EZ-PAY QUICK START GUIDE

ICWGROUP
Insurance Companies

EZ-Pay is our convenient and secure online invoice and payment service accessed through your ICW Group policyholder portal (myResource). Access to EZ-Pay is added at the beginning of your policy period to your Accounts Payable contact, or upon request.

ACCOUNT SET-UP

ACCESSING EZ-PAY THROUGH MYRESOURCE
- Select *View/Pay a Bill* button in **myResource**.
- Click on *Your Company Name*.

NOT YET REGISTERED FOR MYRESOURCE
- Automatic access to Accounts Payable contact
  - To change your Accounts Payable contact, email **ar@icwgroup.com**.
- Look for an email from myResource to complete registration.
- Create a *Password*.
- Click *Submit*.
- Check email for authentication.

Unfortunately, only one contact can have access to EZ-Pay. The contact can be a group email (i.e. AP@company.com).

SETTING UP FUNDING ACCOUNTS
- Click on the settings icon on the top right.
- Click on *Payment Accounts*.
- Click on *Add a Payment Method*.
- Select *Bank Account* or *Credit Card*.
- Complete the appropriate information.
- Click on *Agree and Add Account*.
- Click on *Add*.

SETTING UP AUTOMATIC PAYMENTS
- Select *Automatic Payment Setup*
- Select *Create New Automatic Payment*
- Add Payment Name
- Check the box for Email Notification
- Leave Additional Payments blank
- *Select/Add Payment Method*
- Read 'Billing Authorization'
- Check the box to agree to Terms
- Select *Finish*

MAKING PAYMENTS FOR INVOICES DUE
- Click on *Pay My Bills* on the Top Right.
- Select Invoices to pay. ✅
- If there is an open credit, see note below ***
- Select *Payment Method* from Payment Summary.
- Click on *Continue to Payment*.
- Check the box.
- Enter email address for confirmation.
- Click on *Make Payment*.

CREDIT INVOICES
- To take the credit, short pay outstanding debit invoice by credit amount.
- To receive a check for credit, email ar@icwgroup.com.

MAKING A PRE-PAYMENT
(Before Invoice is Available)
- Click on *Pre-Payment*.
- Add description of payment.
- Enter amount you would like to pay.
- Select *Payment Method* from Payment Summary.
- Click on *Continue to Payment*.
- Check the box.
- Enter confirmation email address.
- Click on *Make Payment*.

DISCONTINUE INVOICES FROM BEING PRINTED AND MAILED
- Click on *your company name on the top right*.
- Select *Profile Settings.*
- Go to *Notifications.*
- Choose *Paperless Billing.*
- *Check box.*
- Then click on *Apply Change.*

VIEWING INVOICES FROM PREVIOUS MONTHS
- Update *"Unpaid and Partially Paid"* drop down to *"All"* to see all invoices (paid and unpaid).

*** *If you have an open credit, select an invoice due and update the payment amount to reflect the net amount due (invoice due less credit). Reference the total in the upper left corner. If you need any assistance, please contact us at **AR@icwgroup.com.***

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