City of Coeur d'Alene

New Customer Portal User Guide

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Getting Started: Set up a New User – Step 1

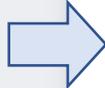# Getting Started: Set up a New User – Step 2

New Users:

Making a new user account is easy! Simply enter your name, the email address you want to use, and a password.

Check Your Email

Once you fill in your information and hit submit, the system will send you an email confirmation code to confirm your email address. *(See 'Confirmation Email Example.')*

Subject: Email Confirmation Code

From: support@billingdoc.net

Confirmation Email Example:

Getting Started: Set up a New User – Step 3

New Users:

Once you have created an account and confirmed your email address, you can log in to the payment portal and link your Utility Account(s).

With your account(s) linked you can:

-Sign up for eStatements

-View statement & payment History

-Save credit card & ACH Info

-Sign up for autopay

Link Utility Accounts to User Login – Step1

Account Setup:

Now that you've created an account and logged in, you can link your Utility Account(s) to this login.

Simply select 'Add Account Number.'

Link Utility Accounts to User Login – Step 2

Account Setup:

To link a Utility account, simply enter the first three (3) letters of the first or last name and account number printed on your utility bill. Then click 'Submit.'

Adding multiple accounts?

Repeat this process to add more accounts if necessary. You can link as many accounts as you need.

Add Payment Methods – Step1

Account Setup:

You now have a Utility Account linked to your user login.

Next you can save a payment method to your account to make payments and set up autopay.

Select 'Payment Methods.'

Add Payment Methods – Step 2

Payment Methods:

Select 'Add Payment Method'

The debit/credit cards accepted are Visa, Mastercard, Discover, and American Express.

Note: You can save as many payment methods as you need for your account(s).

Add Payment Methods – 3

Payment Methods:

You can save a Credit Card and/or ACH payment information. Enter all of the required information and select **'Save'** at the bottom.

Repeat this process to save more payment methods.

Set Up Autopay – Step 1

Make Payments:

Now that you have payment method saved, you can make one-time payments and sign up for Autopay.

Note: You do not need to save a payment method to make a one-time payment.

To make a one-time payment select 'Pay My Bill'.

To set up Autopay select 'Settings'.

Set Up Autopay – Step 2

Autopay:

To set up automatic recurring payments (also known as 'autopay'), select the [+] box.

Note: You must have at least one saved payment method to set up autopay.

Set Up Autopay – Step 3

Autopay:

Select the day of the month you want payments to come out, select the month that you want autopay to begin, and select the saved payment method that you wish to use for this Utility Account. Then hit 'Save Autopay Plan'.

Note: Once Autopay is set up, payments will automatically come out for the account balance, on the day of the month you that you selected.

Repeat this process to set up additional accounts on Autopay.

Return to the Dashboard

Set Up Paperless Statements – Step 1

Paperless Statements:

From the 'Dashboard' you can also sign up for eStatment notifications!

Rather than receiving a paper bill in the mail, you can choose to receive an email or text notification when a digital copy of your statement is available to view on the customer portal (cdaid.billingdoc.net).

To get started, select 'Paperless' on the customer dashboard page as shown above.

Set Up Paperless Statements – Step 2

City of Coeur d'Alene Portal

https://cdaid.billingdoc.net/settings#paperless

City of Coeur d'Alene IDAHO

- Dashboard
- Pay My Bill
- History
- Payment Methods
- **Settings**
- Log Out

Current branch: **V1.1.0**

Settings

Dashboard / Settings

$ AutoPay	🍂 Paperless	⚙ Account	🔒 Pas

Update your Paperless settings here:

By checking the "Check for Notification" boxes on either email or text notifications you agree to receive notification that your bill is avail... this site once you have logged on with your user name and password.

Account Number	Email Notification to bney@valli.com	Text Notifica
999999-000	☐ Check for Notification	No confir... number ava...

City of Coeur d'Alene Portal | finance@cdaid.org | 208-769-2223

Paperless Statements:

To sign up for eStatement notifications simply check the box next to the utility account number you want to set up.

Note: You can set up email notifications for as many utility accounts as you want/need.

Alternatively, you can add a phone number and sign up for text notifications.

If you sign up for email or text notifications, you will no longer receive a paper bill.

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https://cdaid.billingdoc.net/login

Set Up Paperless Statements – Step 3

Paperless Statements:

Once you receive your eStatement notification, log in to your customer portal (cdaid.billingdoc.net), and select 'View Bill' to view your current statement.

The system will prompt you to download a pdf of your statement. You can then view a digital copy your bill and retain for your records, if desired.

Statement & Payment History – Step 1

Statement & Payment History – Step 2

Statement & Payment History – Step 3

Payment History:

On the Payment History Tab, you can review past payments made by Credit Card or eCheck.

(Payments made after 03/21/2024.)

Update Account Info & Add Phone # - Step 1

View & Update Account Info:

To view your Login account info, select 'Settings', and go the 'Account' tab.

Update Account Info & Add Phone # - Step 2

View & Update Account Info:

On the 'Account' tab you can update your name and change the email address associated with your account.

You can also add a cell phone number to receive text eStatement notifications.

Make a One-Time Payment – Step 1

Make a One-Time Payment – Step 2

One-Time Payment:

On the 'Pay My Bill' tab, customers will see their current balance due, for each utility account you have linked to your user login.

Simply enter in the amount you wish to pay and select 'Next.'

Note: You can pay towards multiple accounts in the same transaction.

Make a One-Time Payment – Step 3

One-Time Payment:

Once you have selected the utility account(s) you wish to make a payment for, the system will prompt you to make the payment using a credit card or eCheck.

Simply select a payment type, and enter the required information to make a payment.

You can also pay using a saved payment method, if you have a saved payment method.

https://cdaid.billingdoc.net/login