SOUTH GRAYSON SUD ONLINE PORTAL

South Grayson SUD is proud to announce its new Online Portal for customers to access and pay their accounts online. To access your account go to our website <u>www.southgraysonwater.org</u> and click on the <u>Register or Sign In for Online Access</u> link. Once you have accessed the link follow the directions below for the option in which you choose.

Steps to Register:

- 1. To register for a new account you will need to click on: <u>Not already registered? Register Now!</u>
- 2. Next you will need to verify with South Grayson the first, last name, and account number you are using for the online access matches what South Grayson has on file. You may use a bill as a reference for the correct information on your account.
- 3. Be sure to indicate if your account is an individual or a business, then enter in the correct information for the first, last name and account number.
- 4. Now you will need to set up your user name. This user name will be case sensitive.
- 5. Next you will enter in an email address. This email address will be used when the password needs to be reset.
- 6. To continue create a password. The password must have at least 8 characters and will be case sensitive as well. Be sure to verify the password you entered in the next section.
- 7. Should you forget your password you will create your own personal security question and answer.
- 8. To finalize the process of registering you will need to verify the Terms and Conditions of the online portal and then click on Register!
- 9. Now you can sign in using the User Name and Password you created.
- Once you are in your account portal any further questions can be asked by clicking on the Request Customer Support in the Customer Support section. This option will email us directly. You may also contact our office at (903) 482-6231 for further directions or questions.

Steps to Using Quick Pay:

- 1. Without registering you may also use our Quick Pay options. This option does not allow for full use of the online portal, just a fast way to pay online.
- 2. To begin you would click on: Quick Pay.
- 3. Next you will need to enter in one of the following: Account Number, Phone Number, or email address. (These must match what South Grayson has on file.)
- 4. Once you have entered the correct information and selected find, you will then be directed to your account information.
- 5. You can now continue through the payment process. Any further questions can be asked either by email (*sqsud@qcecisp.com*) or contacting our office at: (903) 482-6231.