



Step-by-Step Guide: How to Set Up Auto Pay

Step 1: Access Your Account

If you don't have an online account or need to reset your password, follow these steps:

1. Go to <https://billing.waltonemc.com/onlineportal/Customer-Login>
2. In the Sign In box choose:
 - **"Forgot Password"** (for existing users who need to reset their password), or
 - **"New User"** (for first-time users creating an account).
3. Enter the required information:
 - **New Users:** Account number, the last 4 digits of your phone number and the last 4 digits of your Social Security Number.
 - **Existing Users:** Account number and the last 4 digits of your phone number.
4. Click **"Request Reset Link"** – You'll receive an email with a reset link.
5. Follow the instructions provided in the email you received.

Once your password is reset, sign in with your new credentials.

Step 2: Set Up a Payment Profile

Before enrolling in Auto Pay, you need to create a payment profile:

1. Hover over **"Billing & Payments"** at the top of the page.
 2. In the right-hand column click **"Payment Profiles."**
 3. Enter your **credit/debit card** or **checking account** information.
 4. Click **"Save Profile Info."**
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Step 3: Enroll in Auto Pay

1. Hover over **"Billing & Payments."**
2. In the right-hand column click **"Auto Payments."**
3. Check the box next to the **account number(s)** you want to enroll in Auto Pay.
4. Click the box under **"Payment Method."**
5. Choose the **payment profile** you just saved.
6. Select your **Auto Pay draft date** (we recommend selecting **"Due Date"**).
7. Follow the on-screen prompts to complete setup.