

ONLINE BILL PAY

The customer portal for online bill pay is now live!!!!

- Payments.gwi.net is the URL for the portal.
- Folks that receive mailed statements have a pin listed on the bill and that must be entered when setting up the portal.
- Folks that receive electronic statements will have received a separate email that includes account number and PIN on it.
- Folks already on auto pay will still need to set the portal up
- There is no previous history. History becomes visible from this point on.
- Folks paying after hours will trigger a payment confirmation email that you will get a copy of. The DSL port should be enabled automatically and we are working on the automatic process for voice lines to be enabled as well. We want this to be all automatic so you don't have to do anything but you MAY see a new button on the BBI interface to enable phone. This is a work in progress.

Some screen grabs follow so you have some sort of a visual of what customers are walking through.

Logging In

Enrolling for the First Time

1. Click on the Enroll button to get started
2. Enter your GWI account number
3. Account validation with Online PIN (found on printed statements)
4. Email address is your login username



1

Contact Us

Welcome to the GWI online customer portal. Customers may log in.

If you are an existing customer, but do not yet have an online account setup, please click Enroll to get started.

If you're having trouble logging in, you can reset your password.

Once logged in, you can:

- Access your billing documents
- Make one-time payment or setup recurring payments
- Manage billing and payment notifications
- Set document delivery preferences.

Customer Login

Email

Password

☒ Remember me

Login

Forgot Password?

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Enroll

Contact Us

Set Up Your Online Account

Account Number *

How do I find my account number?

2

- AND -

Online PIN *

How do I find my Online PIN?

3

Phone Number *

Enter the phone number associated with the account

Account Nickname *

I would prefer to receive paperless invoices and statements: *

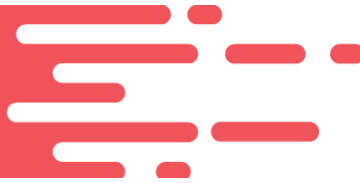
Yes

First Name *

Last Name *

Mobile Number

Enter the mobile phone number to receive text alerts



Email *

Re-enter Email *

Choose Password *

Password must contain at least six alphanumeric characters plus at least one punctuation character

Re-Enter Password *

Password Hint *

Security Question *

Security Answer *

Yes, I accept the
Terms of Use *

☐

[Submit](#)

Fields marked with * are required.





Returning Users

1. Enter email address and password
2. Forgot password link for login trouble



Enroll

Contact Us

Welcome to the GWI online customer portal. Customers may log in.

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- Manage billing and payment notifications
- Set document delivery preferences.

Customer Login

Email

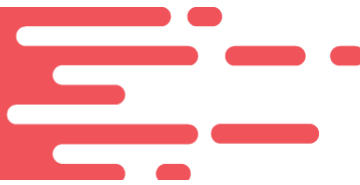
1

Password

☒ Remember me

Login

2



Account Summary

Navigation

1. Account Summary – your initial landing page once logged in
2. Payments – make a payment, payment history, setup pay methods, enroll in auto-pay
3. Accounts – add or remove access to accounts and manage paperless settings
4. My Account (Preferences) – set notifications, change email, password, or security questions
5. Contact Us
6. Logout



Account Summary

Current Account Balance \$0.28

[Make Payment](#)

Eric Smith

Account #204705

[Logout](#)

Recent Documents

No past Document data was found to display.

Payment History

Payments for the past 6 months are listed below.

Payment ID	Account	Date & Time	Amount Paid	Status	Payment Method
1169436	204705	11/29/2018 9:52 am EST	\$0.22	Approved	American Express ending in 1004
1110681	204705	11/12/2018 7:45 pm EST	\$5.00	Approved	Visa ending in 1111
1110672	204705	11/12/2018 7:40 pm EST	\$5.00	Error	Visa ending in 1111

Showing 1 to 3 of 3 entries

[View All Payments](#)



Shortcuts

1. Make a Payment – jumps directly to make a one-time payment
2. View or Download a Document – recent documents available for viewing
3. View All Documents – go to complete listing of all documents
4. View All Payment History – recent payments shown, click for all history

Account Summary

Current Account Balance

08.32

1

Recent Documents

Documents for the past 6 months are listed below.

Date	Document Number	Type	
01/09/2019	57274160001000124	Statement	View
12/10/2018	56856414101000098	Statement	View
11/09/2018	56461014101000036	Statement	View
10/09/2018	56031314101000045	Statement	View
09/10/2018	55651314101000108	Statement	View
08/22/2018	55416614101000041	Statement	View

2

Showing 1 to 6 of 6 entries

3

Payment History

Payments for the past 6 months are listed below.

Payment ID	Account	Date & Time	Amount Paid	Status	Payment Method
1077363	154454 (test)	11/1/2018 9:47 am EDT	\$1.35	Approved	Visa ending in 1111
1077344	154454 (test)	11/1/2018 9:43 am EDT	\$1.33	Approved	Visa ending in 1111
1059072	154454 (test)	10/25/2018 10:41 am EDT	\$1.01	Approved	Visa ending in 1111
1059064	154454 (test)	10/25/2018 10:40 am EDT	\$1.01	Error	Visa ending in 1111
1059045	154454 (test)	10/25/2018 10:37 am EDT	\$1.01	Error	Visa ending in 1111

Showing 1 to 10 of 11 entries

Previous 1 2 Next

4

[All Payments](#)

TEST TEST

Account

154454 test

[Logout](#)



Payments

Make a One-Time Payment

1. Payment Methods – choose from saved accounts or enter a new one
2. Specify the Amount – either the amount due or enter a different amount
3. Schedule the Payment – today or a date in the future
4. Payment Confirmation

Make a One-Time Payment

Select the payment method on file or choose "Add a New Payment Method".

Account #204705

AMEX - American Express

1

Eric Smith

Account #204705

Logout

Payment Amount

☐ Amount Due \$0.28

☒ Specify Amount \$ 0.25

2

Payment Date

Choosing a payment date

Date *

☒ Pay Today 11/29/2017

☐ Other Date

3

Submit Payment

[Account Summary](#)[Payments](#)[Accounts](#)[My Account ▾](#)[Contact Us](#)[Logout](#)

Payment Confirmation

Thank you for your payment.

Account Number	204705
Amount	\$0.25
Payment Method	American Express ending in 1004
Confirmation ID	61423315756
Date	11/29/2018 11:32 am EST

[Continue](#)

4

Eric Smith

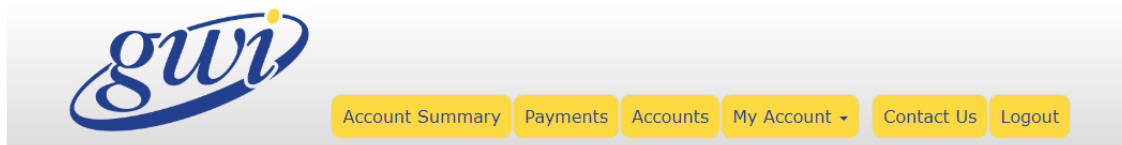
Account #204705

[Logout](#)



Setup Recurring Payments

1. Payments Screen – Manage Recurring Payments
2. Add a New Recurring Payment – payment method must already be saved or can be added
3. Frequency – set a schedule for the recurring payment (i.e. every week, every month, etc.)
4. Starting/Ending – options are open-ended, ending after # payments, or after a specified date
5. Amount – recurring payments require a fixed amount to be paid on a reoccurring basis



Payment Options

Make a One-Time Payment
Pay now or in the future using a major credit card

Make a One-Time Payment

Set Up a Recurring Payment
Add or review recurring payments and schedules

Manage Recurring Payments **1**

Enroll in AutoPay
Automatically pay your balance each month

Manage AutoPay

TEST TEST

Account

154454 test

Logout

Credit Card(s) On File

You don't have any credit cards on file.

Add New Credit Card

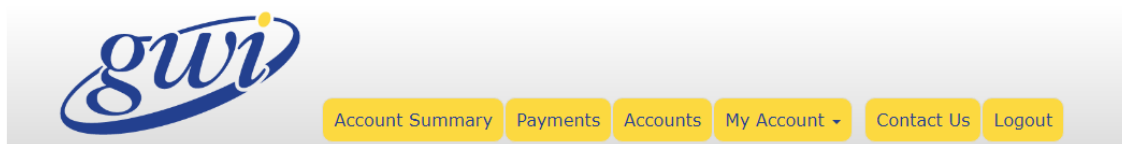
Scheduled Payments

Payment ID	Account	Date & Time	Amount Paid	Status	Payment Method
------------	---------	-------------	-------------	--------	----------------

No payments were found.

Payment History

Payments for the past 6 months are listed below, or view all payments.



Manage Recurring Payments

A recurring payment automatically pays the same dollar amount at the same point in time, ongoing until it is cancelled or your credit card expires.

Add A New Recurring Payment **2**

You do not have any active recurring payments.

Eric Smith

Account #204705




Logout


[Account Summary](#)
[Payments](#)
[Accounts](#)
[My Account ▾](#)
[Contact Us](#)
[Logout](#)

Set Up a Recurring Payment

A recurring payment automatically pays the same dollar amount at the same point in time, ongoing until it is cancelled or your credit card expires.

Payments will occur on or after 5:00 PM EST.

Account	154454
Schedule *	Every week 
Starting *	01/29/2019
Ending *	<input checked="" type="radio"/> Until stopped or account is closed  <input type="radio"/> Until this date <input type="text"/> <input type="radio"/> After this number of successful charges <input type="text"/>
Amount *	<input type="text"/> 
Payment Method *	Test Card - Visa ending in 8524 ▾

[Review & Create Recurring Payment](#)

Fields marked with * are required.

TEST TEST

Account

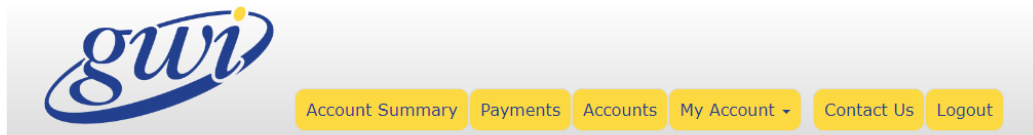
154454 test ▾

[Logout](#)



Enroll in AutoPay

1. Payment Options > Manage AutoPay
2. New Payment Method – add a new payment method to use for AutoPay
3. Select Payment Method – select from stored methods
4. Enroll



• This payment method has been deleted.

Payment Options

Make a One-Time Payment
Pay now or in the future using a major credit card

Make a One-Time Payment

Set Up a Recurring Payment
Add or review recurring payments and schedules

Manage Recurring Payments

Enroll in AutoPay
Automatically pay your balance each month

1

TEST TEST

Account

154454 test

Logout

Credit Card(s) On File

You don't have any credit cards on file.

Add New Credit Card

Manage AutoPay

To enroll in automatic payments, you must first create a stored payment method.

Add a new payment method

2

Automatically pay your statements and invoices.

Note: When you first establish your Automatic Payment, please pay your current statement or invoice manually. Your Automatic Monthly Payment will take effect when your next month's statement is created. The statement balance will be paid in full each month.

Note: Your AutoPay payment will be scheduled for the next day after your statement is issued, and will be processed within 2 to 5 days.

You are currently: **Not Enrolled**

Enroll in AutoPay

Payment Method Select payment method... 2

2

TEST TEST

Account

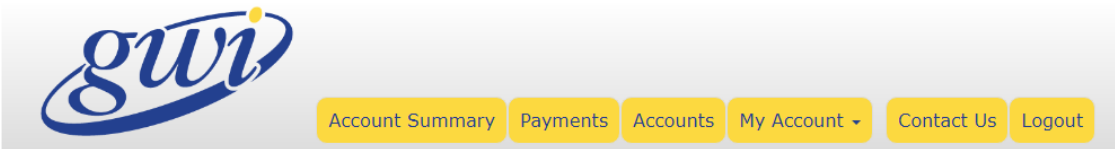
154454 test

Logout



Manage Payment Methods

1. Add New Credit/Debit Card
2. Modify or Delete Stored payment methods



Payment Options

Make a One-Time Payment
Pay now or in the future using a major credit card

[Make a One-Time Payment](#)

Set Up a Recurring Payment
Add or review recurring payments and schedules

[Manage Recurring Payments](#)

Eric Smith

Account #204705

[Logout](#)

Credit Card(s) On File

Nickname	Credit Card	
AMEX	American Express ending in 1004	Modify Credit
Add New		

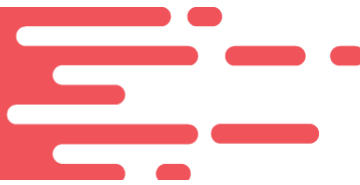
Scheduled Payments

Payment ID	Account	Date & Time	Amount Paid	Status	Payment Method
No payments were found.					

Payment History

Payments for the past 6 months are listed below, or view all payments.

Payment ID	Account	Date & Time	Amount Paid	Status	Payment Method
------------	---------	-------------	-------------	--------	----------------



Documents

View Documents

1. All Documents – available from Account Summary screen > View All Documents
2. Filter Documents – view only documents that match specified date criteria

Past Documents

+ Filter

Your full account Document history is listed below. You may also view only the most recent Documents.

Date	Document Number	Type	
08/22/2018	55416614101000041	Statement	View
09/10/2018	55651314101000108	Statement	View
10/09/2018	56031314101000045	Statement	View
11/09/2018	56461014101000036	Statement	View
12/10/2018	56856414101000098	Statement	View
01/09/2019	57274160001000124	Statement	View

Showing 1 to 6 of 6 entries

TEST TEST

Account

154454 test

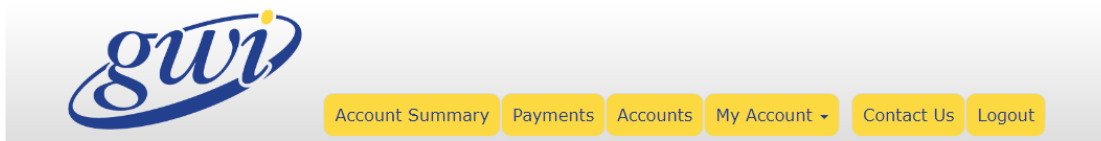
[Logout](#)



Accounts

Accessing Multiple Accounts

3. Adding Account Access – requires PIN validation similar to enrollment process
4. Setting or Changing a Nickname – shows on each screen in the account selector
5. Paperless Setting – indicates current setting and toggles Off or On
6. Removing an Account – removes online access only (does not delete/close account)



Accounts

The following accounts are associated with your user login. You may ADD or REMOVE accounts and manage the paperless setting of each account below.

Account (Nickname)		⇅ Paperless	
154454 (test)	Change nickname	<input type="checkbox"/> Off	Remove
204705 (Eric)	Change nickname	<input type="checkbox"/> On	Remove
206881 (TEST)	Change nickname	<input type="checkbox"/> Off	Remove
140277 (Test Account)	Change nickname	<input type="checkbox"/> On	Remove

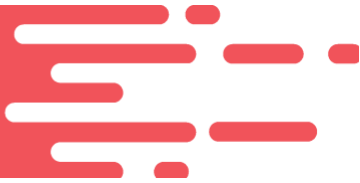
Showing 1 to 5 of 5 entries

TEST TEST

Account

154454 test

Logout



Receive text alerts

Paperless Billing



Thank you for signing up for paperless billing. When you have a new document available, you will receive an e-mail letting you know.

You can change your paperless notification settings at any time by visiting the "My Account" link from within this site.

TIP: You should add **noreply@mpxpp.com** to your e-mail address book to ensure delivery of our e-mail notifications.

[Change my paperless setting](#)

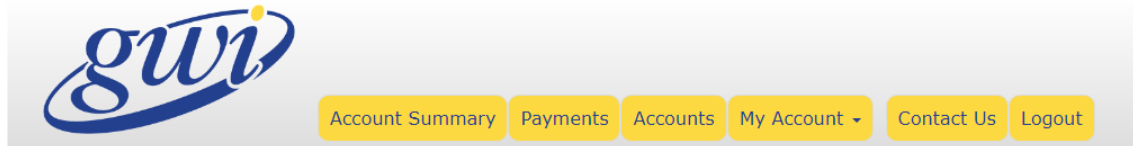
[Continue](#)



My Account Preferences

Notification Settings

1. Notification Methods – up to 2 email addresses and a mobile number for text messages
2. Types of Notifications – can turn on notifications per delivery method
3. Paperless Setting – (account level preference) requires an active notification of new statement



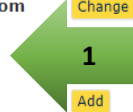
Notification Settings

Choose which notifications you'd like to receive by email, text message, or both.

Email notifications can be sent to **testuser@mpxonline.com** [Change](#)

Email notifications can be sent to (alternate) [Add](#)

Text messages can be sent to



TEST TEST

Account

154454 test ▼

Logout

Notify me when	Email	Alternate Email	Text Message
New statement or invoice arrives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment is scheduled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment is cancelled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment is processed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



[Account Summary](#)[Payments](#)[Accounts](#)[My Account ▾](#)[Contact Us](#)[Logout](#)

- Notification Settings
- Change Password
- Change Security Question
- Change Email
- Change Alternate Email
- Change Mobile Phone

Accounts

The following accounts are associated with your user login. You can ADD or REMOVE accounts and manage the paperless settings for each account below.

[Add Account](#)

Account (Nickname)

Paperless

204705

[Set nickname](#)

<input checked="" type="checkbox"/>

<input checked="" type="checkbox"/>	esmith16
-------------------------------------	----------

<input checked="" type="checkbox"/>	207-635
-------------------------------------	---------

[Manage Notifications](#)3

Account #204705

[Logout](#)



User Preferences

1. Change Password or Security Questions
2. Change Email/Alternate Email or Mobile Phone – requires email or text confirmation

The screenshot shows the GWI user interface. At the top is the GWI logo and a navigation bar with buttons: Account Summary, Payments, Accounts, My Account, Contact Us, and Logout. The 'My Account' button is highlighted with a dropdown menu. The dropdown menu contains the following options: Notification Settings, Change Password, Change Security Question, Change Email, Change Alternate Email, and Change Mobile Phone. A green arrow labeled '1' points to the 'Change Password' option. Another green arrow labeled '2' points to the 'Change Email' option. Below the navigation bar, the 'Change Password' form is displayed. The form has the following fields: Username (testuser@mpxonline.com), Current Password *, New Password *, Re-Enter Password *, and Enter a Password Hint *. A 'Submit' button is at the bottom of the form. A note at the bottom of the form states: 'Fields marked with * are required'. To the right of the form, there is a 'My Account' dropdown menu with a 'Logout' button.

Change Password

For security purposes it is important to change your password

Username testuser@mpxonline.com

Current Password * Current Password

New Password * New Password

Password must contain at least six alphanumeric characters plus at least one special character

Re-Enter Password * Confirm New Password

Enter a Password Hint * Password Hint

Submit

Fields marked with * are required

My Account

Notification Settings

Change Password

Change Security Question

Change Email

Change Alternate Email

Change Mobile Phone

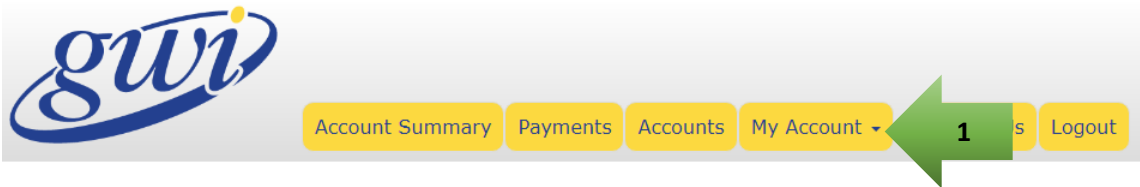
Account

154454 test

Logout



Contact Us



Contact Us

GWI
43 Landry Street
Biddeford, ME 04005
<https://www.gwi.net/>
Call (866) 494-2020
Email us: billing@gwi.net

Eric Smith

Account #204705

[Logout](#)