

Aviation ePayments & Tenant Technology Services Portal- General User Guide

Introduction

The Aviation ePayments / Tenant Technology Services portal is used to:

- View and pay tenant invoices, as well as communicate with Aviation Accounts Receivable
- View and update service requests, as well as communicate with Aviation Business & Properties and Technology

To learn of the system's full functionality, please review the full user guide after login.

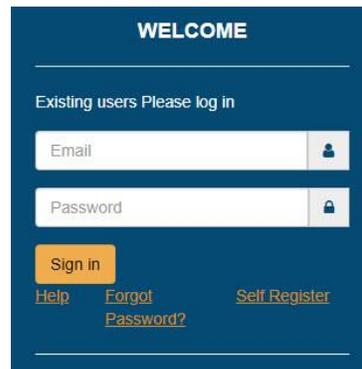
Registration

To register with the Aviation ePayment / Tenant Technology Services Portal, three pieces of information are needed:

- Customer Account Number
- Customer Zip/Postal Code
- Customer Name

If this information is not available, please contact Aviation Accounts Receivable at 602-273-3365 or Business and Properties at 602-273-4391.

Click on the Self Register link on the login page.



The screenshot shows a dark blue login page with the following elements:

- Header: WELCOME
- Text: Existing users Please log in
- Form fields: Email (with user icon) and Password (with lock icon)
- Buttons: Sign in (orange)
- Links: Help, Forgot Password?, Self Register

Select either the ePayments or Tenant Technology Services module and then enter an email address.

<p>Self Registration - Step 1</p> <p>Please select the module</p> <p><input type="radio"/> ePayments</p> <p><input type="radio"/> Tenant Technology Services</p>	<p>Self Registration - Step 2</p> <p>Email Address * : <input type="text"/></p> <p>Re-type Email Address * : <input type="text"/></p>
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On the third screen enter the customer information.

If the information matches an account in the system a success message will be displayed.

The newly added user will receive an email to complete the registration. Click the link in the email to be directed to the registration page.



The new user will be prompted to fill out contact information including name, address, and phone number. Once the user's country is selected the address and phone number fields applicable to that country will be displayed.

They will be asked for a password used to login which must include a minimum of 8 characters including 1 upper, 1 lower and 1 number.

The final step to complete registration will be to accept the terms and conditions to the site.

Self Registration is also used if the user has access to the ePayments module and needs access to the Tenant Technology Services module and vice versa.

Login

To login to the Aviation ePayment / Tenant Technology Services Portal, use the email and the password chosen during the registration process.

If the account password has been forgotten, click the forgot password link. The system will request the account email address. An email will then be sent with a temporary password and the system will prompt for a new password after login.