

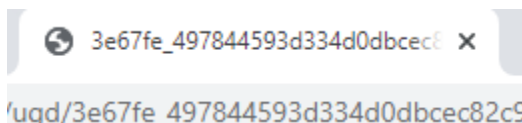


Instructions to our customers for signing up for the web portal

1. If you have not already done so, go to “thesvwc.com” in your favorite web browser
 - a. Click on the “First time users” button under New Web Portal



2. You can then print out this document. If you don't have a printer you can keep the document active in your browser and refer back to it by clicking on the browser tab at the very top of the screen that looks like the screen below:



To get back to the Salmon Valley Water web page click on the browser tab that looks like the screen below

Salmon Valley Water Company Se x

3. Once back to the Home screen on the SVWC web page click on the “Customer Web Portal” or “Quick Pay” buttons to go to the web portal.
4. You will be directed to web portal Log In screen. Please confirm that the address in the web page display box (usually at the top left of most browsers) displays:

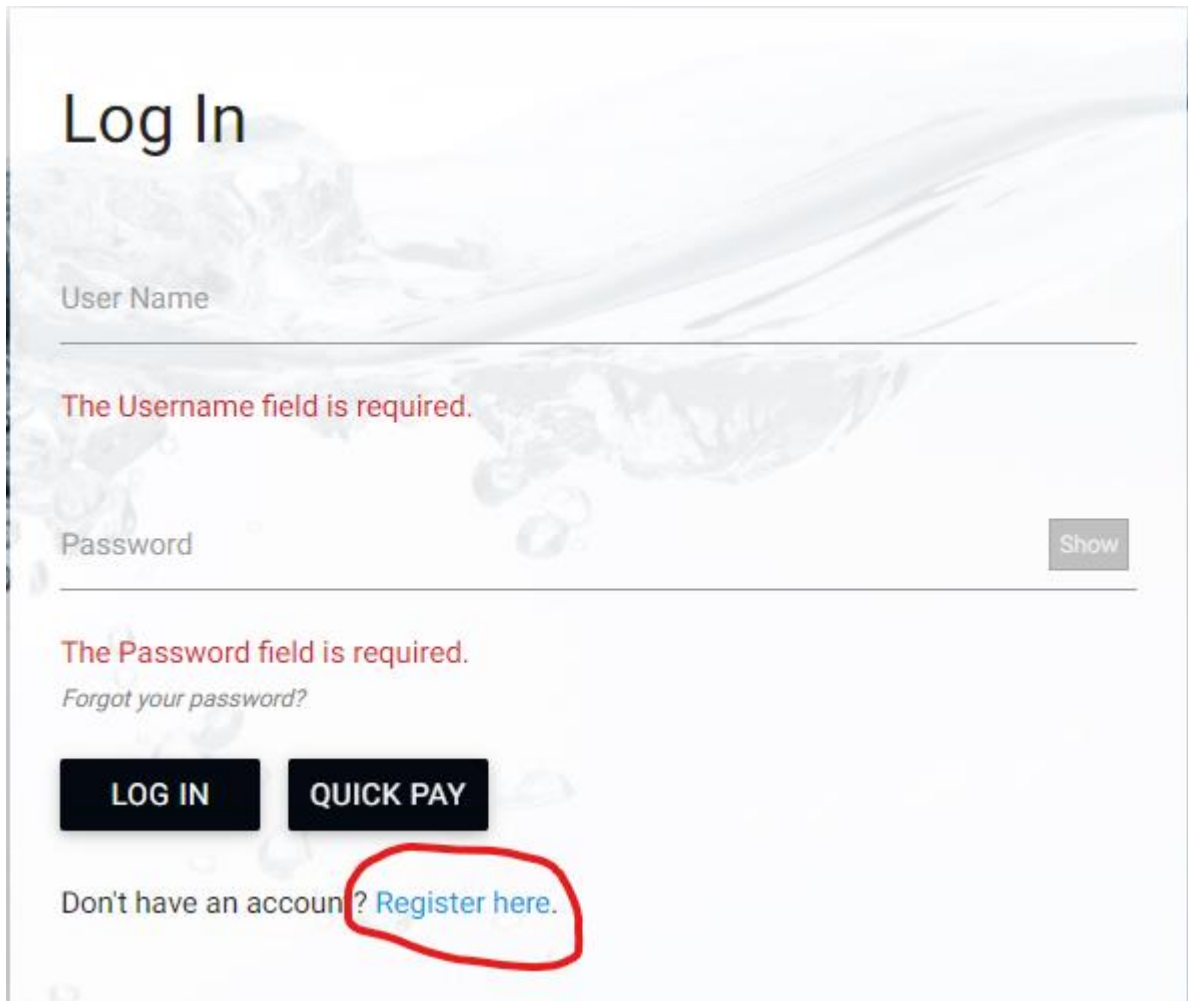
← → ↻ 🔒 thesvwc.epayub.com/Account/Login?ReturnUrl=%2F



5. This is the e-payment web portal sign in screen

A screenshot of a web browser displaying the Salmon Valley Water e-payment portal. The browser's address bar shows the URL "thesvwc.epayub.com/Account/Login?ReturnUrl=%2F". The page features the Salmon Valley Water logo in the top left and "SWWC OFFICE" in the top right. A blue navigation bar contains the word "Home". The main content area is split: the left side shows a large image of water splashing, and the right side is a "Log In" form. The form includes fields for "User Name" and "Password", both with red error messages: "The Username field is required." and "The Password field is required." respectively. Below the fields are "LOG IN" and "QUICK PAY" buttons, and a link for "Forgot your password?". At the bottom, there is a footer with contact information for Salmon Valley Water Company and a copyright notice for Continental Utility Solutions, Inc. © 2020.

6. First time users must first register to create an account. Click on Register here



The screenshot shows a login interface with the following elements:

- Log In** (Section Header)
- User Name** (Label) with an empty input field below it.
- The Username field is required.** (Error message in red text below the username field)
- Password** (Label) with an empty input field below it.
- Show** (Toggle button next to the password field)
- The Password field is required.** (Error message in red text below the password field)
- Forgot your password?* (Link below the password field)
- LOG IN** (Button)
- QUICK PAY** (Button)
- Don't have an account? **Register here.** (Link, circled in red)

7. You will be asked for your account number. This will be on your bill or you can contact the office at 503.622.4083

Search Account

Verify Account

Register User Info

Complete

Step 1: Account Lookup

Please enter your account number as shown on your bill.

Account Number

SEARCH

8. Click the search button once you have entered your account number. **The sample below shows the water office**, you will see your own information. If it is correct then click on YES, THIS IS MY ACCOUNT. If it is not correct make sure you entered the right account number. If you have entered the right number and it is still not the right information, please call the office at 503.622.4083 and we will help you.

Search Account

Verify Account

Register User Info

Complete

Step 2: Verify Account

Service Addresses associated with Account Number 111

Customer Name: Salmon Valley Water Company

Service Address: 24525 E Welches Road Welches 97067

YES, THIS IS MY ACCOUNT

I DON'T SEE MY ACCOUNT

9. You will then be asked to create a username, password and to enter your email address. **Be sure you remember your password. SVWC staff will not be able to help you with any password related issues. If you cannot remember your password all we can do is delete the account and you will have to register all over again:**

[Search Account](#)[Verify Account](#)[Register User Info](#)[Complete](#)

Step 3: Create User

* User Name

* Email Address

* Password

Password does not meet criteria

* Confirm Password

Passwords do not match

REGISTER

10. Enter a username, password, and email address. There are no limits on your password (E.G. length, caps no caps, special characters, etc.). Click REGISTER when you are sure you have entered what you want, and the following screen will display:

[Search Account](#)[Verify Account](#)[Register User Info](#)[Complete](#)

Step 4: Registration Complete

11. At the bottom of the Step 4 box you will see Log In. Click on that then enter your new username and password to begin using the system.

Thank you for registering!