



## Online Payment Portal User Guide

**Effective 9/1/2020, the MHI Fund replaced its electronic payment platform. All members must create NEW login credentials. However, any existing payments scheduled in the previous platform have been transferred to the new platform. This guide provides instructions for how to access those payment schedules and how create new payments. Please refer to the Table of Contents for specific information on the new platform.**

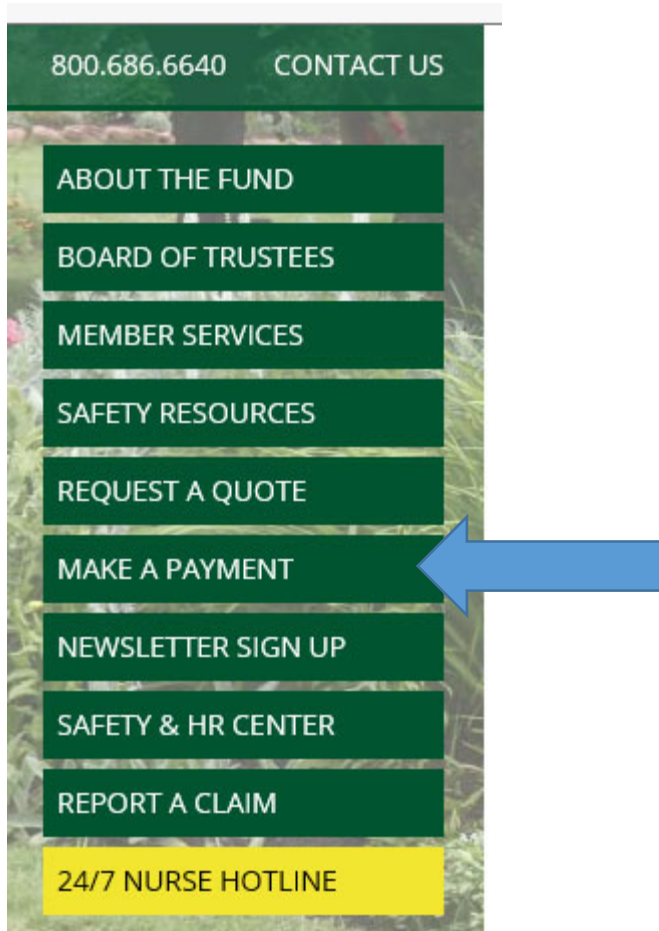
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### How to Access the Online Payment Platform

1. Browse to: [www.mhifund.org](http://www.mhifund.org)
2. Select *Make A Payment* and then select *Paybill Online*, as shown below.



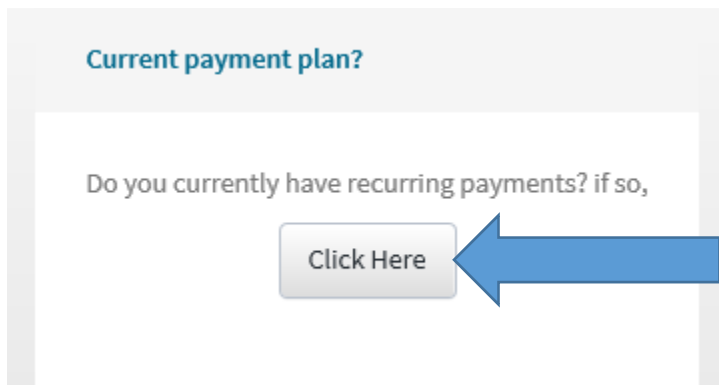
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### How to Access Recurring Payment Schedules From the Prior Platform

It is only necessary to complete these steps the **FIRST TIME** you access the new payment portal. During this process you will create a new user ID and password which will be used to access your account in the future.

If you don't currently have an existing payment plan, it is not necessary to complete these steps. Please refer to *How to Make a One-Time Payment* on page 7 or *How to Add a Recurring Payment Schedule* on page 9.

1. On the payment website select *Click Here* underneath *Current payment plan*, as shown below.



2. Accept the Terms and Conditions.

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3. Enter your *Member Number* and *Zip Code*. Your member number is 7 digits in length and ends with 'H'. It can be found on your *Certificate of Participation* or current payment coupons. Examples of where you can find your member number on these documents is shown below.

**Certificate of Participation**  
**MHI Fund**  
1690 Watertower Place · East Lansing, MI 48823 · 517-664-2770 · 800-686-6640 · Fax 517-664-2787

Self Insured  
DBA  
Mailing Address

Member# MEMBE-H  
Federal ID#

This information is found near the top of your Certificate of Participation

**MHI SIWCF**  
**PAYMENT COUPONS FOR Test Member**  
PERIOD OF COVERAGE: 07/01/20 - 07/01/21

MHI SIWCF  
1690 Watertower Place Suite 500  
East Lansing, MI 48823

To pay online: [www.mhifund.org](http://www.mhifund.org)

Payment Coupon # 9 of 9	MEMBE-H	
AMOUNT: \$1,750.00	If received by: 4/1/21	
AMOUNT: \$1,900.00	If received after: 4/10/21	

MHI SIWCF  
1690 Watertower Place Suite 500  
East Lansing, MI 48823

To pay online: [www.mhifund.org](http://www.mhifund.org)

Payment Coupon # 8 of 9	MEMBE-H	
AMOUNT: \$1,750.00	If received by: 3/1/21	
AMOUNT: \$1,900.00	If received after: 3/10/21	

This information is found on your payment coupons.

4. Create your new login credentials including the Login ID, password and security question, as shown below. Retain these credentials for future use.

**Online Bill Pay Service - Setup Login Credentials**

Login ID\* :

Password\* :

Confirm Password\* :

Security Question\* :

Answer\* :

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- Provide your e-mail address, as requested and shown below.

### Paperless Billing and Email Verification

Email Address\* :  Please enter your Email Address.

Confirm Email Address\* :

- Your bank and account number will be displayed similar to what is shown below.

**Enroll**

Terms Acct Details Login ID Email **Funding Source** Confirm

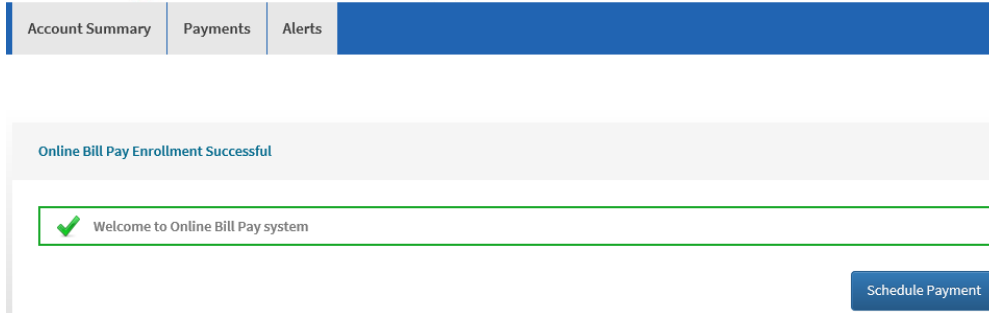
The following are the funding accounts associated with your bill payment. If you wish to edit it, please complete the enrollment process and visit the "Manage Funding Sources" under the Payments tab.

**Bank Account Details**

Personal Account Nickname	Name on the Account	Account Number
null	COMERICA BANK	x6789
null	FLAGSTAR BANK, FSB	xxxxxxxx4248

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7. If that information remains correct, select *Continue*. You will receive the following screen:



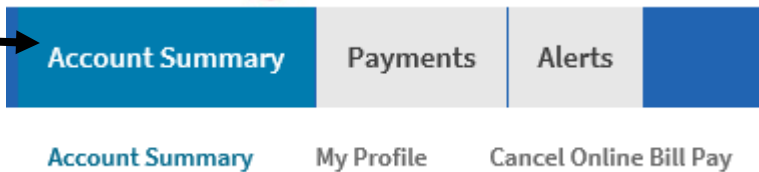
Account Summary | Payments | Alerts

Online Bill Pay Enrollment Successful

✓ Welcome to Online Bill Pay system

Schedule Payment

8. Select *Account Summary* on the top menu.



Account Summary | Payments | Alerts

Account Summary | My Profile | Cancel Online Bill Pay

9. Your existing recurring payment plan will display at the bottom of the page, as shown below.

Recurring Payment Enrollments  
The following are Auto Payment Enrollments

Confirmation Number	Payment Type	Scheduled Date	Funding Source	Total Amount
I9945M58ZS	Recurring	09/14/2020	Checking - xxxxxx4248	21,865.16

10 That's it! You have successfully confirmed your existing payment schedule. If you wish to change or delete the payment schedule, please refer to **How to Change or Delete a Recurring Payment Schedule** on page 12 of this guide.

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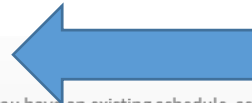
### How to Make a One-Time Payment

1. On the payment website:

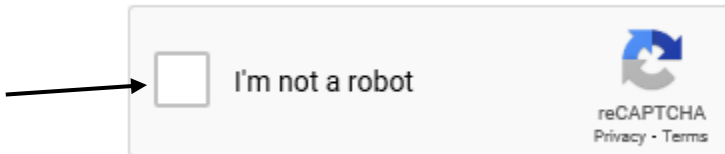
Select [click here](#), as indicated below.

For making a one-time payment, or to enroll in recurring payments, please [click here](#).

NOTE: This is only intended for members without an existing, current payment schedule. If you have an existing schedule, select "Click here" below.



2. Complete all requested information (fields indicated with an \* are required to be completed before you can continue).
3. Check the reCAPTCHA box and select the requested images.



I'm not a robot

reCAPTCHA  
Privacy - Terms

4. Select *Continue*.
5. Drop down the Payment Method box and select *New Bank Account*, as indicated below.

Payment Method: \*



-Select- ▼

6. Complete all requested information (fields indicated with \* are required to be completed before you can continue). Your bank account and routing number will not be stored once this transaction is completed.
7. Select *Save changes*.

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8. Indicate the *Payment Date* (the default date will be set to today's date if it is not changed).

9. Indicate the amount you wish to pay in *Payment Amount*, where shown below.

Payment Amount: \*

10. Additionally, you can provide any notes or special instruction for the accounting staff in *Memo*, as shown below. However, this is not required.

Memo:

11. If everything is correct, select *Confirm*.

12. Your information will be summarized for a final review. If anything is incorrect, please select *Edit*. If everything is correct, please select *Confirm*.

13. That's it! You will receive a confirmation screen with a confirmation number that you can print for your records. Additionally, the e-mail address you provided will be sent a receipt of the payment.




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### How to Add a Recurring Payment Schedule

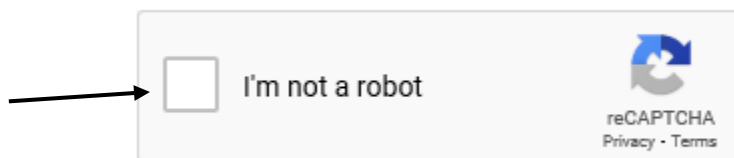
In order to avoid going to the website to make every payment, you can create an account and set-up payments to be made automatically every month. The process is very similar to making a one-time payment.

1. On the payment website:

Select [click here](#), as indicated below.

For making a one-time payment, or to enroll in recurring payments, please [click here](#).   
NOTE: This is only intended for members without an existing, current payment schedule. If you have an existing schedule, select "Click here" below.

2. Complete all requested information (fields indicated with an \* are required to be completed before you can continue).
3. Check the reCAPTCHA box and select the requested images.



4. Select *Continue*.
5. Change the Payment Type to *Recurring*

Payment Type: \*  One Time  Recurring

6. Drop down the Payment Method box and select *New Bank Account*

Payment Method: \*

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7. Complete all requested information (fields indicated with \* are required to be completed before you can continue). Your bank account and routing number will not be stored once this transaction is completed. **Please note: recurring payments can only be withdrawn from one bank account. It is not possible to set-up recurring payments from multiple bank accounts.**
8. Select *Save changes*.
9. Provide the start date, frequency, number and amount of recurring payments in the fields shown below.

Payment Start Date: \*

Frequency: \*

No. of Payments: \*

Payment Amount: \*

10. Additionally, you may provide any notes or special instructions in the *Memo* field. However, this is not required.
11. When everything is correct, select *Confirm*.



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12. You will now be asked to create a user ID and password. This allows you to change, edit or create additional payments without providing bank accounts, routing numbers or member information every time. Please complete the requested information. All fields on this page are required and must be completed. Once complete, select *Submit*.

**Please maintain a record of your user ID and password.** You will need this to change or delete this payment schedule and to set-up additional recurring payments.

13. Your information will be summarized for a final review. If anything is incorrect, please select *Edit*. If everything is correct, please select *Confirm*.

14. That's it! You will receive a confirmation screen with a confirmation number that you can print for your records. Additionally, the e-mail address you provided will be sent a confirmation of the activity.

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## How to Change or Delete a Recurring Payment Schedule

1. On the online payment portal, enter the *Login Id* and *Password* you created when you set-up the recurring payment schedule, where indicated below.

Login Id :

Password :

If you cannot remember your ID or password, please select the appropriate link to validate your account and reset it, as indicated below.

[Forgot Login](#) | [Forgot Password](#)

2. Select *Login*.
3. Agree to the Terms & Conditions by selecting *I Agree*.
4. Any existing payment schedules will be shown under *Recurring Payment Enrollments*. Select the Confirmation Number of the plan as shown below.

### Recurring Payment Enrollments


The following are Auto Payment Enrollments

Confirmation Number	Payment Type	Scheduled Date	Funding Source	Total Amount
I9P25MVLGS ←	Recurring	09/01/2020	Checking - xx7654	\$ 175.00

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5. To change this plan, it must be deleted. Please select the *Delete* button, as shown below.

<a href="#">I9P25MVLGS</a>	Recurring	09/01/2020	Checking - xx7654	\$ 175.00
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Payment Status: Scheduled  
 Amount: \$175.00  
 No. Of Payments: 9  
 Frequency: Monthly  
 Made Via: 

DELETE
←

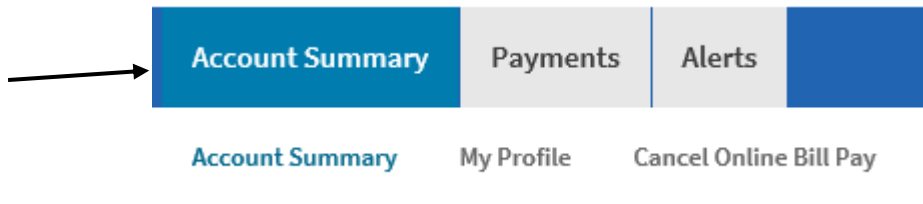
6. If necessary, leave a memo and confirm your intent to cancel this payment schedule by selecting *Cancel Payment*, as shown below.

Payment Type:	Recurring
Confirmation Number:	I9P25MVLGS
Payment for Account:	MEMBE-F
Payment from Account:	Checking - xx7654
Payment Amount:	\$ 175.00
Payment Date:	09/01/2020
No. Of Payments:	9
Frequency:	Monthly
Memo:	<div style="border: 1px solid #add8e6; width: 300px; height: 40px; margin-bottom: 10px;"></div> <span style="color: #add8e6;">Please enter a memo.</span>
	<div style="display: flex; justify-content: center; gap: 20px;"> <div style="border: 1px solid #ccc; padding: 5px 20px; background-color: #f0f0f0;">Do Not Cancel Payment</div> <div style="border: 1px solid #0056b3; padding: 5px 20px; background-color: #0056b3; color: white;">Cancel Payment</div> </div> <span style="font-size: 2em; margin-left: 20px;">←</span>

If your intent was to cancel your recurring payments, that's it. You're done. **If you intent was to create a new recurring payment schedule follow the additional steps below.**

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7. Select *Account Summary* near the top of the page, as shown below.



8. Select *Schedule Payment*.

9. Select *Recurring* as the *Payment Type* and enter all the requested information again, as shown below. **Please note: any bank account information previously entered has been retained and will be available for you to select.**

Select Payment Type\* :  One Time  
 Recurring

Payment Due Date : 00/00/0000

Funding Account Number\* :

Start Date\* :

Frequency\* :

No. of Payments\* :

Amount\* :

If you want to set a limit on the maximum amount that can be debited please enter that amount below.

Payment Limit : \$

10. Once completed, select *Continue*.

11. After review, please cancel or edit, as necessary, and then select *Confirm*.

12. That's it! You will receive a confirmation on the screen you can print and your e-mail address will receive a confirmation of the payment.

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### How To Change, Delete or Add Bank Accounts

1. On the online payment portal, enter the Login Id and Password you created when you set-up the recurring payment schedule, as shown below.

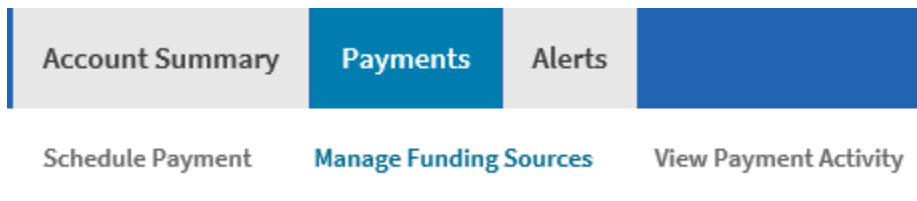
Login Id :

Password :

If you cannot remember your ID or password, please select the appropriate link to validate your account and reset it.

[Forgot Login](#) | [Forgot Password](#)


2. Select *Login*.
3. Near the top of the page select *Payments* and *Manage Funding Sources*, as shown below.



4. The banking information you have provided will be shown under *Bank Account Details*.

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- To delete or change an existing account, select the account number and then select *Delete* or *Edit* as shown below.


Account Type : Checking  
 Routing Number : xxx000096  
 Via : 

[Delete](#) [Edit](#)

- To add a new bank account, select *Add Bank Account*, as shown below.

**Bank Account Details**

Account Nickname	Bank Name	Account Number	Account Status
	COMERICA BANK	<a href="#">xx3456</a>	Active
	COMERICA BANK	<a href="#">xx7654</a>	Active

 [Add Bank Account](#)

- Enter the requested information and select *Continue*.
- Confirm the information accordingly and select *Confirm*.
- You will receive a message confirming the addition.
- To add any further bank accounts, repeat steps 3 through 9 above.