

STEP BY STEP GUIDE TO USING BILLING SERVICES



Billing Services Registration Process

1. Navigate to <https://www.buckeyebills.com>
2. Select the Buckeye Broadband logo
3. Under "New Users", click on "Click here to register"
4. Enter Account Information
 - Account Number: Printed on your bill in the upper right hand corner.
 - Security Code: Printed on your bill in the upper right hand corner.
 - Account Name: You can type whatever you would like in this field.
5. Enter User Information
 - Email: Type whatever email address you would like to use
 - Username: You can make your username whatever you would like, if available.
 - Password: The password needs to be at least 8 characters, but cannot exceed 20 characters. The password requires at least 6 letters plus 1 number.
 - Confirm Password: Type the password you created to confirm.
 - Click on the "Register" button
6. Confirm your email address in order to access Buckeye Bills.
 - Check Spam/Junk folders in case it was misrouted.
7. Once your email address is confirmed, you will be able to login and access your bill online.

Paperless Enrollment

1. Navigate to <https://www.buckeyebills.com>
2. Select the Buckeye Broadband logo
3. Login using your Buckeye Bills account information.
4. On the left sidebar, click "Manage Paperless Billing"
5. On the right, select "Yes..." to enroll in paperless billing and "No..." to receive a printed statement.

Auto Pay Enrollment

1. Navigate to <https://www.buckeyebills.com>
2. Select the Buckeye Broadband logo
3. Login using your Buckeye Bills account information.
4. On the left sidebar, click "Manage Auto pay"
5. On the right menu choices, click your preferred method for Auto Pay and follow the instructions for enrollment.
 - Bank Account will use your routing and account information for your banking institution
 - Credit card requires your card number, expiration date, and billing address information.
6. Bank Account Method:
 - Click Bank Account and proceed to the form.
 - Follow the guide and input your banking information.
 - Check the box to authorize automatic transactions
 - Select the "Automatically pay bill using this bank account" button to complete enrollment.
7. Credit Card Method – Click Credit Card. A new window will open for payment accounts.
 - Fill out all information from left to right.
 - If you do not have a credit card stored on file, you will need to add one. Click "Add Credit Card."
 - If you have a credit card already stored, click the Pencil icon to the left of the card information to "Edit Account."
 - Section 1 is your credit card information.
 - Section 2 is your billing address for the chosen credit card.
 - Section 3 is Autopay (Recurring) Options.
 - a. Check the box next to "Recurring."
 - b. The dropdown below will default to your monthly due date.
 - c. Choose the start date for your enrollment, noted in Month and Year.
 - d. An end date is not required and only needed if you are temporarily enrolling in autopay.
 - e. Click "Add Card" to complete autopay enrollment.