We are excited to announce a new partnership with Invoice Cloud as the Rockingham County Treasurers Office new provider for online payments, AutoPay, and Paperless billing. This new system will allow citizens to manage their accounts, receive notifications and schedule payments. It will also allow for additional payment methods giving our citizens several different payment options.

Going forward our citizens will need to wait until they receive their first Utility Bill to Register an Account and setup AutoPay and Paperless Billing. The Treasurers Office will no longer be able to set-up AutoPay accounts, they must be completed online by the customer. This will remove the handling of bank information from this office providing additional security for our citizens.

Once you receive your first bill you can go to www.rockinghamcountyva.gov, select Online Payments, Select Utility Bill and enter your Utility account information. Once the bill comes up you will be able to Register an Account and then set-up AutoPay and/or Paperless Billing. You will also be able to opt in or out of email and/or text notifications regarding your account.

Attached is a document describing the 4 Simple Steps to Register an Account and set-up AutoPay once your first bill is received.
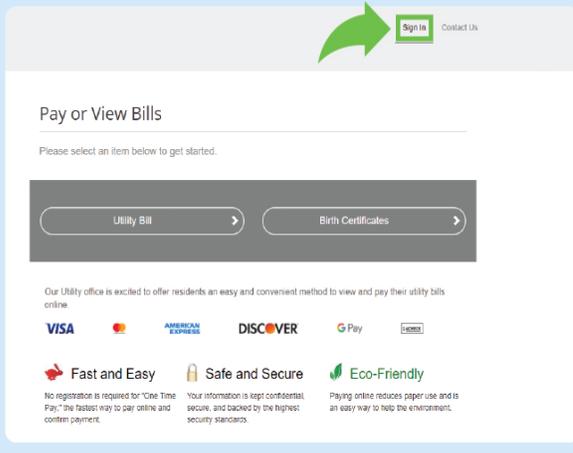
If you have any questions or need additional assistance, please feel free to contact the Treasurer's Office at (540)564-2408.
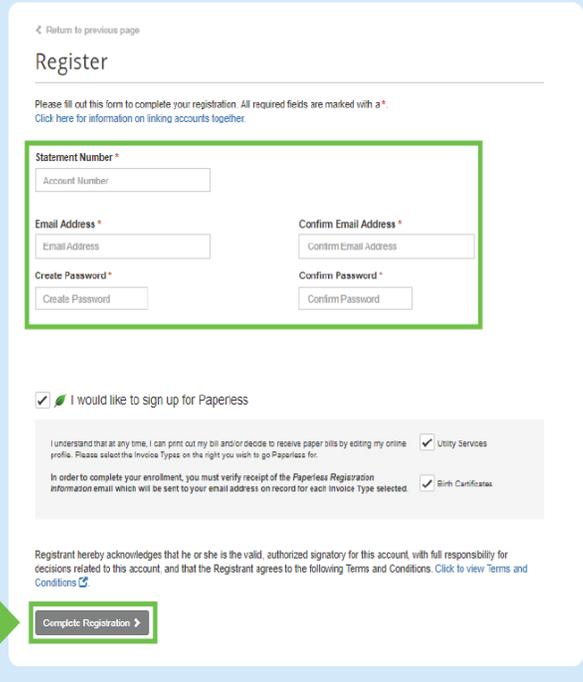

Sincerely,
L. Todd Garber
Treasurer

# ④ Simple Steps to Register an Account
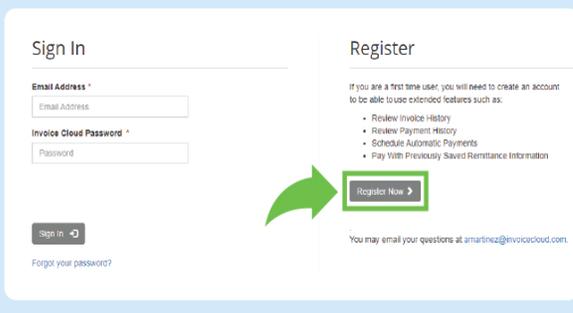## – from your Payment Portal

**1** From your *Payment Portal*, select the **"Sign In"**.

Sign In   Contact Us

## Pay or View Bills

Please select an item below to get started.

| Utility Bill ❯ | Birth Certificates ❯ |

Our Utility office is excited to offer residents an easy and convenient method to view and pay their utility bills online.

VISA   MasterCard   AMERICAN EXPRESS   DISCOVER   G Pay   ❚❚❚❚

**Fast and Easy**
No registration is required for "One Time Pay," the fastest way to pay online and confirm payment.

**Safe and Secure**
Your information is kept confidential, secure, and backed by the highest security standards.

**Eco-Friendly**
Paying online reduces paper use and is an easy way to help the environment.

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**3** On the *Register* page, complete the required fields including *account/statement number, email address*, and *password*. Then, select **"Complete Registration"**.

❮ Return to previous page

## Register

Please fill out this form to complete your registration. All required fields are marked with a *.
Click here for information on linking accounts together.

**Statement Number ***
Account Number

**Email Address ***
Email Address

**Confirm Email Address ***
Confirm Email Address

**Create Password ***
Create Password

**Confirm Password ***
Confirm Password

☑ 🌿 I would like to sign up for Paperless

I understand that at any time, I can print out my bill and/or decide to receive paper bills by editing my online profile. Please select the Invoice Types on the right you wish to go Paperless for.

In order to complete your enrollment, you must verify receipt of the *Paperless Registration* information email which will be sent to your email address on record for each Invoice Type selected.

☑ Utility Services

☑ Birth Certificates

Registrant hereby acknowledges that he or she is the valid, authorized signatory for this account, with full responsibility for decisions related to this account, and that the Registrant agrees to the following Terms and Conditions. Click to view Terms and Conditions 🔗

Complete Registration ❯

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**2** Select the **"Register Now"** button.

## Sign In

**Email Address ***
Email Address

**Invoice Cloud Password ***
Password

Sign In →

Forgot your password?

## Register

If you are a first time user, you will need to create an account to be able to use extended features such as:

- Review Invoice History
- Review Payment History
- Schedule Automatic Payments
- Pay With Previously Saved Remittance Information

Register Now ❯

You may email your questions at amartinez@invoicecloud.com.

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**4** After registration is complete, you will be redirected to *Your Account at a Glance* page where you can take full advantage of features such as *AutoPay, Pay by Text, Paperless*, and *Schedule Payments*.

To resume making a payment, click the **"Pay my Invoices"** button.

## Your Account at a glance

**I want to...**
Pay my invoices ❯
Manage my accounts ❯

**Services**
🔄 AutoPay          ✎ EDIT
🖊 Paperless        ✓
📱 Pay By Text      ✎ EDIT

**Recent Open Invoices** ❯

| Invoice Date | Due On | Balance Due |
|---|---|---|
| 8/9/2021 | 9/2/2021 | $56.73 |

**Recent Closed Invoices** ❯

| Invoice Date | Account # |
|---|---|
| 7/11/2021 | UTIL-1100 |
| 6/12/2021 | UTIL-1108 |
| 6/25/2021 | UTIL-1108 |

**Recent Payments** ❯

| Payment Date | Account # | Amount |
|---|---|---|
| 6/29/2021 | UTIL-1108 | $61.91 |
| 6/17/2021 | UTIL-1108 | $100.43 |
| 6/18/2021 | UTIL-1108 | $79.88 |

**Upcoming Scheduled Payments** ❯

*No history available*