

How to Deactivate your Account

1. On the home screen when you first log in to your account, navigate to the sub header labeled as "Cancel Online Bill Pay" and click on it.

The screenshot shows a navigation bar with 'Account Summary' and 'Payments' tabs. Under 'Payments', 'Cancel Online Bill Pay' is highlighted in yellow with a blue arrow pointing to it. Below the navigation bar, there is a text block: 'Details of the current balance on the card account and any current outstanding invoices are shown below. To reload the card or pay one or more invoices select the payment options shown below'. The main content area is divided into two sections. The first section is titled 'Current Card Balance For Gary Doe AD900001344' and contains a 'Current Balance' of '\$ 615.04' and a 'Schedule payment' button. The second section is titled 'Current and Outstanding Invoices Gary Doe AD900001344' and contains a table with three rows of invoice data.

Invoice Description & Code	Payment Amount	Due Date	Status
UNEC01 UNITED HEALTHCARE EPO SINGLE 04/01/17-04/30/17 [901344CM0417]	\$601.80	04/30/2017	Open
TOTC01 TOTAL DENTAL SINGLE 04/01/17- 04/30/17 [901344CD0417]	\$9.17	04/30/2017	Open
AVCOD1 AVESIS VISION SINGLE 04/01/17- 04/30/17 [901344CV0417]	\$4.07	04/30/2017	Open

2. You will then be directed to the screen that asks you to confirm the request to cancel the online Bill Pay Service. Click "Cancel Enrollment" on the bottom right hand corner.

The screenshot shows a navigation bar with 'Account Summary' and 'Payments' tabs. Under 'Payments', 'Cancel Online Bill Pay' is selected. The main content area is titled 'Confirm Cancellation' and contains the text: 'Are you sure you want to cancel your enrollment in the Bill Pay Service? Please note that by canceling this Service any unprocessed payments will also be cancelled. If you would like to proceed, click Cancel Enrollment.' At the bottom right, there are two buttons: 'Exit' (orange) and 'Cancel Enrollment' (blue).

3. If you later decide to use the Online Bill Pay after deactivating your account, you will need to enroll once again in the system.

Welcome to Online Billpay

Welcome to our new online bill presentment and payment service. Please note that all customers will need to enroll for this new service, even if you were previously enrolled for online payments.

⚠ You have previously un-enrolled from the system, and will need to re-enroll to get access to your account (666)

New Users - Get Started Here

Not already enrolled? No problem, enrollment takes only a few minutes. To enroll you will need your biller account number, the online enrollment code printed on your billing statement and details of the bank account you want to use for your payments.

[Enroll Now](#)

Existing Users - Login Here

If you have already enrolled for our new service please enter your login information to access the site.

Note: If you cannot remember your Login ID or Password please select the appropriate link below to start the automated Login ID or Password reset process.

Login Id :

Gary_Doe

Password :

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

[Login](#)