



EDITING YOUR INFORMATION

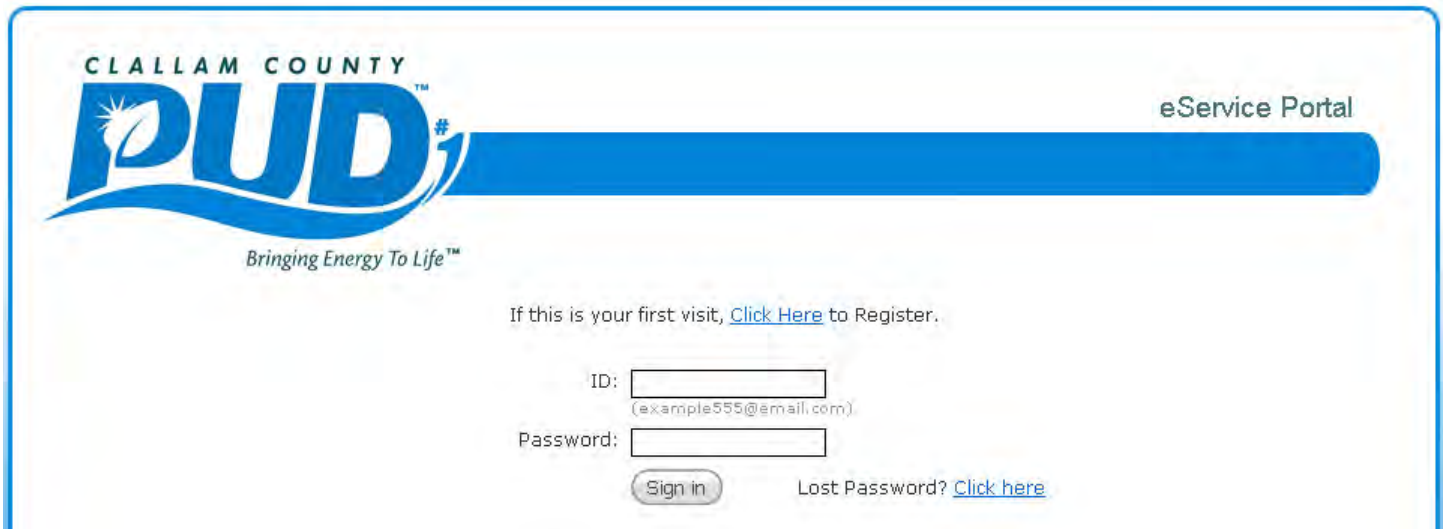
On the Edit My Information page, you can update your personal information, add/delete/change the credit cards used for one-time payments, change your password, and sign up for paperless billing.

I. Sign In

From the PUD homepage, click the “PAY/ENROLL” button to access the eService Portal.

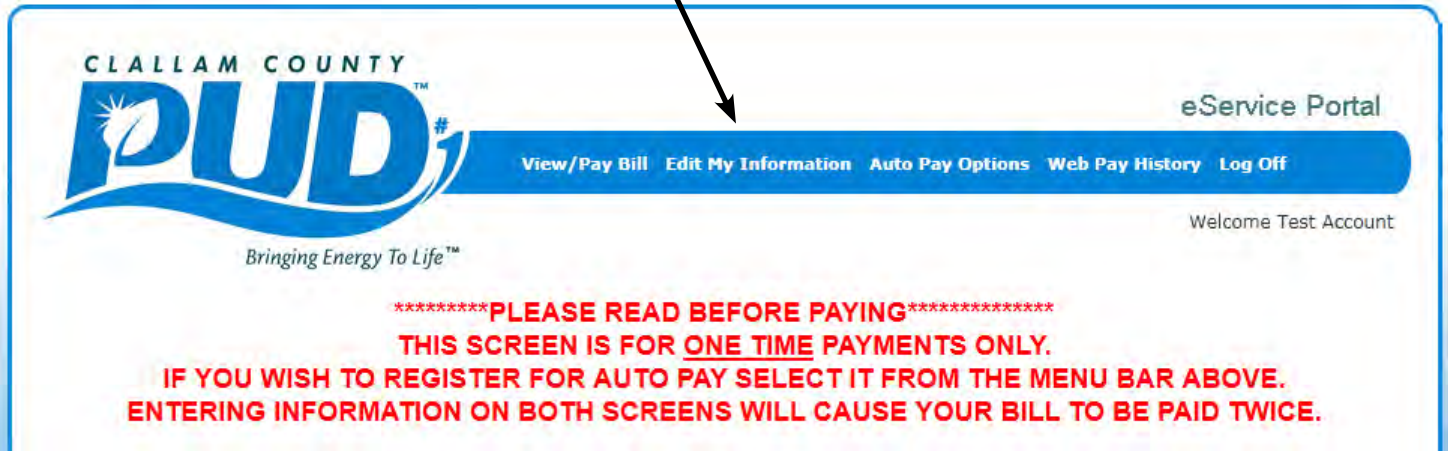


Upon being directed to the Sign In page, enter your ID (your e-mail address) and the password you created during enrollment. Click the “Sign In” button to continue.



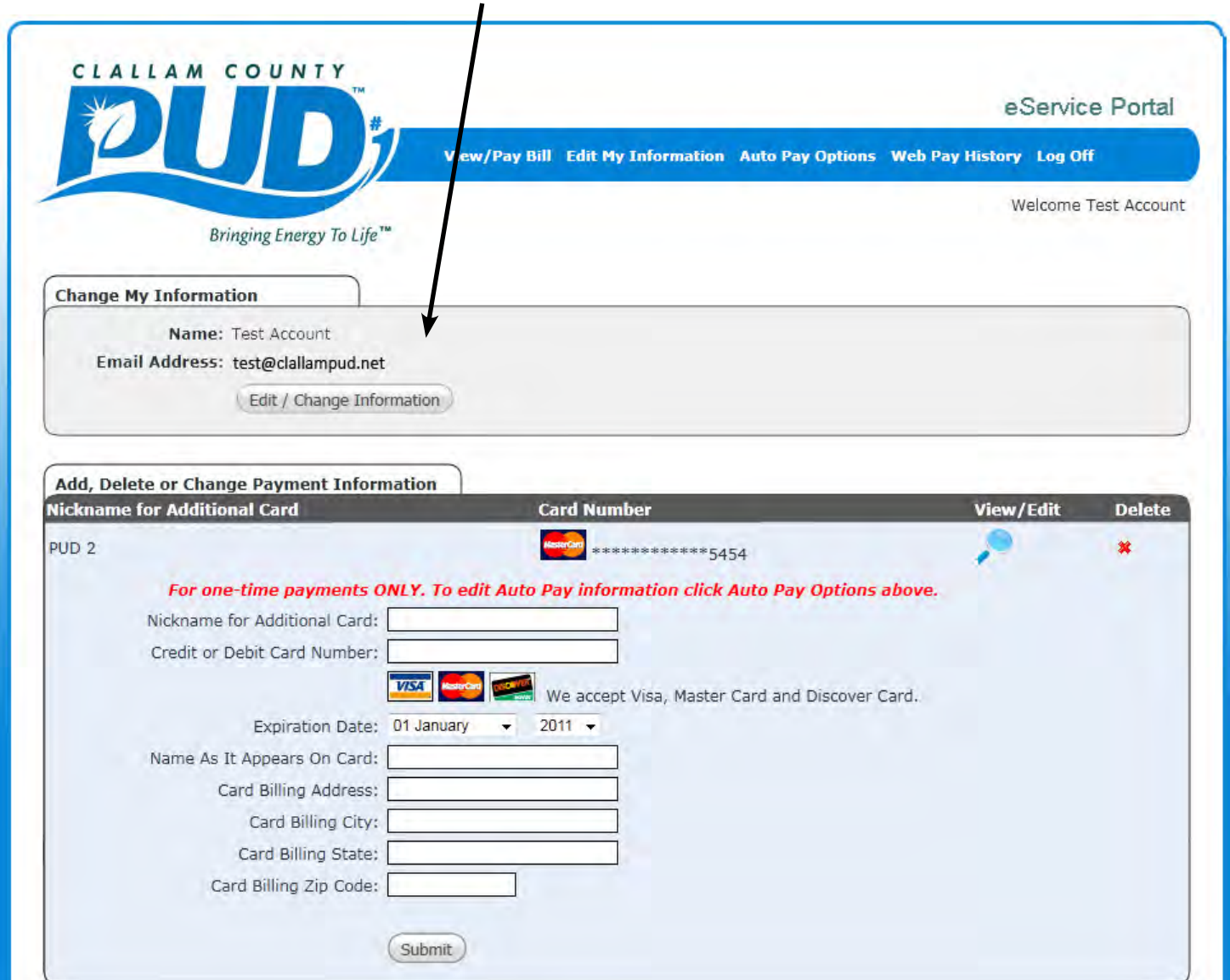
II. Edit My Information

The View/Pay Bill screen will appear, which shows a summary of the information for all accounts under your name. To access the “Edit My Information” page, click where indicated in the blue header bar at the top of the page.



The screenshot shows the top portion of the Clallam County PUD eService Portal. On the left is the PUD logo with the tagline "Bringing Energy To Life™". On the right, it says "eService Portal" and "Welcome Test Account". A blue navigation bar contains the following links: "View/Pay Bill", "Edit My Information", "Auto Pay Options", "Web Pay History", and "Log Off". A black arrow points to the "Edit My Information" link. Below the navigation bar, a red warning message reads: "*****PLEASE READ BEFORE PAYING***** THIS SCREEN IS FOR ONE TIME PAYMENTS ONLY. IF YOU WISH TO REGISTER FOR AUTO PAY SELECT IT FROM THE MENU BAR ABOVE. ENTERING INFORMATION ON BOTH SCREENS WILL CAUSE YOUR BILL TO BE PAID TWICE."

To make changes to your personal information, click on the “Edit/Change Information” button.



The screenshot shows the "Change My Information" and "Add, Delete or Change Payment Information" sections of the Clallam County PUD eService Portal. The "Change My Information" section displays "Name: Test Account" and "Email Address: test@clallampud.net" with an "Edit / Change Information" button. A black arrow points to this button. The "Add, Delete or Change Payment Information" section shows a table with one entry for "PUD 2" with a "MasterCard" icon and a card number ending in "5454". The table has "View/Edit" and "Delete" buttons for each entry. Below the table, there is a red warning message: "For one-time payments ONLY. To edit Auto Pay information click Auto Pay Options above." and a form with fields for "Nickname for Additional Card", "Credit or Debit Card Number", "Expiration Date" (set to 01 January 2011), "Name As It Appears On Card", "Card Billing Address", "Card Billing City", "Card Billing State", and "Card Billing Zip Code". A "Submit" button is at the bottom of the form.

II. Edit My Information (continued...)

To edit your information:

- 1) Fill in, or change any of the information in the top portion that needs to be updated or changed. If you wish to change your password at this time, checking the "Change Password" box will expand the window to include the password fields and requirements. **NOTE:** You can also update your preference for receiving paper statements through the US Mail.
- 2) Click the "Update" button to complete updates, or "Cancel" to cancel changes.




Change My Information

First Name: Test
Last Name: Account
E-mail Address:
Phone Number: - -
Work Phone Number: - -
Pin:




Do you wish to receive a paper statement via US Mail? Yes No

Change password:

Add, Delete or Change Payment Information

Nickname for Additional Card	Card Number	View/Edit	Delete
PUD 2	 *****5454		

For one-time payments ONLY. To edit Auto Pay information click Auto Pay Options above.

Nickname for Additional Card:
Credit or Debit Card Number:
   We accept Visa, Master Card and Discover Card.
Expiration Date: 01 January 2011
Name As It Appears On Card:
Card Billing Address:
Card Billing City:
Card Billing State:
Card Billing Zip Code:

To add or change payment information:

- 1) Fill in the blank fields in the bottom section of the screen to add an additional credit/debit card to your list of cards.
- 2) Click the "Submit" button to add the card.

To delete payment information:

- 1) Click the red "x" to the right of any card listing to delete that card.

III. Log Off

To exit the system, click on “Log Off” in the blue header bar at the top of the page. *Note: Be sure to click on “Log Off” and close your browser to ensure you have exited your session.*

