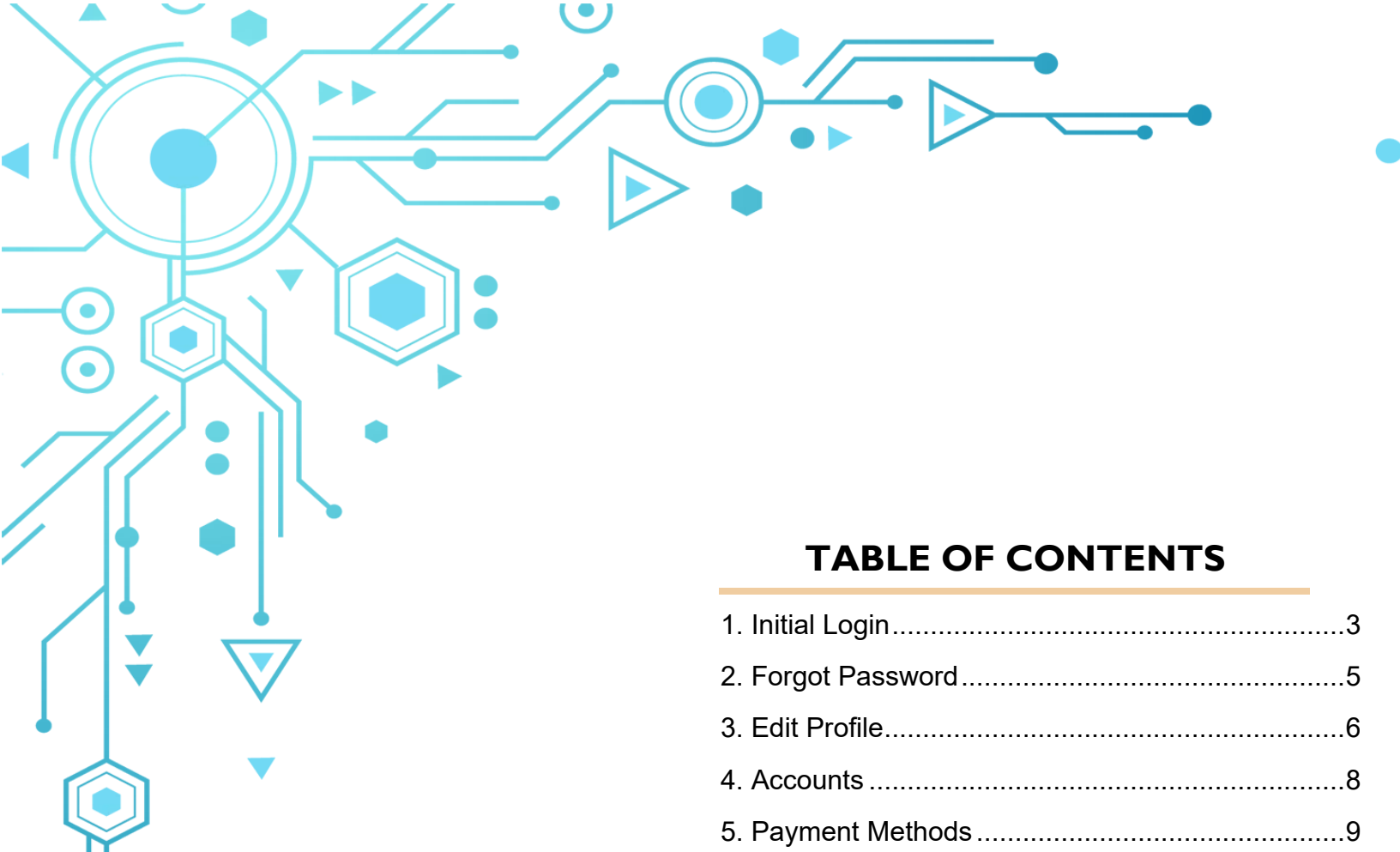


**ORBIT ONE**

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**MOBILE APP**

*User Guide*



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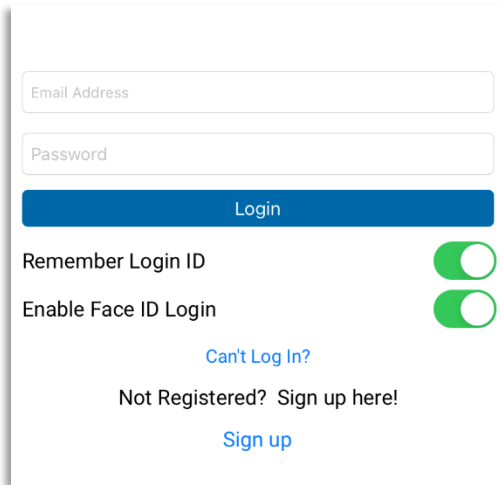
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# MOBILE APP – USER GUIDE

## INITIAL SETUP

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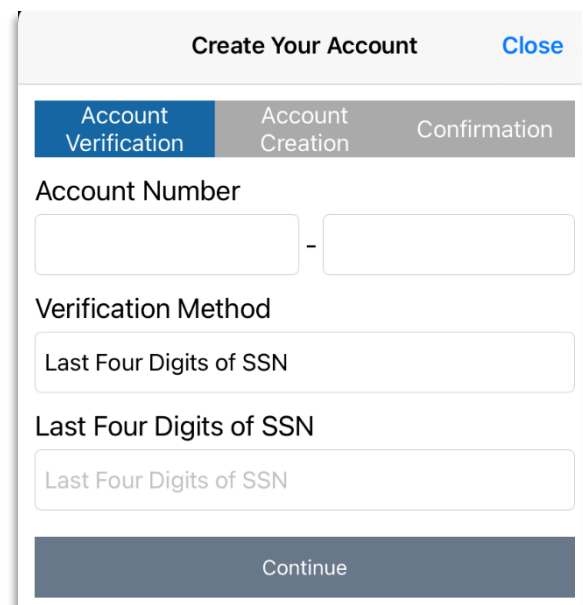


The screenshot shows a login form with the following elements:

- Email Address input field
- Password input field
- Blue Login button
- Remember Login ID toggle switch (turned on)
- Enable Face ID Login toggle switch (turned on)
- Can't Log In? link
- Not Registered? Sign up here! text
- Sign up link

- When you first download the Customer Portal application, you'll be prompted to either log in or sign up. If you're a new user, select "Sign Up."

- You'll need to provide your account number, which can be found on your billing statement. Additionally, you'll be asked for one of the following: the last four digits of your social security number, a previous statement amount, or your phone number. Please ensure that this information matches the details in the utility's system; otherwise, that method cannot be used for verification.



The screenshot shows the 'Create Your Account' screen with the following elements:

- Close button (top right)
- Account Verification (selected), Account Creation, Confirmation (tabs)
- Account Number input field (split into two boxes with a hyphen)
- Verification Method dropdown menu (Last Four Digits of SSN selected)
- Last Four Digits of SSN input field
- Continue button (bottom)

# MOBILE APP – USER GUIDE

Create Your Account Close

Account Verification **Account Creation** Confirmation

Email Address  
Email

Name  
Enter your preferred name

Cell Phone Number  
Cell Phone#

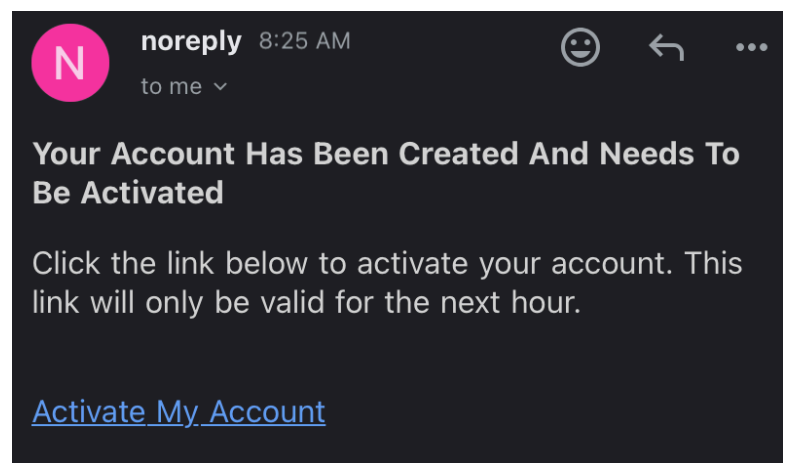
Password  
Password

Confirm Password  
Confirm Password

Create Account

- Once verified, you'll be prompted to enter some account information, including your name, email, phone number (Optional), and password. Your email and password will be used for future logins.

- Next, you'll receive a verification email containing a blue hyperlink. Click on the link to confirm your account creation. Once verified, you'll be able to log in and access your account.



# Mobile App – User Guide

## FORGOT PASSWORD?

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- If you find yourself locked out of your account or have forgotten your password, click on the "Can't log in?" option. Follow the prompts to receive a password reset email. This email will contain instructions on how to reset your password and regain access to your account.

Password

Login

Remember Login ID

Enable Face ID Login

[Can't Log In?](#)

Not Registered? Sign up here!

[Sign up](#)

**Login Help**

Can't log in? Please click the button below that most closely matches your situation.

[I have forgotten my password](#)

[My account has been locked](#)

[Cancel](#)

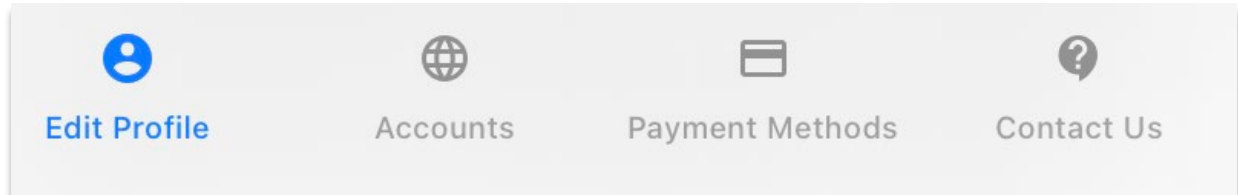
**Request Password Reset** [Close](#)

Email

Reset Password

# Mobile App – User Guide

## EDIT PROFILE



- To configure your profile settings, click on "Edit Profile" after logging in. Please be aware that if you're already inside an account, you may need to use the back button to return to the main menu.

- Within the Edit Profile window, you'll find options to update your profile's name, email, password, and cell phone number. You can also choose whether to receive text messages.

NOTIFICATION INFORMATION	
Enable SMS Notifications	Off
<a href="#">Update Information</a>	

PERSONAL INFORMATION	
Name	[REDACTED]
<a href="#">Update Name</a>	
ACCOUNT DETAILS	
Date Created	May 24, 2024
Email	[REDACTED]
<a href="#">Update Email</a>	
Password	xxxxxxxxxx
<a href="#">Update Password</a>	
CONTACT INFORMATION	
Cell Phone	[REDACTED]
<a href="#">Update Information</a>	

# Mobile App – User Guide

## ADD ACCOUNT TO USER PROFILE

You only need to enter the Last 4 Digits Of Social Security Number OR Any Previous Statement Amount OR Phone Number.

Account Number

 - 

the Last 4 Digits Of Social Security Number

Any Previous Statement Amount

Phone Number

Add Account

- In the "Add Account to User Profile" section, you can add an extra account to your profile using the same process as when you initially created the account. It's important to note that any accounts sharing the same last six digits (customer number) will automatically be added to your profile upon initial login.

- You may also set a nickname to each account in the Account Nicknames section.

Account Nicknames

Current nicknames:

None

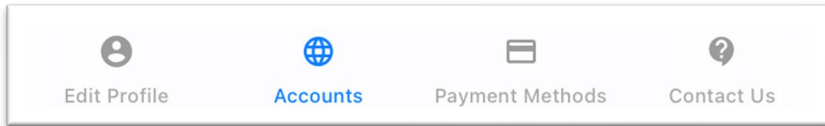
Edit Nicknames

- At the bottom of the window, you'll find a "Deactivate Profile" button, allowing you to delete your Customer Portal profile if needed. **Note: If you delete your profile, you will no longer be signed up for notifications or autopay. You will need to create a new profile if you would like to re-establish your online account.**

Delete User Profile

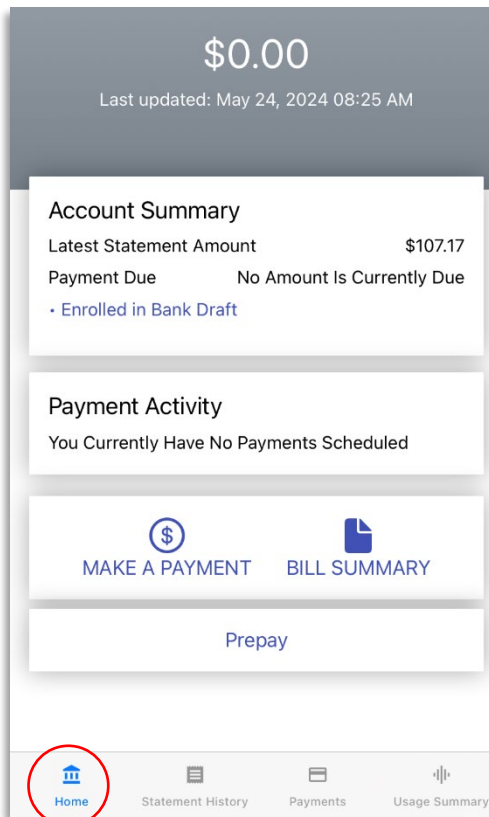
# Mobile App – User Guide

## ACCOUNTS



- If you have multiple accounts, you can easily choose which one to view when logging in or by clicking the "Accounts" tab.

Accounts		Logout
ACCOUNTS		
3600 HWY 47 N Acct: 238448-190984	\$0.00	>
3600 HWY 47N Acct: 638448-190984	\$0.00	>

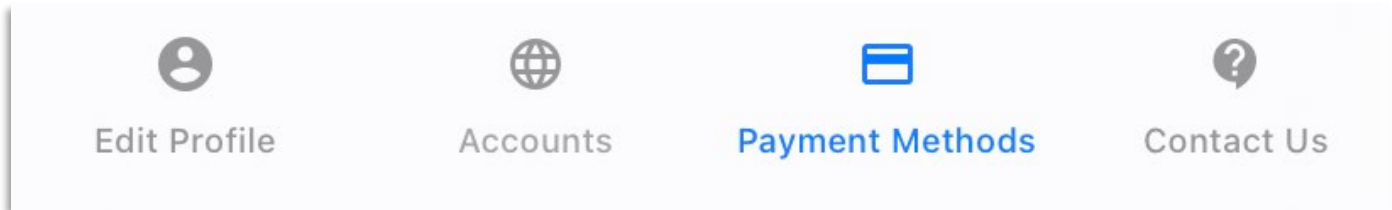


- Within the home window, you'll find options to view your current balance, your upcoming due date, and to make a payment.



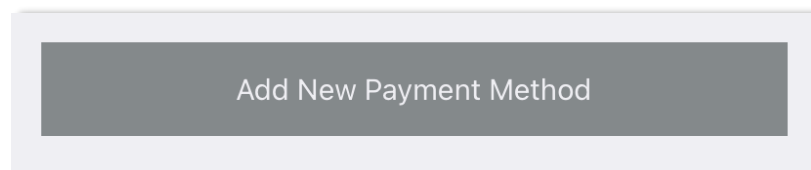
## PAYMENT METHODS

---



- Within your account, you can easily manage your payment methods by accessing the "Payment Methods" tab. Here, you have the option to add a new credit/debit card or save your checking/savings account information for future payments.

- To add a payment method, simply navigate to the "Payment Methods" tab and click on "Add New Payment Method."



# Mobile App – User Guide

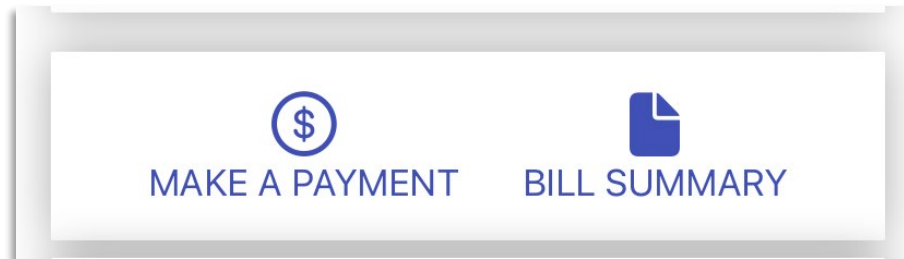
- Choose the type of payment method you wish to add (either card or bank account), then input the necessary information. Once done, click on "Add Payment Method" to save it to your account. Additionally, you can remove any saved payment methods directly from this tab, providing you with flexibility and control over your payment options.

The screenshot shows the 'Payment Methods' screen with a back arrow and the title 'Payment Methods'. Below the title is a 'PAYMENT TYPE:' section where 'Credit/Debit Card' is selected. Underneath is a section titled 'ENTER CREDIT/DEBIT CARD DETAILS' containing six input fields: 'Name on Card', 'Card Number', 'MM/YYYY Expires', 'Security Code', and 'Zip'. At the bottom is a dark blue button labeled 'Add Payment Method'.

The screenshot shows the 'Payment Methods' screen with a back arrow and the title 'Payment Methods'. Below the title is a 'PAYMENT TYPE:' section where 'Bank Account' is selected. Underneath is a section titled 'ENTER BANK ACCOUNT INFO' containing five input fields: 'Checking Account', 'Account Holder', 'Routing Number', 'Account Number', and 'Confirm Account Number'. At the bottom is a dark blue button labeled 'Add Payment Method'.

# Mobile App – User Guide

## MAKING A PAYMENT



- To initiate a payment, simply locate and click on any of the "Make a Payment" buttons available throughout the app. One convenient location for this button is on the account home tab.

- Upon clicking, you'll be prompted to specify the payment amount and select a payment date. Once you've entered and confirmed all the necessary information, your payment will be processed promptly and securely.

Cancel

Details	Review	Confirm
<b>Account Number</b>	238448-190984	
Current Balance		\$0.00
Past Due		\$0.00
<b>Total Due</b>		\$0.00
Due Date		May 23, 2024
Please allow up to 24 hours for your payment to post.		
<a href="#">View Bill Summary</a>		
A convenience fee will be charged for this service.		
Amount Due	<input type="text" value="Other"/>	
Payment Amount	\$0.00	
Payment Date	05/24/2024	
Payment Method	Select Payment Method...	
<a href="#">CONTINUE</a>		

# Mobile App – User Guide

## AUTOPAY

Cancel

Enable Autopay

Details

Review

Confirm

<b>Account Number</b>	521504-187648
Current Balance	\$84.90
Past Due	\$0.00
<b>Total Due</b>	<b>\$84.90</b>
Due Date	Jun 10, 2024

Please allow up to 24 hours for your payment to post.

View Bill Summary

Amount Due

Select Amount Due

Payment Amount

Payment Date

05/24/2024

Payment Method

Select Payment Method...

- To enroll in autopay, navigate to the "Make a Payment" screen within the app. Here, you'll find the option to enable autopay located in the top right corner. Simply click on "Enable Autopay" to proceed. You'll be prompted to toggle autopay on and select your preferred payment method.

- If you have multiple accounts then each account will have to be manually enrolled in autopay.

8:35

Signal strength, Wi-Fi, and battery (22%) icons

Autopay Management

Close

- Autopay enrollment will ONLY apply to this account.
- The full account balance will be charged per billing cycle.
- Your Next Autopay Payment Date: May 24, 2024

Enable Autopay



Payment Method

Payment Method

By selecting Submit, I agree to the [Terms & Conditions](#)

Submit

# Mobile App – User Guide

- Should you wish to deactivate autopay, return to the autopay window, and toggle the feature off. This straightforward process ensures you have full control over your autopay preferences, allowing for convenient and hassle-free bill payments.
- Autopay will need to be deactivated to make any manual payments.

**Autopay Management** [Close](#)

- Autopay enrollment will ONLY apply to this account.
- The full account balance will be charged per billing cycle.

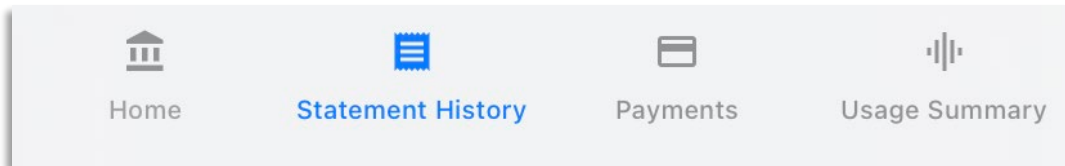
Enable Autopay

By selecting Submit, I agree to the [Terms & Conditions](#)

Submit

# Mobile App – User Guide

## STATEMENTS

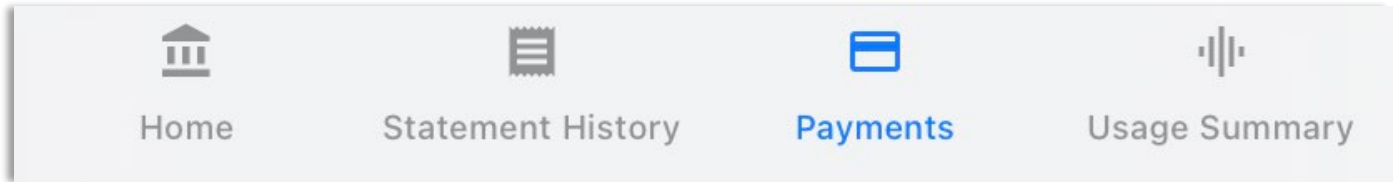


- If you wish to access your billing statements, navigate to the "Statement History" tab while within your account. Here, you can easily view all previous statements. Click on any statement to access a detailed breakdown of the charges, providing you with a comprehensive understanding of your billing history.

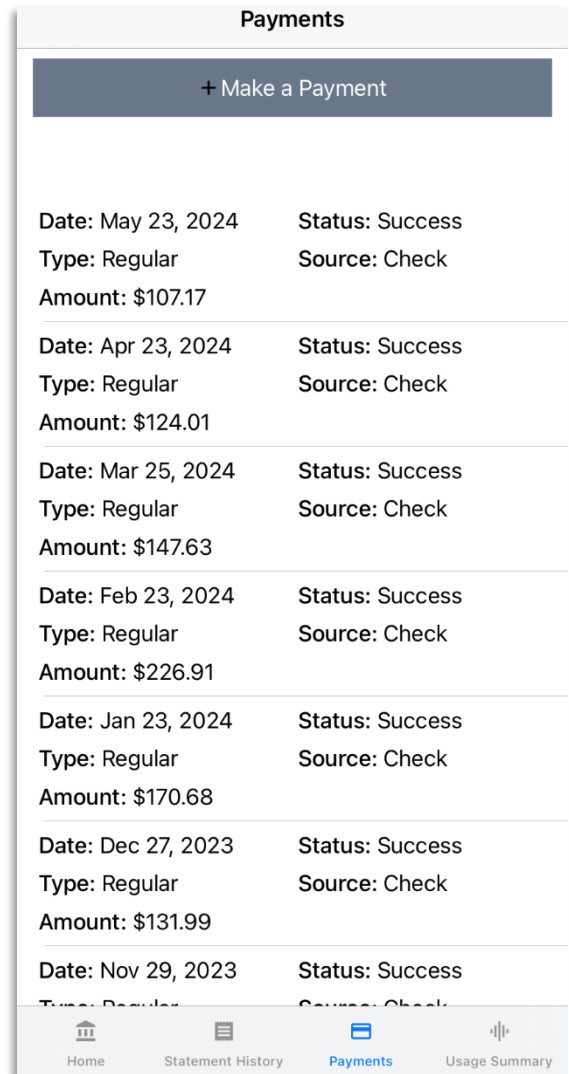
Statement History	
Apr 30, 2024	\$107.17 >
Apr 01, 2024	\$124.01 >
Feb 29, 2024	\$147.63 >
Jan 31, 2024	\$226.91 >
Jan 02, 2024	\$170.68 >
Nov 30, 2023	\$131.99 >

< Back Statement #8946130	
<b>Date:</b> Apr 30, 2024	<b>Due Date:</b> May 23, 2024
Electric Service Charges	\$107.17
Late Fees/Other Charges	\$0.00
Other Credits	\$0.00
<b>Statement Amount</b>	<b>\$107.17</b>

## PAYMENT HISTORY

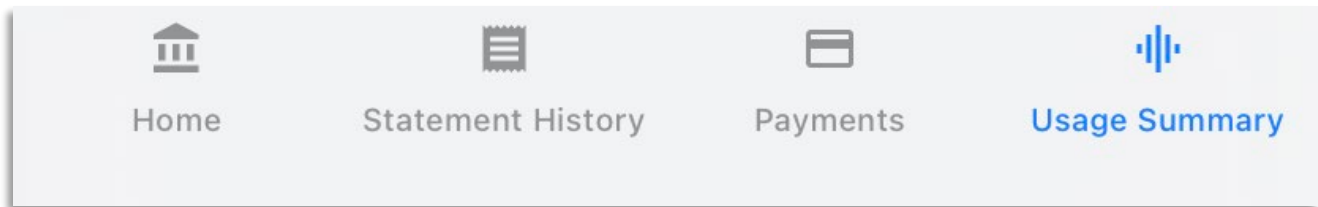


- To view your payment history for the current account, simply navigate to the "Payments" tab. Here, you'll find a comprehensive list of all previous payments, regardless of whether they were made online or through other methods. Each payment entry will display the type of payment (such as check, cash, card, etc.), the date it was made, and the amount paid.

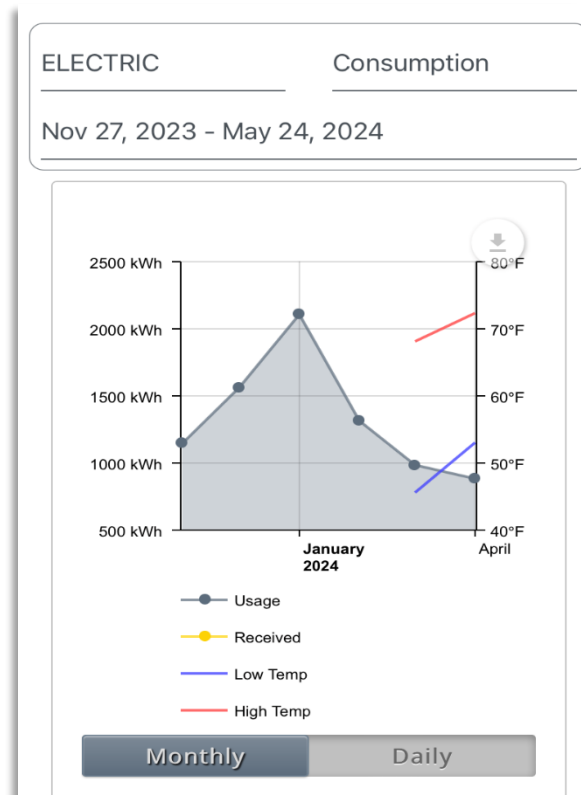
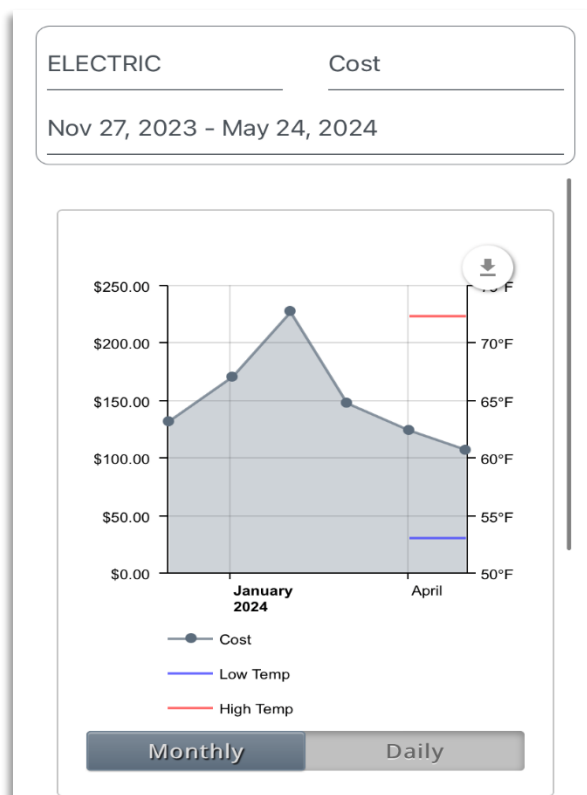


# Mobile App – User Guide

## USAGE SUMMARY



- To access information about your account usage, simply navigate to the "Usage Summary" tab. Here, you'll find detailed insights into your usage categorized by service type. You can choose to visualize this data as either a graph depicting cost or consumption, with the flexibility to specify any desired date range.





# Mobile App – User Guide

- Additionally, at the bottom of the window, you'll find a table presenting the same usage information for your reference. Both the graph and the table are exportable/downloadable, allowing you to easily save or share this valuable data as needed. This feature empowers you to monitor and analyze your usage patterns efficiently, aiding in informed decision-making regarding your utility consumption.



The screenshot shows a mobile app interface with a table of utility consumption data. At the top right of the table area, there is a black button with a white document icon and the text "Download CSV". The table has three columns: "Date", "Consumption", and "Received". The data rows are as follows:

Date	Consumption	Received
November 01, 2023	1145.0000 kWh	
December 01, 2023	1563.0000 kWh	
January 01, 2024	2107.0000 kWh	
February 01, 2024	1314.0000 kWh	
March 01, 2024	985.0000 kWh	
April 01,	883.0000	