



Customer Access

User Guide - General Billing

Created by:

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Questions?

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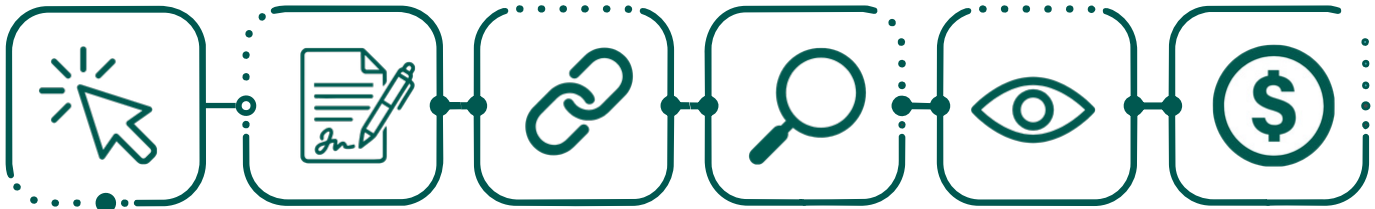
Customer Access User Guide - General Billing



6 EASY STEPS

TO PAY YOUR INVOICES

Paying invoices just got a whole lot simpler with CREC's new online payment portal. Now all you have to do is sign into the portal, select your bill, and pay it.



PAY NOW

SIGN IN/REGISTER

LINK ACCOUNT

FIND ACCOUNT

VIEW ACCOUNT

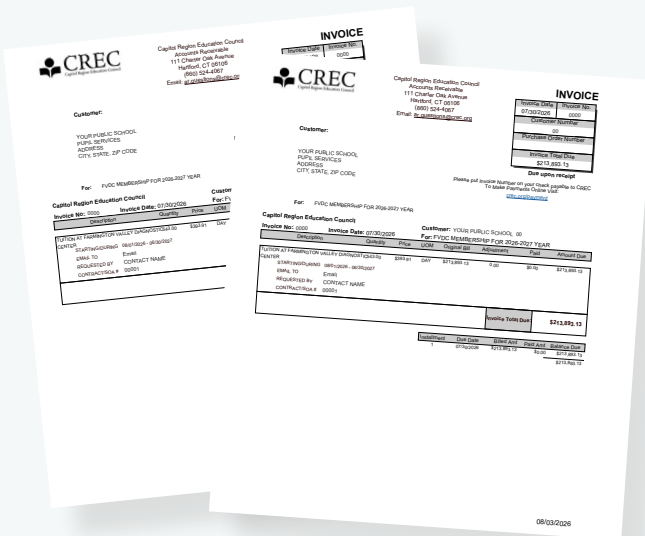
PAY BILL

Please gather the following 3 items prior to making your payment. You will need this information to complete the payment of your invoice.

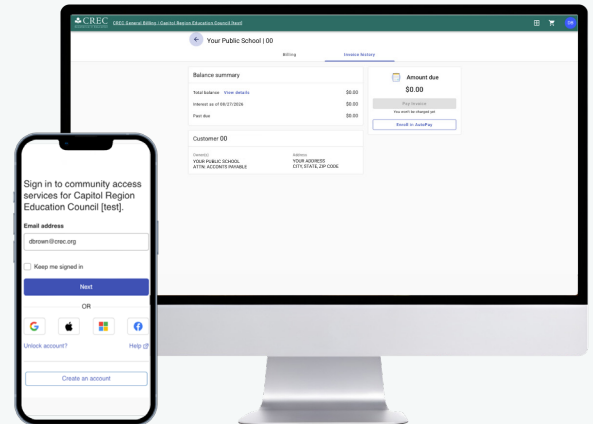
WHAT YOU NEED

TO PAY YOUR INVOICES

1



2



Laptop or smart phone (desktop works best)

3

Credit Card or Debit Card, Pcard, or echeck information

Your Invoice or Bill (contains customer ID, account # and bill information)



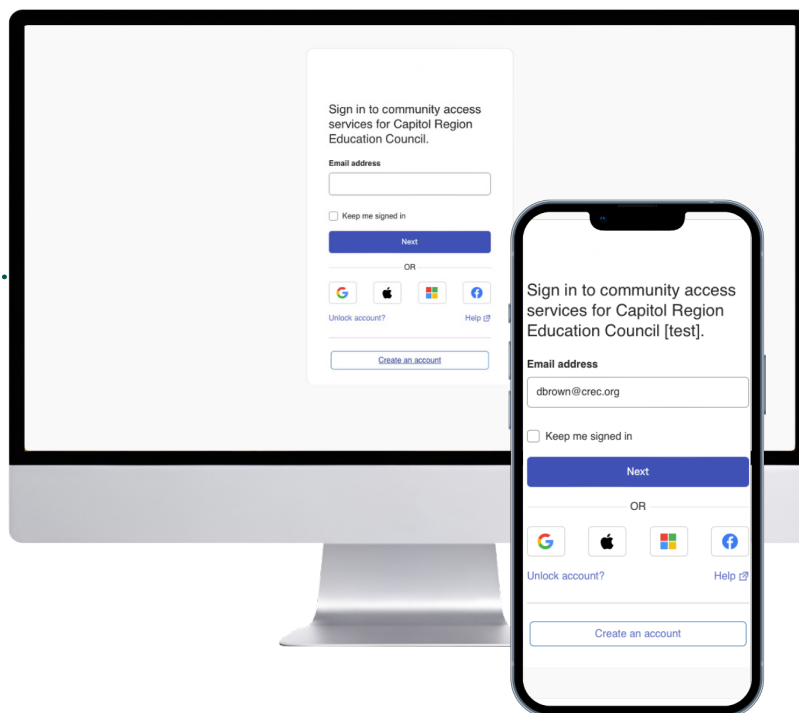
1. PAY NOW

Visit crec.org/payment, select the **Pay Now** button on the **Invoice or Bill** block



2. SIGN IN

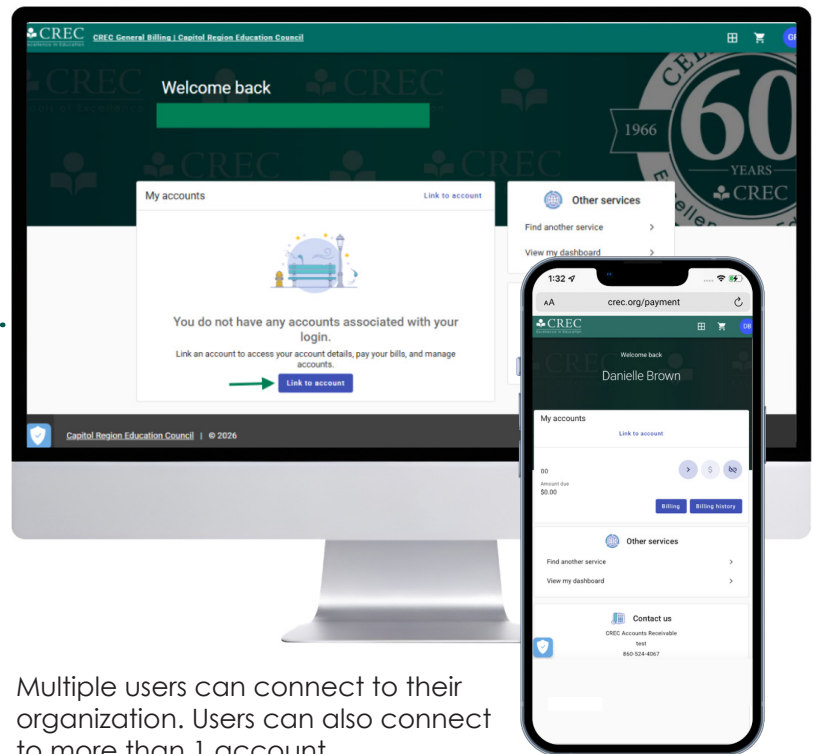
Sign in or **create an account** to make payments & manage details.





3. LINK ACCOUNT

Click **Link to account** if you are a new user. Otherwise, jump to step 5.

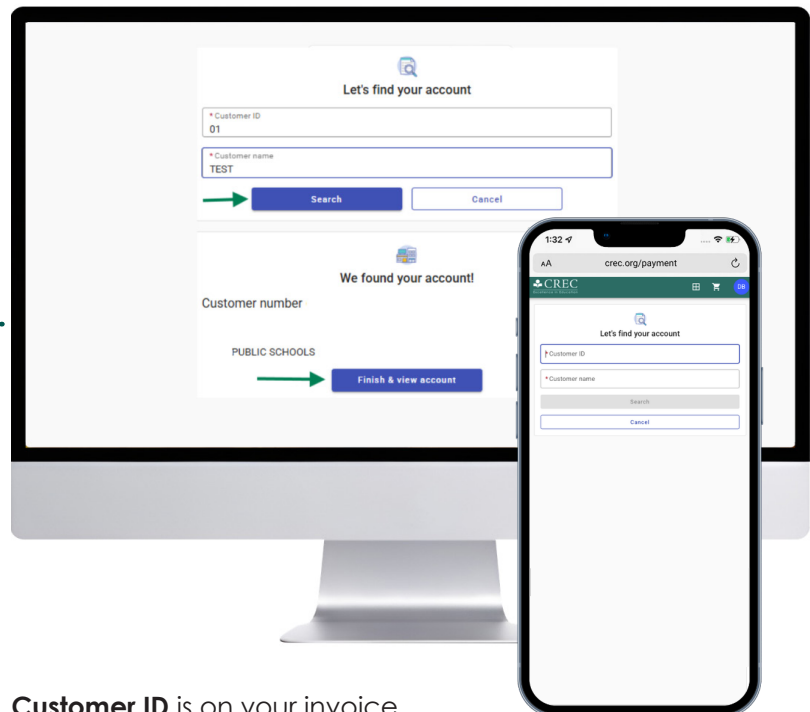


Multiple users can connect to their organization. Users can also connect to more than 1 account.



4. FIND ACCOUNT

Enter your **Customer ID** and **Customer Name (required)**, then click **Search**. Click **Finish and view account**.

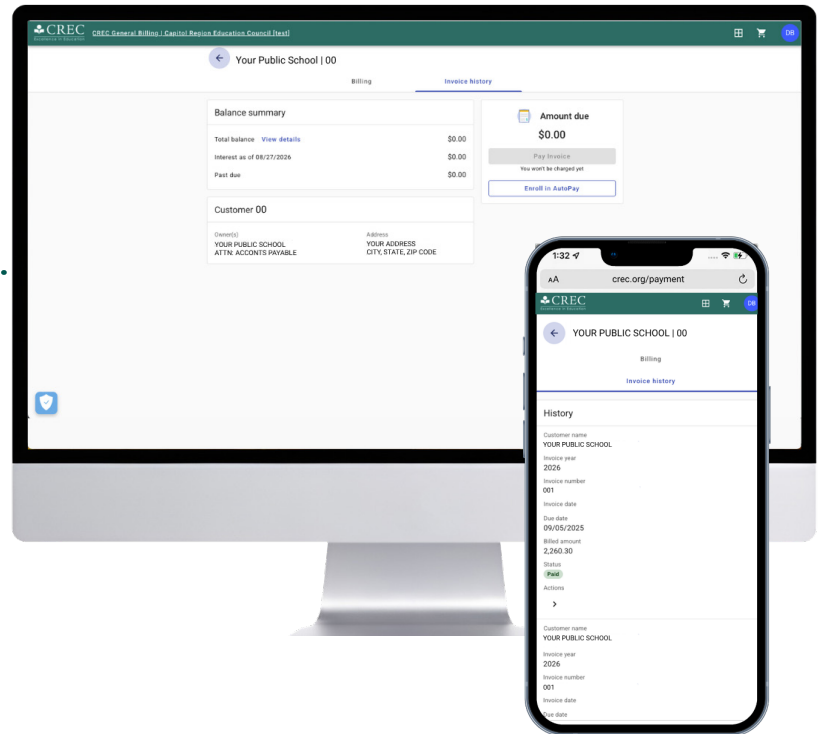


Customer ID is on your invoice



5. VIEW ACCOUNT

- Click **Billing** or **Billing History**.
- **Billing Tab:** View your balance summary (total, interest, past due) and select **View details** for unpaid invoices.
- **Invoice History Tab:** Click the right caret (>) to view details and print bills.



6. PAY INVOICE

- Click **Pay Invoice**, select an amount, and click **Add to Cart**.
- **Complete your payment** and **Submit payment**.
- (Optional) Click **Enroll in AutoPay** to set up recurring payments.

