# ALPINEREMOTE® ONLINE PAYMENT - END USER GUIDE

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## HOW TO BECOME A RETURNING USER

1. From the business's payment portal click on **Create Account**
2. On the user registration page complete the required fields (outlined in red)
3. Click on Register
4. A confirmation message will appear
5. You will receive an email from EPSCustomerSupport@JackHenry.com with a temporary password





6. Type in the username with the temporary password
7. Click Login
8. You will be prompted to change the password
   Password requirements:
   o At least 8 characters long
   o Contains upper and lower case characters
   o At least one symbol, and it cannot contain your username
9. Click Reset
10. You will receive another confirmation message stating "Your password has been reset. Please login with your new password."
11. Click OK
12. Enter the username and the password you created
13. Click Login
14. Add your preferred payment information to your profile before submitting a payment.

Questions? Please feel free to contact Alpine Bank at 800-551-6098 | alpinebank.com | Member FDIC

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# CREATE A RECURRING PAYMENT – for Returning Users only

| MAKE A PAYMENT | EDIT PAYMENT OPTIONS | EDIT PROFILE |
|---|---|---|
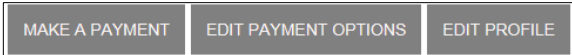
1. Once logged into your Returning User profile, click on "Make A Payment"
2. Complete the required fields. Choose the Account you wish to pay from in the dropdown.
   **Note:** If your account is not saved under your profile, click on "Add Payment Option". Fill in the required fields, then click "Add Payment".
3. Select the Payment Date.
4. Click on the dropdown, "Click here if you would like to make this a recurring payment".

5. Select the Frequency of the payment (i.e. Once a Month, or Once a Year)
6. Payment Date: Select the day of the month to submit the payment(s)
7. Start Date: Select the date you wish to start the recurring payment(s)
8. Check Boxes:
   - Infinite Payment: choosing this option is not recommended
   - Include a Single Payment Now: selecting this check box will process a single payment, and will schedule a recurring payment. If you only want to set up recurring payments, uncheck the box for "Include a Single Payment Now".
9. Click Continue

10. After reviewing the Authorization Agreement, click "Agree and Submit", or click "Cancel" to cancel the payment the payment
11. You will receive a Transaction Receipt and a copy of the Authorization Agreement
12. Save or Print the Receipt
13. Click Close

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## EDIT RECURRING PAYMENTS

1. Log into the payment portal using your Username and password.
2. Click on the "Enabled" button under Scheduled Transactions.
3. On the dropdown screen you may edit the Amount, Frequency, # Of Payments, Payment Date, and Account.
4. Once you've made your changes, click "Submit".
   **Note**: You may **Delete** the recurring payment by checking the box "Delete Payment", then click "Submit".
   To disable the recurring payment, uncheck the "Enabled" box, then click "Submit".

### Scheduled Transactions

| Next Payment Date | Amount | Location | |
|---|---|---|---|
| In 4 Days | $0.01 | Location 1 | Enabled |

| Next Payment Date | Amount | Location | |
|---|---|---|---|
| | $0.01 | Location 1 | Disabled |

**Amount:** $0.01  **Make Payment/Donation to:** Location 1  **Select Account:** Checking: XXXXXX

**Frequency:** Once a Month  **Payment Day:** Last Day  **Start Date:** 3/31/2018

**# Of Payments:** 12  **# Payments Made:** 0  **Next Recurrence:** 3/31/2018

☐ Infinite Payment  ☑ Enabled  ☐ Delete Payment  CANCEL  SUBMIT ▶