Customer Portal Login and Set up Instructions

These instructions will give you step by step instructions for signing up for the Customer Portal, and show you how to enroll in Paperless Billing and Auto Pay.

1. To begin, go directly to our vendor's secure website at https://rwdonline.merchanttransact.com/Login or you may go to Rainbow's website at www.rwdonline.net then click on the **PAY MY UTILITY BILL** button.
2. If this is your first time using the portal, click on the Sign Up button at the portal website and follow the instructions below to create an account.
3. If you would like to make a one-time payment only, Click on Utility Payments. You will need your full account number (including all zero's and dashes) and the house number for your property address. To set up recurring payments, see our Auto Pay option below.

Creating a Customer Portal Account

1. Click on the Sign Up button.
2. Enter and confirm your email address. Enter and confirm a password.
3. Enter the house number only for your property address. For example, if your address is 1234 Main Street, only enter the 1234.
4. Enter the entire account number from your bill. Including all zero's and dashes.
5. Click on the COMPLETE REGISTRATION button.
6. You will be directed to your Home Page. The red banner at the top will read: **Your e-mail has not been verified so you will not be able to select e-billing for accounts or set up auto pay.**
7. Click on the blue link that says Verify Your Email Now.
8. Login in to your email and click on the link to verify. Once that is done, you can go back and refresh your home page or login again and your Customer Portal will be fully operational!

Paperless Billing Enrollment (bills sent by email save postage cost!)

1. After you login to the portal, click on MY PROFILE on the left side of the screen.
2. To receive an email bill, click on No under Paper Bill and click Yes under Electronic Bill. The bill will be sent to the email address you used to set up your Customer Portal Account.

Auto Pay Enrollment (to set up recurring payments)

1. After you login to the portal, click on MY PROFILE on the left side of the screen.
2. Under Auto Pay, click on Yes I would like to enroll in Auto Pay.
3. Enter your preferred payment method. You can use a checking account, credit or debit card. We encourage the use of checking accounts as the processing fees for us are lower and help reduce administrative costs. The customer does not pay any additional processing fees.

If you have any questions, call us for help at 541-746-1676 or email office@rwdonline.net