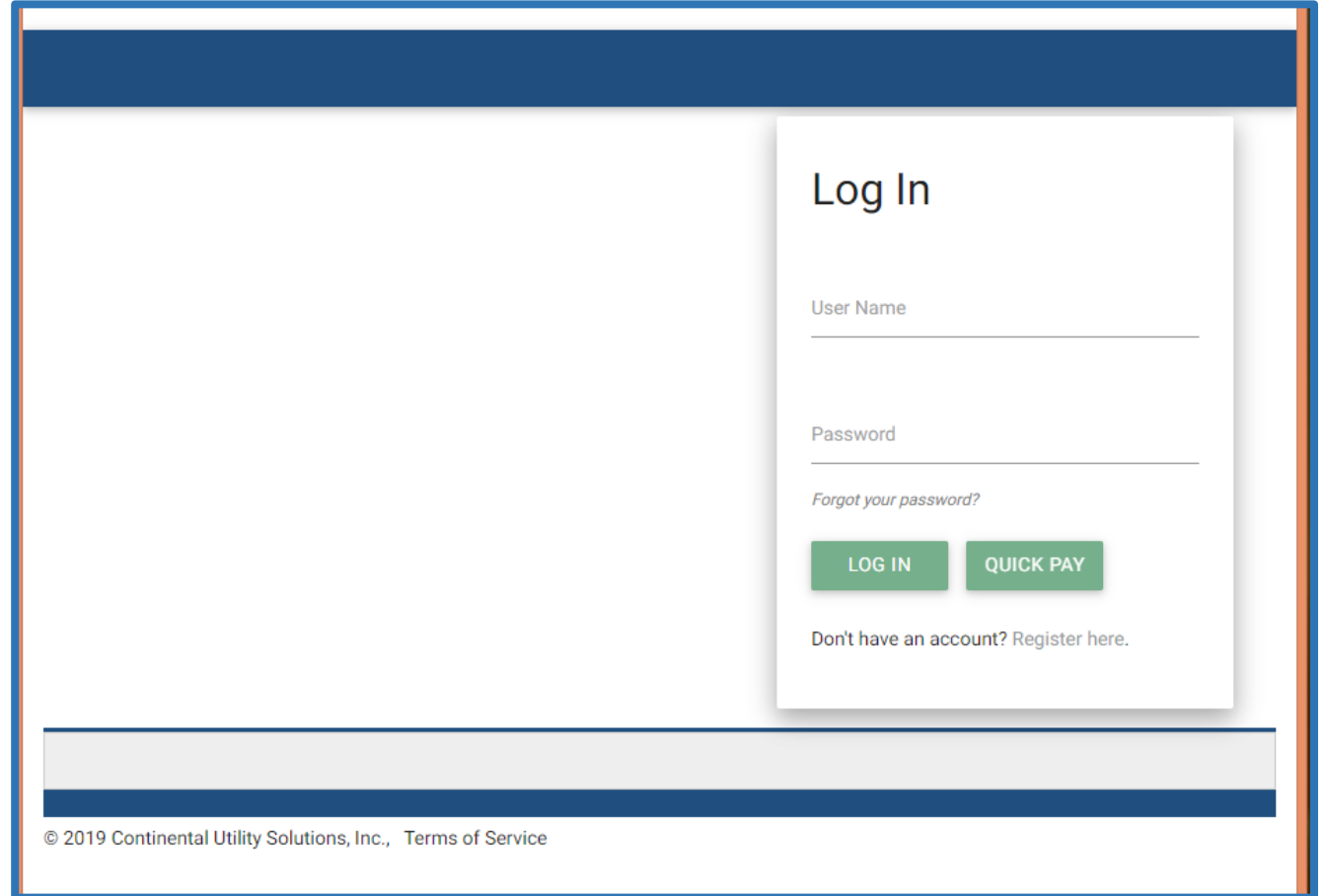
1. Select a username you can remember
2. The Email Address will auto populate from what's currently on your account, but can be edited
3. Key in your password twice
4. Click **Register**
5. "Registration Success" will be displayed on the following screen
6. You will receive a confirmation email



The screenshot displays a web interface for account registration. At the top, there is a navigation bar with four buttons: 'Search Account', 'Verify Account', 'Register User Info' (which is highlighted with a blue arrow), and 'Complete'. Below this, the main heading reads 'Step 3: Create User'. The form contains four input fields, each with a red asterisk indicating a required field: 'User Name', 'Email Address' (pre-filled with 'b.nixon@bcmud.org'), 'Password', and 'Confirm Password'. A green 'REGISTER' button is positioned at the bottom left of the form area.

# Accessing your **myBCWater** Account

- Key in your username and password
- Click **Log In**
- The next screen will be your Account Home Page

A screenshot of the myBCWater login page. The page has a dark blue header and footer. The main content area is white. On the right side, there is a white box with a shadow containing the login form. The form is titled "Log In" and has two input fields: "User Name" and "Password". Below the password field is a link that says "Forgot your password?". At the bottom of the form are two green buttons: "LOG IN" and "QUICK PAY". Below the buttons is a link that says "Don't have an account? Register here." The footer of the page contains the text "© 2019 Continental Utility Solutions, Inc., Terms of Service".

Log In

User Name

Password

*Forgot your password?*

LOG IN QUICK PAY

Don't have an account? Register here.

© 2019 Continental Utility Solutions, Inc., Terms of Service

# Your myBCWater Account Home Page

Home

002002110002 17501 GREAT OAKS DR FEEDS BATHROOM AND SINKS ROUND ROCK, TX 78681 Manage Accounts ?

### Pay Bill Past Due

Current Due

## \$3.00

Due Friday, August 23, 2019

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

### Usage History Sewer

Month	Usage
8/1/2018	5000
9/1/2018	12000
10/1/2018	3000
11/1/2018	3000
12/1/2018	2000
1/1/2019	3000
2/1/2019	2000
3/1/2019	2000
4/1/2019	2000
5/1/2019	3000
6/1/2019	2000
7/1/2019	3000
8/1/2019	3000

### Message Center

No messages to display

### Account History

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

[VIEW ACCOUNT HISTORY DETAILS >](#)

### Financial History

### 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

- Check your address at the top of the screen
- If you have additional utility accounts at different addresses, you can click on “Manage Accounts” or the small arrow next to your account number to switch to another account

## Widgets:

- Pay Bill
- Message Center
- Financial History
- Usage History
- Account History
- Help

MasterCard VISA DISCOVER

FULL NAME

\* Payment Amount  
3.00

\* First Name

\* Last Name

\* Card Number

\* Expiration Date \* Security Code

\* Address  
17501 GREAT OAKS DR

\* City  
ROUND ROCK

\* Country \* State  
United States of America Texas

\* Postal Code  
78681

Remember my information for next time

PAY \$3.00

Remember my information for next time

Use for recurring payments (AutoPay)

PAY \$3.00

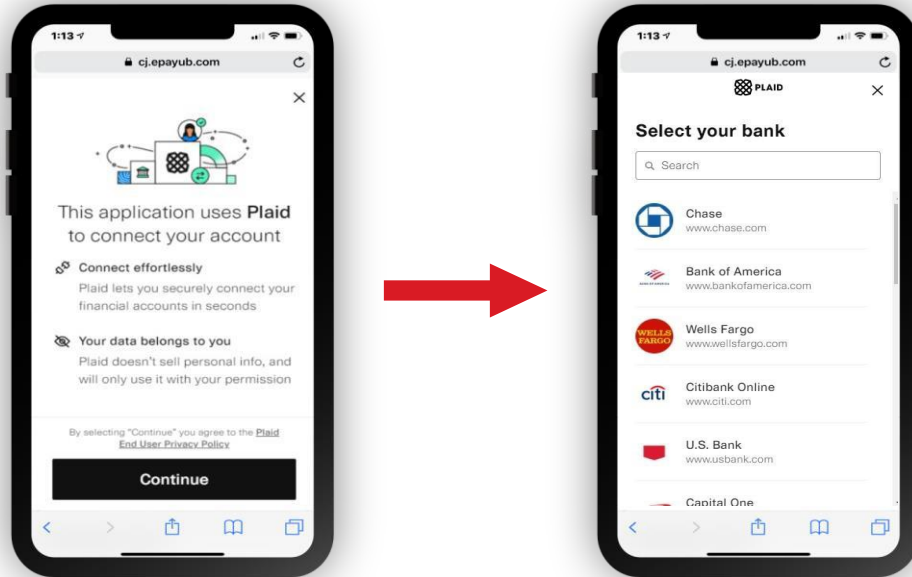
## Pay Bill

- Once you click on **Make a Payment** the screen to the left appears
- Fill out required fields showing a **red asterisk**
- Once you have keyed in your credit/debit card information you will have the option to save your credit card information to use 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 credit card information

## Setting up Recurring Payments via Checking Account (ACH)

### 1) Select Scheduled ACH as Your Tender Option

*The User will then be prompted by the Plaid Workflow to Validate their Bank Account.*

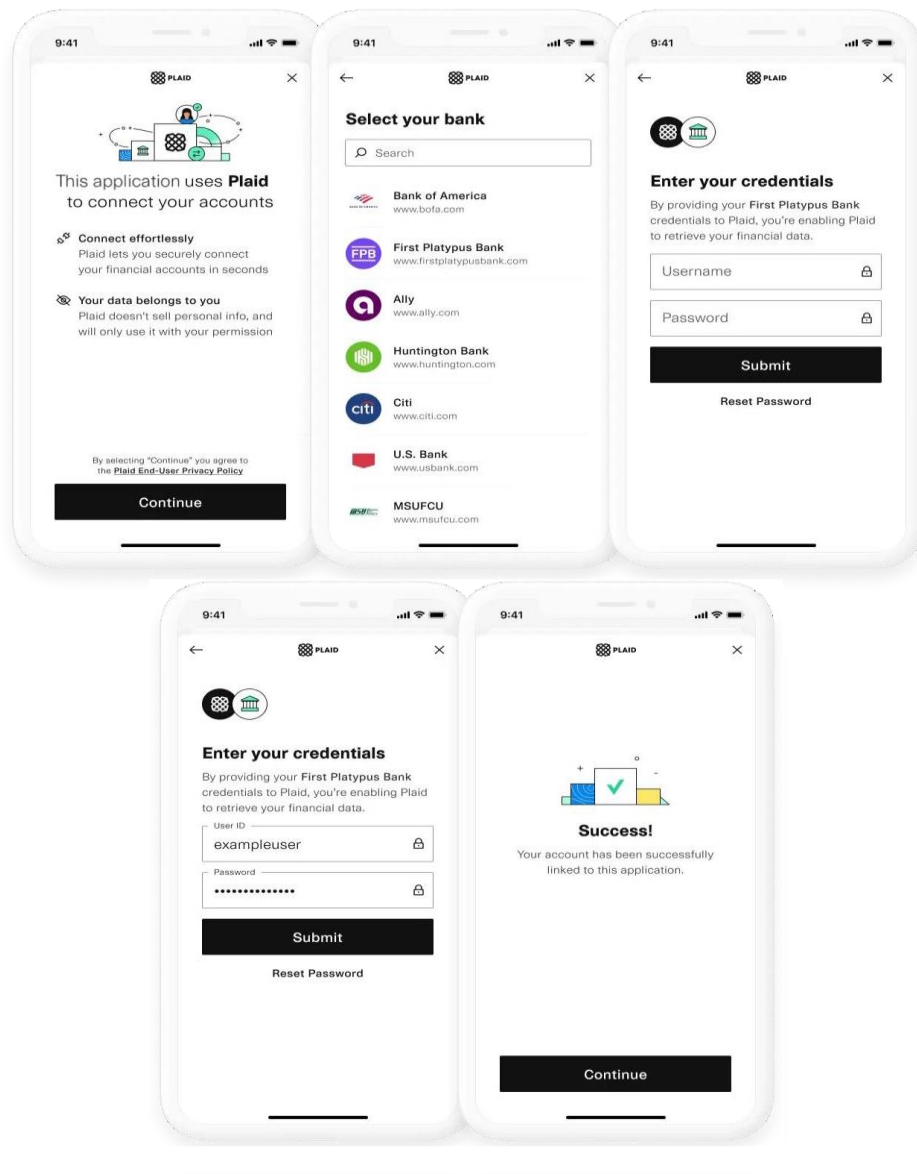


## Option 1:

### Real-Time Integrated Validation

When selecting a bank that is integrated with Plaid network, the workflow resembles the images shown. Some banks may slightly differ in their validation process based on extra security measures.

**Example** – Bank of America will prompt the user with a Two-Factor Authentication login screen to their own portal before the Plaid validation completes.



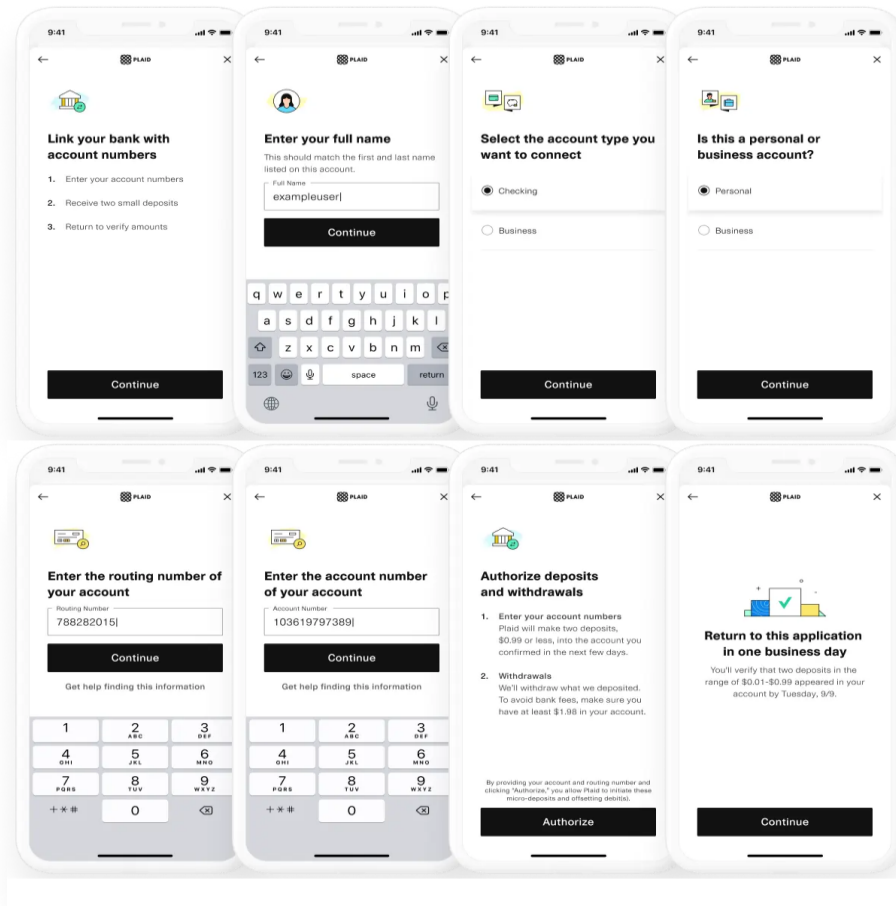
## Option 2:

### Micro-Deposit Validation

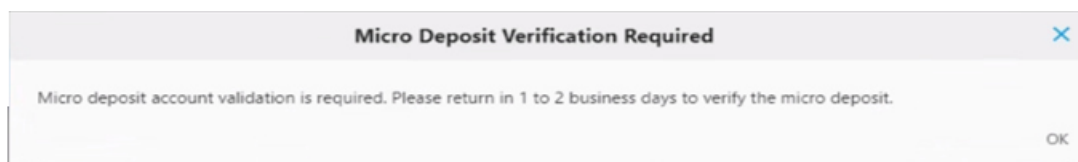
If the user's bank is not part of the approved Plaid integrated banks, they will have the ability to validate with a manual micro-deposit validation process

A user can connect their financial institution using the following connection flow:

- 1) Inside of the Plaid integration, if the bank the user would like to link is not listed, they will be able to click **“Link with Account Numbers”**.
- 2) The user will then fill out the name on the account, bank account type, routing number, and bank account number.
- 3)



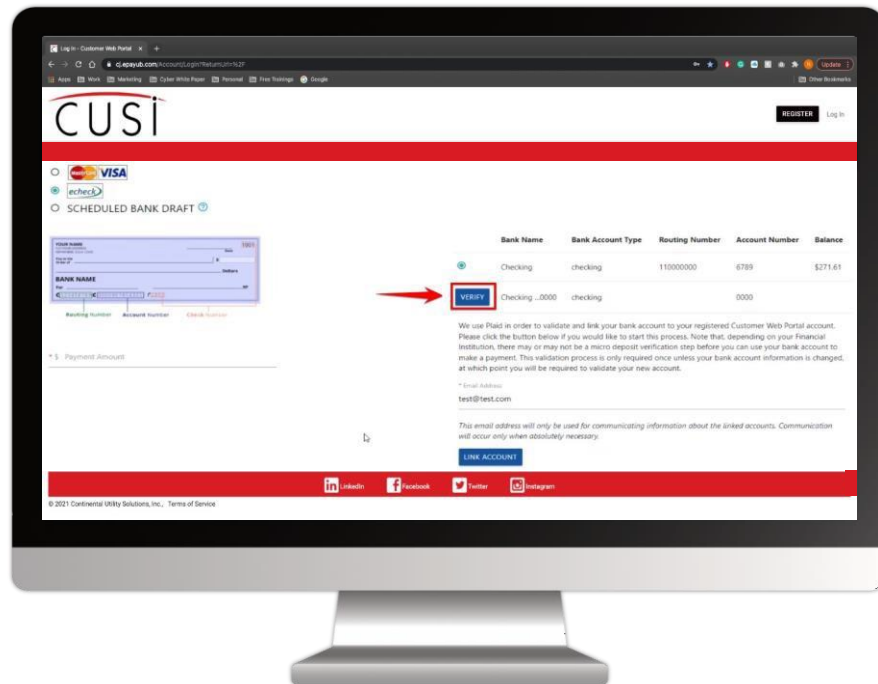
- 4) Once completed, the user will receive the message stating that Plaid will send 2 microdeposits to their bank account, and to return to the CWP page in 1-2 business days, or once those micro-deposits are received in their bank account.



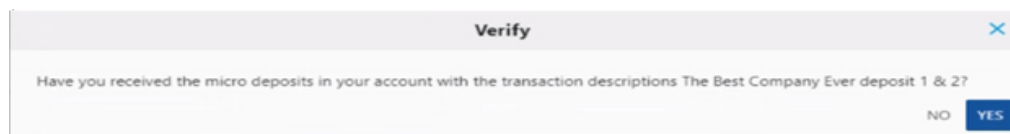
The user should see two micro-deposits in their online bank portal separate from the utility's CWP\*



- 5) After 1-2 business days, the user will need to login to the utility's CWP and will be prompted to verify the two deposit amounts in their account.

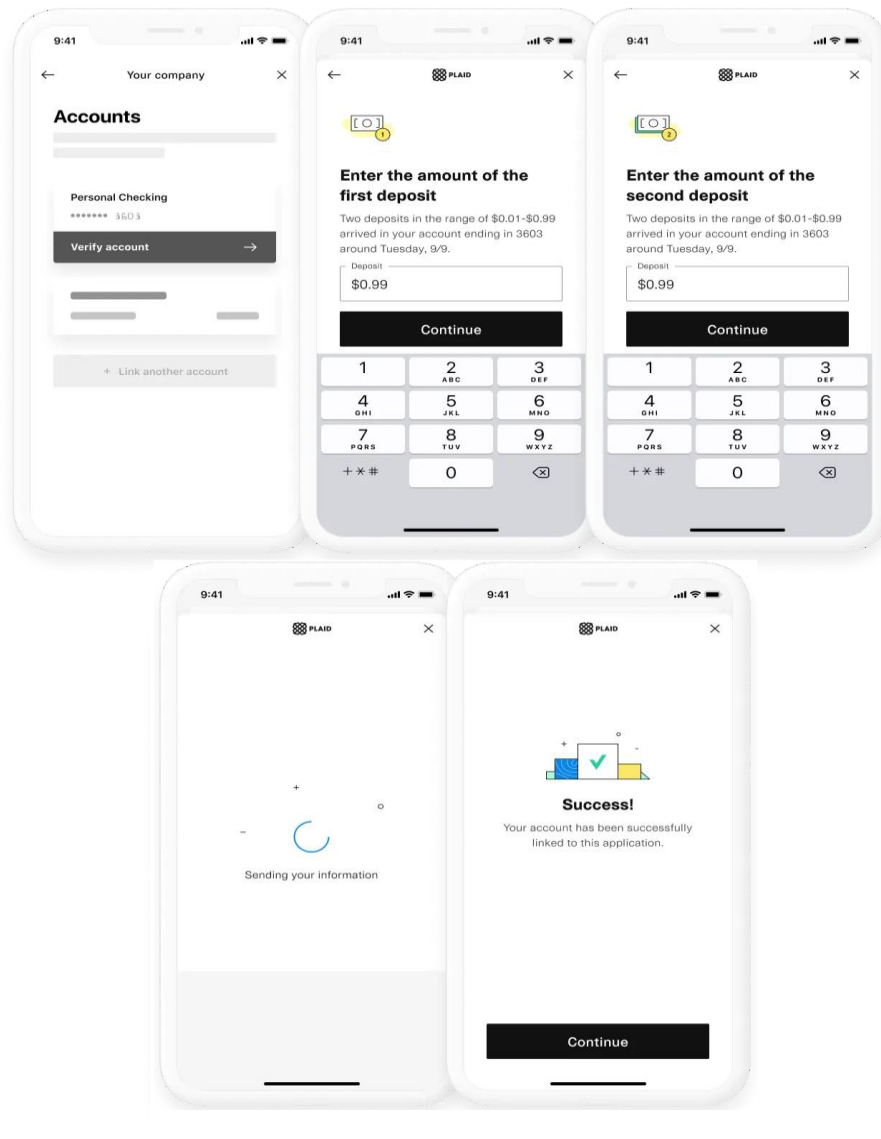


- 6) By clicking “Verify”, a message to confirm they have received the micro-deposits will prompt.



- 7) Clicking “Yes”, will prompt the user to enter the micro-deposit amounts to complete validation.
- a Once verified, Plaid will reverse the two micro-deposits amounts from the user's bank account.
  - b Once the customer has completed the manual verifications of the Micro-Deposits, their bank information will be verified to use E-check tender associated with that specific bank account.

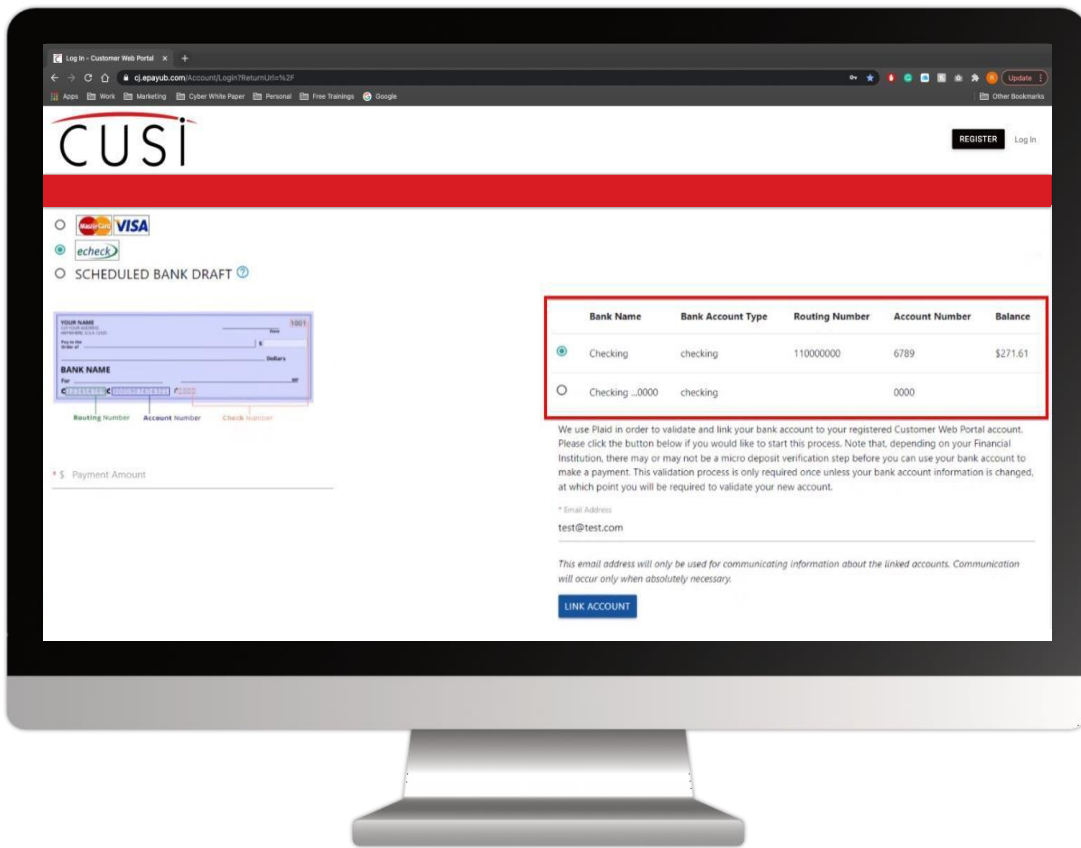
*\*An online bank portal is not required for verification of micro-deposits. As long as the end user can verify the micro-deposit amounts, they can validate their banking information with Plaid and CWP*



## Payment Screen

### Successfully Authenticated

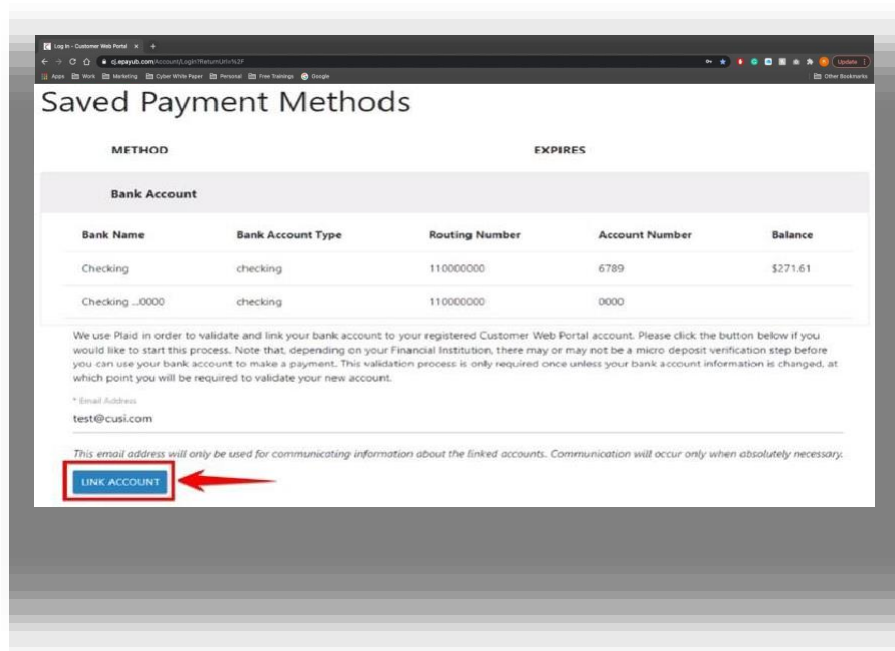
Once banking information has been validated, the payment screen will confirm that information is successfully linked.



## ACH Bank Draft Sign-Up

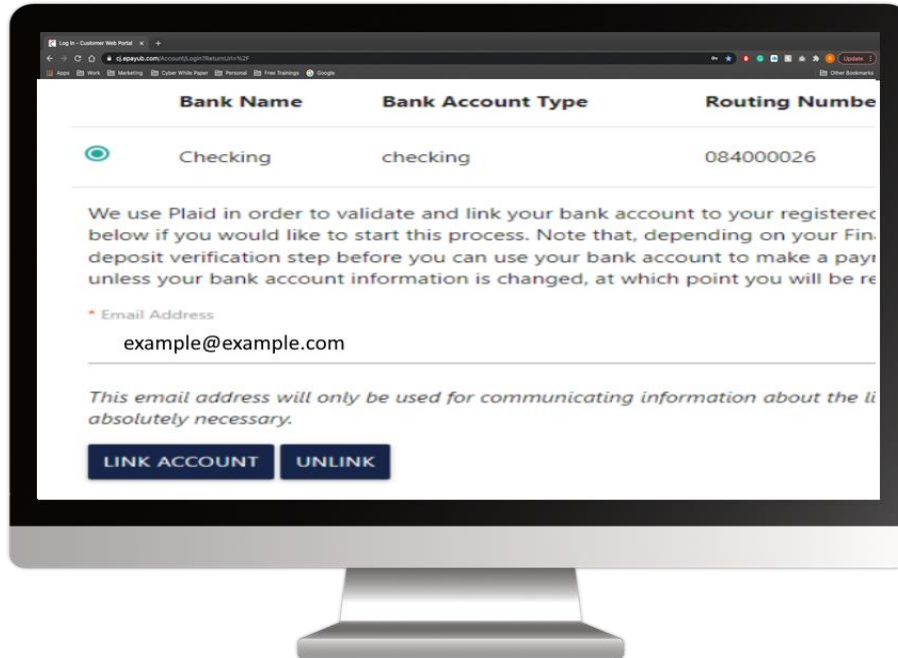
When signing up for ACH Bank Draft from CWP, Plaid validation is **required** to sign up.

1) The user will click “**Link Account**” to prompt the same Plaid process as outlined in previous slides to validate.

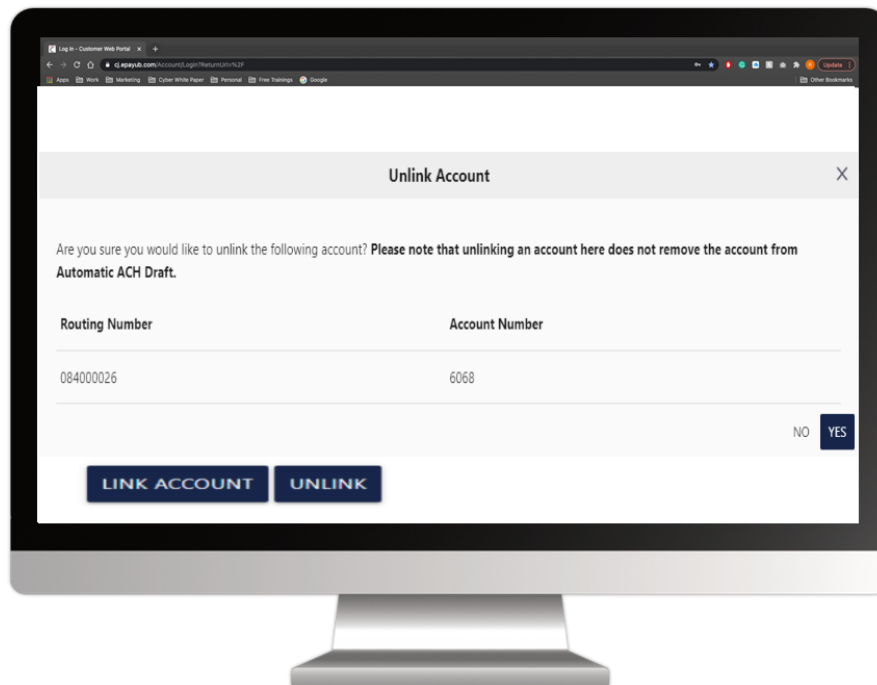


## Unlinking a Plaid Verified Account

If the end user chooses to Unlink their Plaid Verified account, they may click the Unlink button



Once the Unlink button has been selected, the user will be prompted with a verification menu to proceed with the Unlinking of the account.



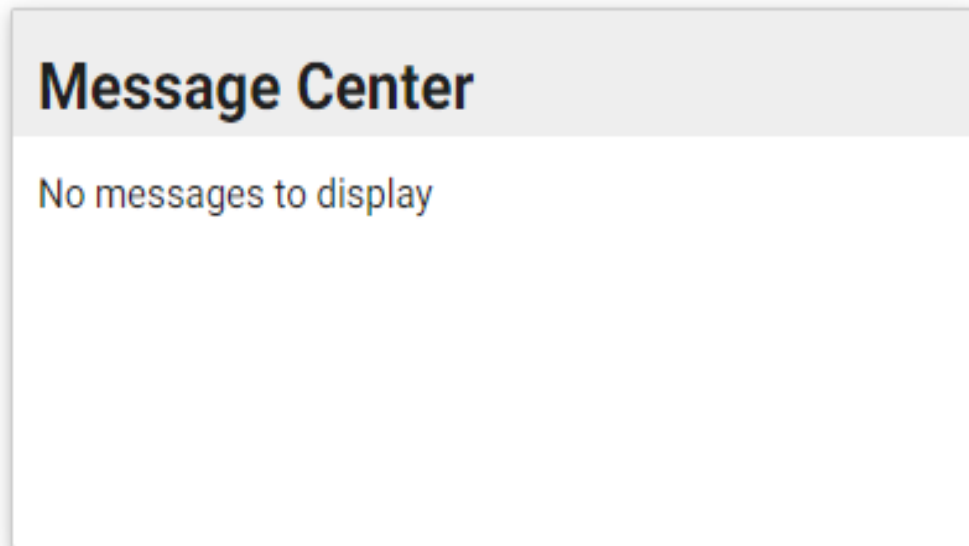
The end user will click "Yes" if they would like to proceed.

Unlinking the Plaid verified bank account will:

- Remove the associated Wallet item
- **NOT** remove the associated Auto Payment setup (ACH).

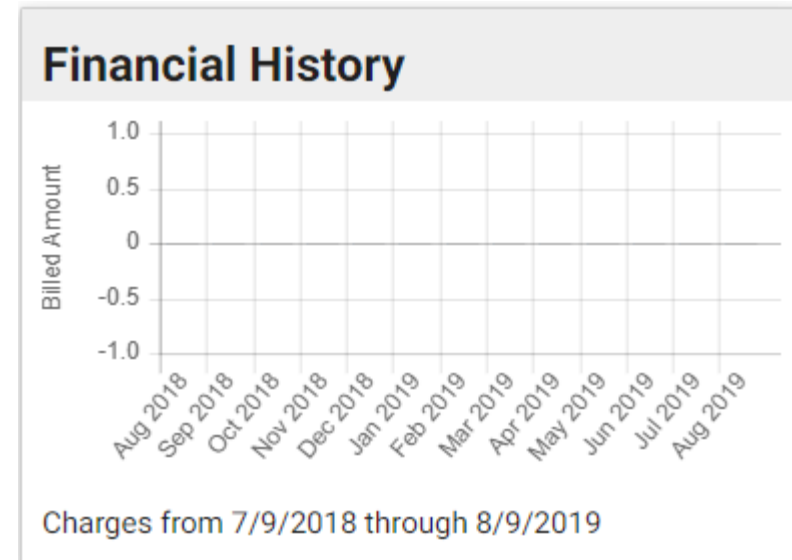
# Message Center

- **Message Center Widget** > Displays any news related to your account, similar to the messages currently found on your statement. You may also be notified of any online portal issues or updates in the message center.



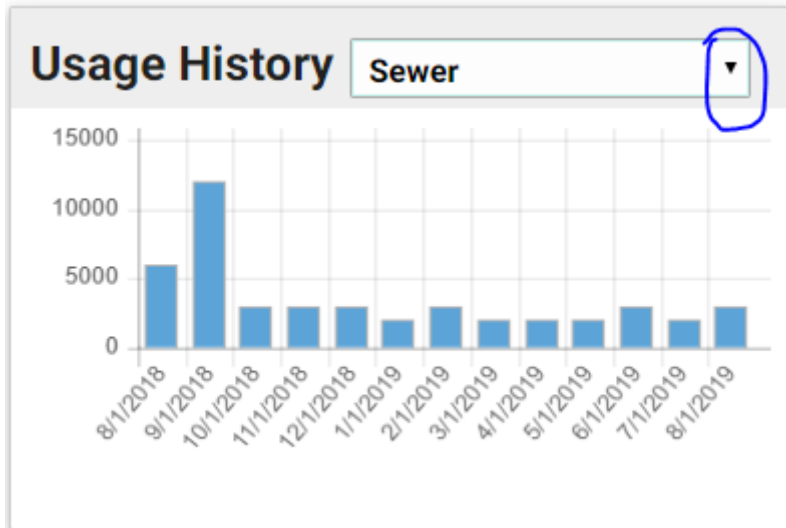
# Financial History

- **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.



## Usage History

- **Usage History Widget** > Shows twelve months of water and sewer consumption. It auto populates to Sewer. Click on the drop down arrow to see your water usage 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.

The Account History widget displays a table with two columns: BILLS and PAYMENTS. The table shows three entries for payments, all with a value of \$0.00. A yellow highlight is under the 'VIEW ACCOUNT HISTORY DETAILS' link.




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** > “I want to set up **auto pay**” you can set up auto pay with a credit/debit card or a bank account. You will be able to add, edit and or delete. Please verify your Routing and Account numbers are accurate.

## Add Payment Source



- **Payment & Billing** > “I want to view my account history” Allows you another way to view your account history
- **Payment & Billing** > “I want to manage my payment methods” Gives you access to all of your saved methods of payment. You will be able to view, add, edit, and/or delete.
- **Account Management** > “I want to register a new account” If you have multiple accounts and you want to manage multiples under one user name, please click here.
- **User Profile** > “I want to change my password” Enables you to edit your login information
- **User Profile** > “I want to change my communication preferences” By clicking on this, you are able to:
  - 1.) View or Change your address
  - 2.) View or Change both your portal and billing email
  - 3.) View or Change your phone number
  - 4.) Request to receive your bill via email versus printed (*This option is located under the Correspondence tab - See photo below*)

## 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

# Communication Preferences

## Contact Information

 Billing Address	BCMUD - PW BLDG 17501 GREAT OAKS DR FEEDS BATHROOMS AND SINKS ROUND ROCK, TX 78681	▼ <a href="#">Edit</a>
 Billing Email	b.nixon@bcmud.org	▼ <a href="#">Edit</a>
 Portal Email	n.harris@bcmud.org	▼ <a href="#">Edit</a>
 Primary Phone	512-255-7871	▼ <a href="#">Edit</a>

## Correspondence

 <a href="#">Statements</a>		^ <a href="#">Edit</a>
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Print  
 Email

[SAVE](#) [CANCEL](#)