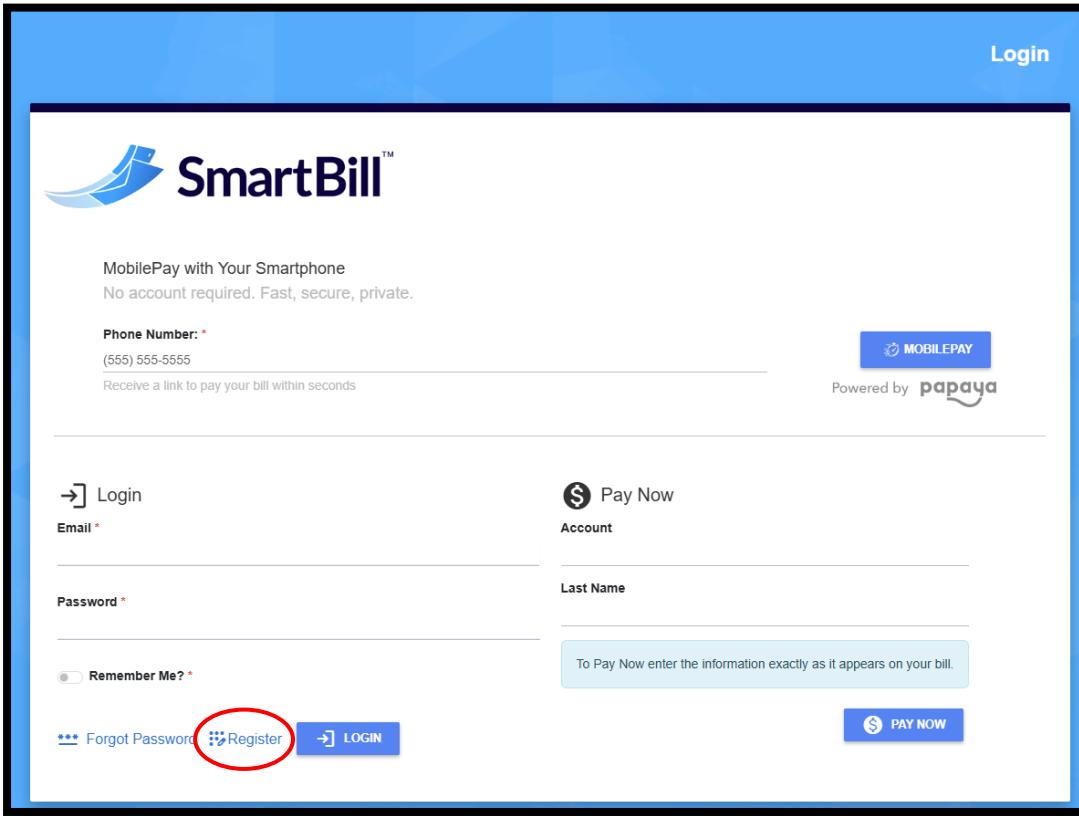




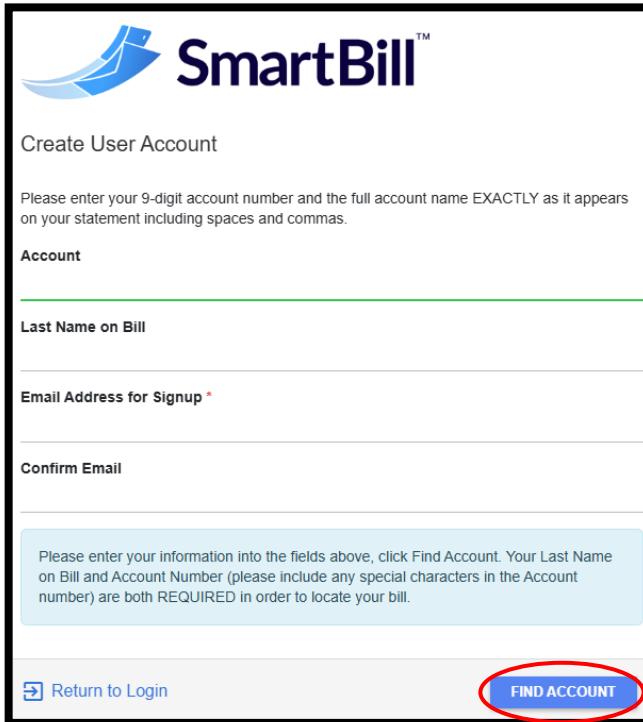
Initial Registration on the SmartPay Works Portal

Creating your portal registration to access and pay your statement.

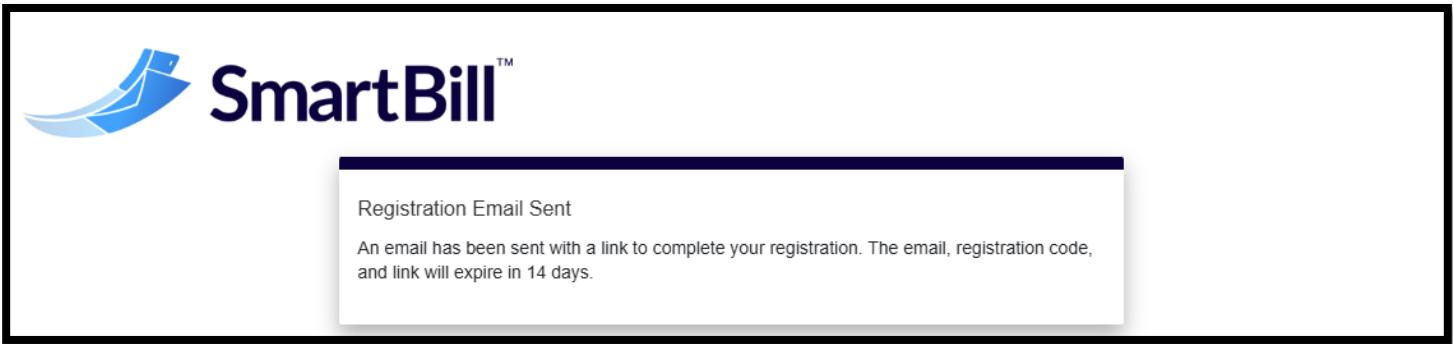
Follow the URL provided by your provider and select “**Register**”

A screenshot of the SmartBill login page. The page has a blue header with the word "Login" in the top right corner. Below the header is the SmartBill logo. The main content area has a sub-header "MobilePay with Your Smartphone" and a sub-sub-header "No account required. Fast, secure, private." There is a "Phone Number" input field containing "(555) 555-5555" with a note below it: "Receive a link to pay your bill within seconds". To the right of this is a "MOBILEPAY" button and a note "Powered by papaya". Below the input field are "Login" and "Pay Now" buttons. To the left of the "Pay Now" button is an "Account" button. To the right of the "Pay Now" button is a "Last Name" input field with a note "To Pay Now enter the information exactly as it appears on your bill." At the bottom left are "Forgot Password" and "Register" buttons, with the "Register" button circled in red. At the bottom right is a "PAY NOW" button.

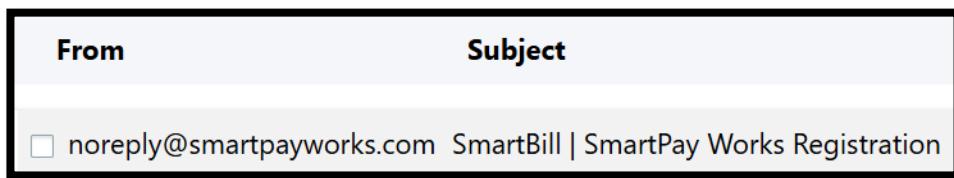
Once the “**Create User Account**” screen appears, enter all necessary information exactly as it appears on your statement. Then select “**Find Account**”.

A screenshot of the "Create User Account" page. The page has a blue header with the SmartBill logo. The main content area has a sub-header "Create User Account" and a note "Please enter your 9-digit account number and the full account name EXACTLY as it appears on your statement including spaces and commas." There are three input fields: "Account", "Last Name on Bill", and "Email Address for Signup *". Below these fields is a note: "Please enter your information into the fields above, click Find Account. Your Last Name on Bill and Account Number (please include any special characters in the Account number) are both REQUIRED in order to locate your bill." At the bottom left is a "Return to Login" button, and at the bottom right is a "FIND ACCOUNT" button, which is circled in red.

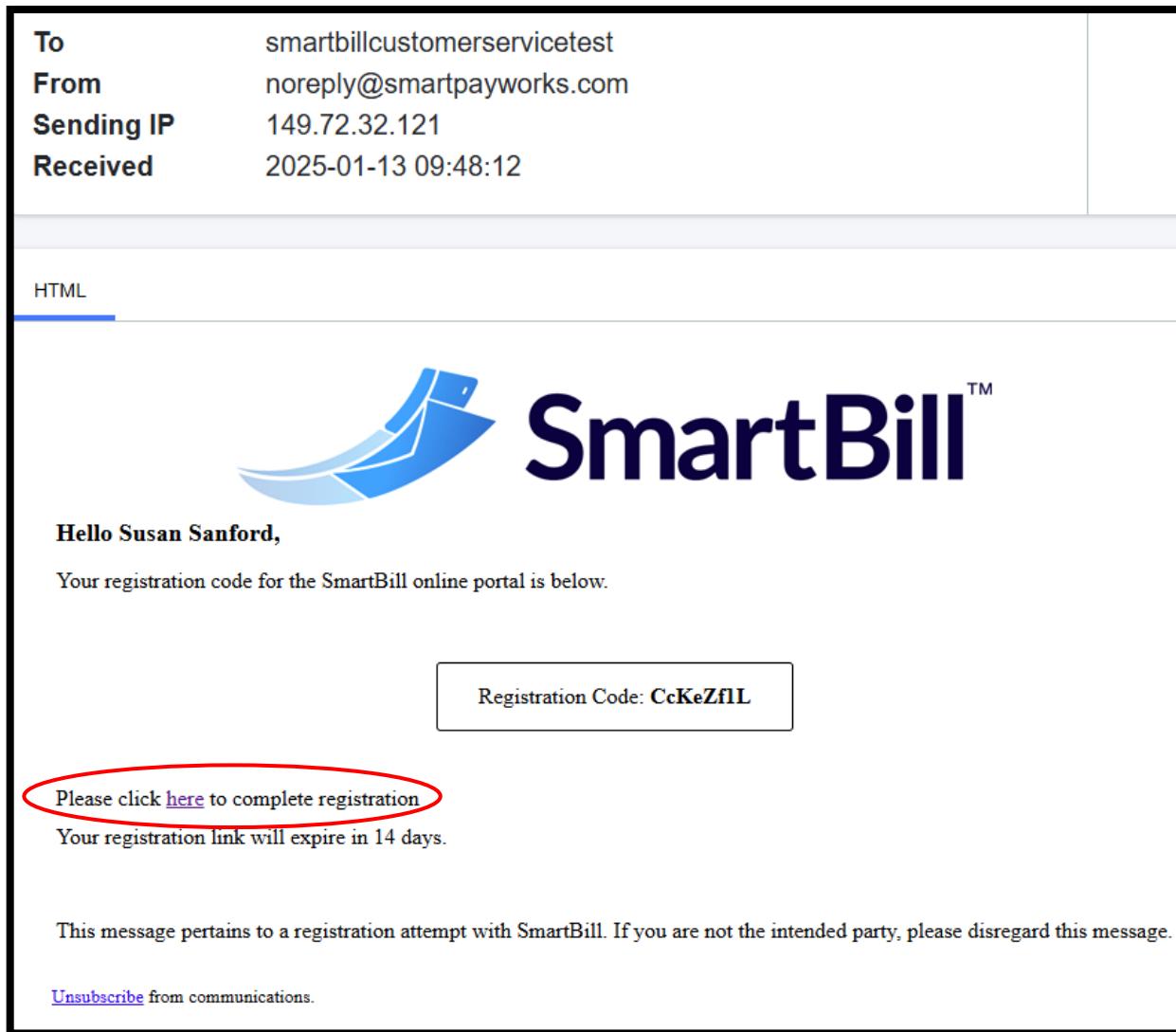
The below notification will appear when the account is found, and an email has been sent. You will need to go into your email account to continue the registration process.



In your email, look for the below example. You may need to check your "Spam" or "Junk" folder.



Select to open this email and click on the following link.



The image shows a screenshot of an email message from "noreply@smartpayworks.com" to "smartbillcustomerservicetest" with the subject "SmartBill | SmartPay Works Registration". The email includes the following details:

- To:** smartbillcustomerservicetest
- From:** noreply@smartpayworks.com
- Sending IP:** 149.72.32.121
- Received:** 2025-01-13 09:48:12

The message body contains the following content:

HTML

 **SmartBill™**

Hello Susan Sanford,

Your registration code for the SmartBill online portal is below.

Registration Code: **CcKeZf1L**

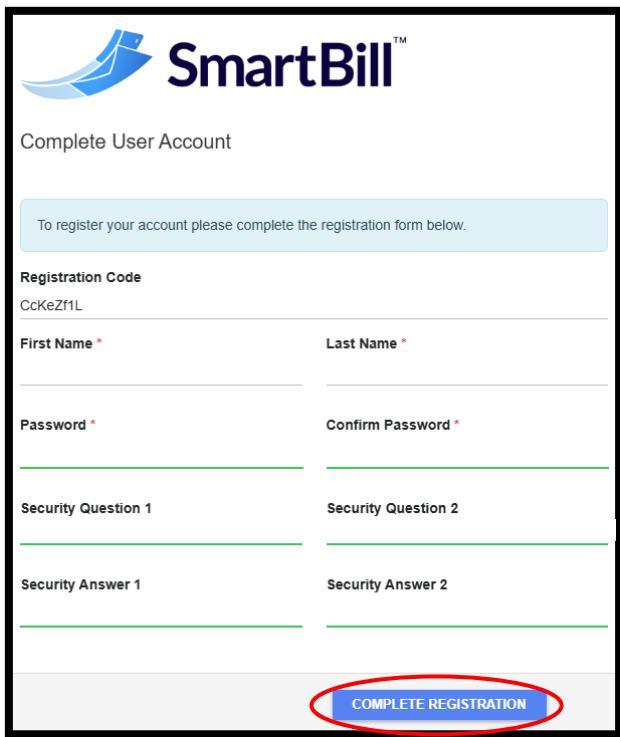
Please click [here](#) to complete registration

Your registration link will expire in 14 days.

This message pertains to a registration attempt with SmartBill. If you are not the intended party, please disregard this message.

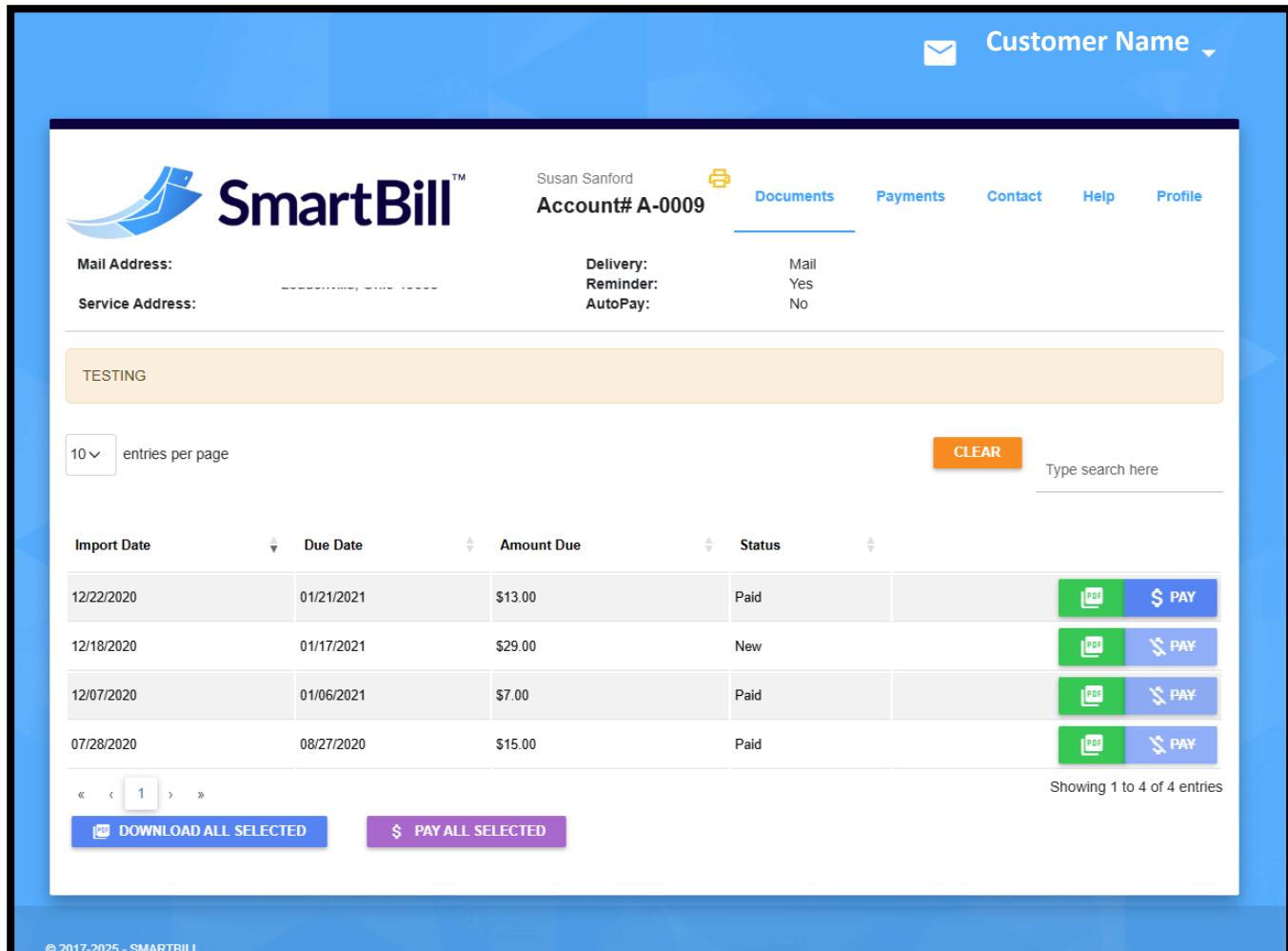
[Unsubscribe](#) from communications.

Complete the User Account information and select “**Complete Registration**”.



The image shows a registration form for SmartBill. At the top is the SmartBill logo with a blue stylized 'S' and the word 'SmartBill' in a serif font. Below the logo is the text 'Complete User Account'. A light blue box contains the instruction 'To register your account please complete the registration form below.' The form fields are as follows: 'Registration Code' (input: CCKeZf1L), 'First Name *' (input: blank), 'Last Name *' (input: blank), 'Password *' (input: blank), 'Confirm Password *' (input: blank), 'Security Question 1' (input: blank), 'Security Question 2' (input: blank), 'Security Answer 1' (input: blank), and 'Security Answer 2' (input: blank). At the bottom is a blue button with the text 'COMPLETE REGISTRATION' which is circled in red.

Once you have selected “**Complete Registration**” and your screen loads, you will be signed into your account and able to see your statements, make payments, save payment methods, enroll in AutoPay, enroll in paperless bill and more.



The image shows the SmartBill account dashboard. At the top, there is a blue header bar with a dropdown menu labeled 'Customer Name' and a 'Logout' button. Below the header is the SmartBill logo and the account number 'Account# A-0009'. The dashboard features several sections: 'TESTING' (highlighted in orange), '10 entries per page' (with a 'CLEAR' button), and a search bar. The main content area displays a table of bills with columns: 'Import Date', 'Due Date', 'Amount Due', and 'Status'. Each bill row includes a 'PDF' button and a '\$ PAY' button. At the bottom, there are buttons for 'DOWNLOAD ALL SELECTED' and '\$ PAY ALL SELECTED'. The footer contains the copyright notice '© 2017-2025 - SMARTBILL'.

Import Date	Due Date	Amount Due	Status		
12/22/2020	01/21/2021	\$13.00	Paid		
12/18/2020	01/17/2021	\$29.00	New		
12/07/2020	01/06/2021	\$7.00	Paid		
07/28/2020	08/27/2020	\$15.00	Paid		