How to become a Register User:

1. From the merchant's payment portal you will click on Create Account (red arrow below)

Returning Users:

Enter Password

Forgot username or password?

LOGIN ▶

→ Create Account

2. The user registration page appears. Fill in all the required fields outlined in red

Is Business Account: ☐

Username:

First Name:

Last Name:

Secret Question:

Secret Answer:

Confirm Secret Answer:

Address: Address is required

Suite/APT#:

City: City is required

State/Region: -- Select -- ▼

Postal Code: Required

Country: USA ▼

Phone:

Email Address: Email address is required

Confirm Email Address: Confirm Email Address is required

CANCEL   REGISTER ▶

3. Then click on Register

4. You will be provided with a confirmation message stating "Thank you for registering. You will receive an email confirmation shortly containing your login information".

5. Click on Go To Login Page

Thank you for registering. You will receive an email confirmation shortly containing your login information.

GO TO LOGIN PAGE
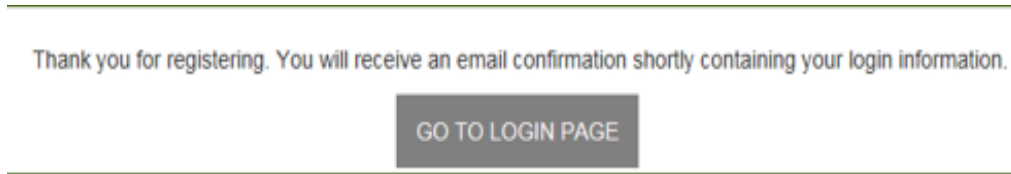
6. Go to your Email

7. You will receive an email from EPSCustomerSupport@JackHenry.com with your temporary password listed in the body of the email

8. Switch back to the Payment portal

9. Type in your username you created along with the temporary password you were just provided in your email.

10. Click Login

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11. You will be prompted to change your password

    1. Password must be:

        1. At least 8 characters long

        2. Contains upper and lower case characters

        3. As well as digits and cannot contain your user name

12. Click Reset

Current Password: Current or Temporary Password

New Password: New Password

Confirm Password: Confirm Password

CANCEL   RESET ▶

13. You will receive another confirmation message stating "Your password has been reset. Please login with your new password.

14. Click OK

15. Enter in your username and new Password

16. Click Login

17. You will be taken to your main home page for the merchant's payment portal, where you can add/edit/remove payments, edit profile information, and see reporting history of transactions submitted.

Welcome, Alpine Bank Not You? Logout ▶

MAKE A PAYMENT | EDIT PAYMENT OPTIONS | EDIT PROFILE

Scheduled Transactions

Next Payment Date	Amount	Location	
		No records found	

Transaction History

Transaction...	Amount	Payment Type	Status	Location	Description
			No records found		

FULL TRANSACTION HISTORY