FAQ Online Bill Pay

**I have not registered an online account, but I am currently on auto draft.**

Your account was transferred to the new system by AMUD and will need to be deactivated by AMUD prior to setting up your online registration. Call the office at 817-326-4720 to deactivate your AMUD auto draft then continue with how to create account access and benefit instructions.

**How do I create account to gain full access and benefits to this new system?**

* Access the Customer Payment Portal through the AMUD website at [www.amud.com](http://www.amud.com).



* + Click on the green Bill Payment button in the upper left hand corner.
	+ Click on the red Pay Your Bill button. This will direct you to the Customer Portal.
* Create an account by going to Register Now.
	+ Enter New Account Information and click on Enroll button.
	+ Confirm your information and click on Login to Customer portal button.
	+ Add Account, enter your AMUD Account Number (include all dashes).
	+ Agree to terms and conditions and click on Add Account button.
* Set up your Auto Draft, scheduling and notification settings

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*Credit card information, check routing information, scheduling one time payments and/or setting up recurring draft payments and creating your own account alerts can all be done at your convenience online.*

 *Remember to update your payment options, i.e. expiration dates, account number changes, etc.*



**Why can’t I see ‘My Wallet’ or ‘Auto Pay’ icons?**

* Click on in upper left corner of webpage to toggle menu on/off.

**How do I change Payment Method Information?**

* Click on “My Wallet”
* Click “Edit” to make changes to existing payment method
* Click “Add Payment Method” to add a new payment method
* Click on “Accounts” to verify current payment method and to turn on/off Auto pay.

**How do I set up Auto Pay Notifications?**

* Click on “Auto pay”
* Click on “Edit”, to right of schedule
* Frequency defaults to ‘Due date of each bill’ and cannot be changed
* Do NOT fill in ‘End Date’ unless you want to stop the Auto Draft after a certain date.
* Click on “Receive email notification” OR “Receive SMS notification”
* Choose the number of days in advance of a scheduled payment that you want to receive notice.
* Make sure to click ‘CONFIRM’ to complete setting changes.

**How do I Add additional accounts to User Login?**

* Click on “Accounts”
* Click on ‘Add Account’
	+ Click on “I agree to Terms & Conditions”, then click “Add Account”
	+ Click on “Back to Accounts” button
* Both accounts should now appear on screen. You can add up to 25 accounts.