

ALPINEREMOTE® ONLINE PAYMENT -END USER GUIDE

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Returning Users:

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Forgot username or password?

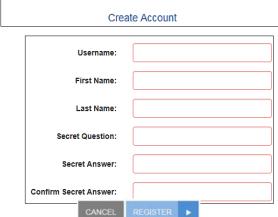
HOW TO BECOME A RETURNING USER

- 1. From the business payment portal click on **Create Account**
- 2. On the user registration page complete the required fields (outlined in red)
- 3. Click on Register
- 4. A confirmation message will appear
- 5. You will receive an email from EPSCustomerSupport@JackHenry.com with a temporary password

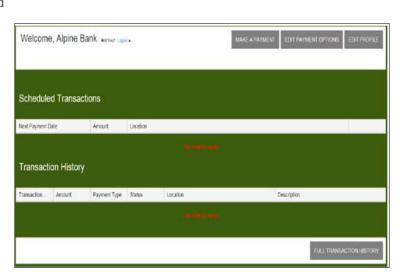




- 6. Type in the username with the temporary password
- 7. Click **Login**
- 8. You will be prompted to change the password Password requirements:
 - o At least 8 characters long
 - o Contains upper and lower case characters
 - o At least one symbol, and it cannot contain your username
- 9. Click Reset
- 10. You will receive another confirmation message stating Your password has been reset. Please login with your new password.
- 11. Click OK
- 12. Enter the username and the password you created
- 13. Click Login
- 14. Add your preferred payment information to your profile before submitting a payment.



Enter Password





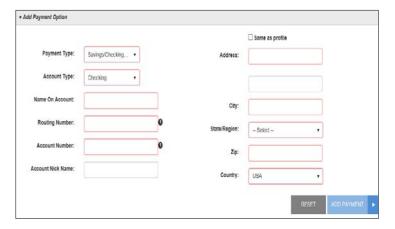
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CREATE A RECURRING PAYMENT – for Returning Users only

- 1. Once logged into your Returning User profile, click on Make A Payment
- 2. Complete the required fields. Choose the Account you wish to pay from in the dropdown.

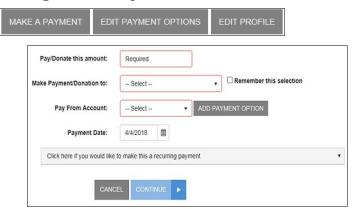
Note: If your account is not saved under your profile, click on Add Payment Option. Fill in the required fields, then click Add Payment.

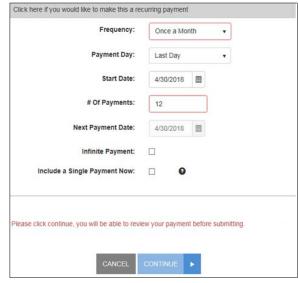
- 3. Select the Payment Date.
- 4. Click on the dropdown, Click here if you would like to make this a recurring payment.



- 5. Select the Frequency of the payment (i.e. Once a Month, or Once a Year)
- 6. Payment Date: Select the day of the month to submit the payment(s)
- 7. Start Date: Select the date you wish to start the recurring payment(s)
- 8. Check Boxes:
 - Infinite Payment: choosing this option is not recommended
 - Include a Single Payment Now: selecting this check box will process a single payment, and will schedule a recurring payment. If you only want to set up recurring payments, uncheck the box for Include a Single Payment Now.

- 9. Click Continue.
- 10. After reviewing the Authorization Agreement, click Agree and Submit, or click Cancel to cancel the payment the payment
- 11. You will receive a Transaction Receipt and a copy of the Authorization Agreement
- 12. **Save** or **Print** the Receipt
- 13. Click Close









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EDIT RECURRING PAYMENTS

- 1. Log into the payment portal using your username and password.
- 2. Click on the pencil under the edit section next to your scheduled payment (pictured below)
- 3. On the dropdown screen you may edit the Amount, Frequency, # Of Payments, Payment Date, and Account.
- 4. Once you've made your changes, click **Submit**Note: You may <u>Delete</u> the recurring payment by checking the box **Delete Payment**, then click **Submit** to disable the recurring payment, uncheck the **Enabled** box, then click **Submit**

