



## Online Bill Pay Account Setup Instructions

**Please be aware that you cannot set up your bill pay account online until 48 hours after you have paid your FIRST BILL if you are a new customer.**

In an effort to assist our customers after hours we are providing support that can be printed to assist you in written form.

- Once you open your browser, type in [bcwaterms.org](http://bcwaterms.org) in the address bar at the top of the screen.
- When you get to the [bcwaterms.org](http://bcwaterms.org) page, you will see a hand holding a glass getting water from a faucet. Scroll down the page and you will see the words **"PAY ONLINE"**. Click on those.
- Next, a new page will come up and you will click on **"Paperless Billing"**.
- Next, a new page will come up with a clock on the right side. To the left of the clock you will see the link **"Not registered? Enroll now"** under login box. Click on that link and it will bring up a page with a watermark of a Bear Creek water bill.
- Here you will enter your twelve digit account number with a hyphen between the first six and last six numbers (ex: 123456-789123). Below this, you will type in **all CAPS** the name as it appears on your bill. Then click next and it will take you to several portal pages where you will fill in your personal information.
- After you submit this info, you will get a message in your email or your junk mail telling you to activate your account from the link listed in the email. If you do not get an email, please call our office and we will gladly activate your account.

Go back to the clock page and put in your user name and password and click log in. This will bring your account summary up for your review so you can make payments, etc. **If you have two or more accounts you will click on billing accounts to the right and a small green square will appear to the left that says add new. You will click on this box and then add your additional accounts as this system only recognizes one dedicated email.** Also, you can make any changes to your account concerning your banking information, paying bills, recurring payments, email address, security questions, etc. **Any changes you, the customer, make to your account concerning your checking account/debit or credit card or recurring payments will delay your payment being processed in a timely manner.** To make access quicker, save it to your favorites list and you can access your account timely. **MAKE SURE YOU PUT YOUR USER NAME AND PASSWORD IN A SECURE PLACE SO YOU WILL BE ABLE TO ACCESS IT AT ANYTIME OR ANYWHERE.** If you experience problems, please contact our office at 601-856-5969 during our hours of operation. We will gladly assist you in helping to make this a pleasant experience for you, our customer.

**PLEASE NOTE THAT ANY CHANGES MADE TO YOUR ACCOUNT DURING THE MONTH MAY CANCEL YOUR RECURRING PAYMENTS AND CAUSE IT NOT TO PROCESS. PLEASE CALL THE OFFICE IF YOU HAVE ANY QUESTIONS.**