

Key Information on the new Tanglewood Billing System

Welcome to the new Tanglewood billing system for Tanglewood water and HOA billing

- a. With this new system you can see your bills and billing history, chose to have them sent via email and pay bills on-line if desired**
- b. The first step is to set up an account on <https://tanglewood.authoritypay.com/> using your account number and CID number found on your new water bill**
- c. Before this is completed you will receive a verification email. Find the verification email and follow the instructions from the email including the need to log in again**
- d. Then you can select to get bills via email or pay your bills on-line with a credit card or eCheck**
- e. Autopayment is an option that can be selected which will automatically pay the bill on the due date. Once you set up autopay (either via credit card or eCheck), you can see your current bill and payment will be made automatically on the due date.
 - 1. eChecks set up via Autopay are free. There is a \$3.00 charge for all Autopay credit cards (not collected by TLA).****
- f. Paper checks are still accepted and do NOT require any set-up with this system. Paper checks will continue to be processed in the same manner as always.**

Home screen

Once you set-up your account you will automatically go to the home screen shown below

The screenshot shows a utility home screen with several key features highlighted by red callout boxes and arrows:

- MESSAGE:** A light blue banner at the top left with a red arrow pointing to it from the box "See messages for important updates".
- My Accounts:** A section header with a red box "Balances for all your account show here" and a red arrow pointing to the "Total Balance for All Accounts: \$118.08" card.
- Account #39-0: Water:** A detailed account card for John Smith at 9999 Tanglewood Tr, Chagrin Falls, OH 44023. It shows an amount due of \$118.08 with a due date of 05/11/2025. A red arrow points from the "Balances" box to this card.
- Account #39-0: HOA:** A detailed account card for John Smith at the same address, showing an amount due of \$0.00 with a due date of N/A. A red arrow points from the "Balances" box to this card.
- Add an Account:** A sidebar on the right with input fields for "Account Number" and "CID", and a green "Add Account" button. A red arrow points from the box "The 'add an account' option is ONLY for residents with multiple properties. Most people can ignore this box" to the "Account Number" field.

Home screen - continued

ONCE YOU SET-UP YOUR PAYMENT OPTIONS, you can pay your bill by selecting one of the “Pay now” options

Account **xxx** Water Menu

John Smith
9999 Tanglewood Tr
Chagrin Falls, OH 44023

Services: EPA Charge, Capital Improvement Charge, Water
Bill Type: Paperless eBill; Email

Amount Due: \$0.00
Due Date:

View Details Pay Now

Account **xxx** HOA Menu

John Smith
9999 Tanglewood Tr
Chagrin Falls, OH 44023

Services: HOA Dues
Bill Type: Paperless eBill; Email

Amount Due: \$0.00
Due Date: N

View Details Pay Now

Add an Account

Account Number

CID

+ Add Account

Most people can ignore this box

Setting up payments

YOU MUST SET-UP YOUR PAYMENT OPTIONS before you can pay your bill on-line

ONCE YOUR PAYMENT OPTIONS HAVE BEEN SELECTED, YOU CAN CHOOSE AUTOPAYMENT IF DESIRED

Autopayment is an option that will automatically pay the bill on the due date. Once you set up autopayment (either via credit card or eCheck), you don't need to do anything when you receive your bill.

Autopayment is only an option, it is not a requirement

Note: Paper checks are still accepted and do NOT require any set-up with this system. Paper checks will continue to be processed in the same manner as always.

Setting up payments

Charges for on-line payments

- a. For any credit card payments, there is a \$3.00 per transaction fee that is collected by the credit card processor.
- b. For eChecks,
 - a. a single eCheck payment will incur a \$3.00 transaction fee.
 - b. For eChecks set up as AUTOPAY, there are no transaction fees
- c. Note: Tanglewood does not receive any of the transaction fees.

Setting up payments

In the upper right corner of most screens is your name with an arrow to the right
Click on the arrow and a drop down box will appear – Select “Payment Methods”

The screenshot shows a web portal interface. At the top, there are navigation links for 'Home', 'Attachments', and 'Help'. In the upper right corner, the user's name 'John Smith' is displayed with a downward-pointing arrow. A red arrow points to this arrow, and another red arrow points to the 'Payment Methods' option in the dropdown menu that appears. The dropdown menu includes options for 'Account Information', 'Accounts List' (which is selected), 'Payment Methods', 'Paperless Settings', and 'Logout'. Below the navigation, there are two light blue message boxes: 'TEST MESSAGE' and 'second test message'. The main content area is titled 'My Accounts' and contains an 'Account List' section. This section shows a total balance of \$0.00 and a 'Pay All Now' button. Below this, there is a card for 'John Smith' with account details: '9999 Tanglewood Tr', 'Chagrin Falls, OH 44023', and 'Amount Due: \$0.00'. To the right of the account list is an 'Add an Account' form with input fields for 'Account Number' and 'CID', and an 'Add Account' button.

YOU MUST SET-UP YOUR PAYMENT METHOD before you can pay your bill on-line
Note: Paper checks are still accepted and do NOT require any set-up with this system

Setting up payments

After selecting the “payment method” from the upper right corner of most screens, the next screen will appear where you choose whether you set up a credit card or eCheck (ACH) payment

Payment Methods (JohnSmithXX@gmail.com) The Tanglewood Lake Association

Additional Options

- [Add a new Credit Card](#)
- [Add a new eCheck](#)



There is a processing charge for all credit card payments

There is a processing charge for e-check payments that are NOT on Autopay.

There are NO PROCESSING FEES for eChecks that are set up on AUTO PAY

Setting up payments – Credit card

Complete the screen as show below

Create Card

[Back to Payment Methods](#)

+ Create Card

 Certain fields on this section have been blurred for security purposes.

Billing Address

Please select a Billing Address



Name on Card

Card Number

Card Number

Expiration Month

04

The “Billing address” box will show the email address that is associated with the account

Scroll to the bottom of the screen (not shown above) and select “**Set as Default**” if you want to use this for future bills.

Also select the “**Save Payment Method**”

Setting up payments – eCheck

Complete the screen as show below

Create eCheck

[Back to Payment Methods](#)

+ Create eCheck

i Certain fields on this section have been blurred for security purposes.

Billing Address

Please select a Billing Address

Check Type

Please select a Check Type

Check Account Type

Please select a Check Account Type

Name on Account

Routing Number

Routing Number

Confirm Routing Number

Confirm Routing Number

Account Number

Account Number

Confirm Account Number

Confirm Account Number

Set as Default **?**

Save Payment Details

The “Billing address” box will show the email address that is associated with the account

Select “**Set as Default**” if you want to use this for future bills.

Also select the “**Save Payment Details**”

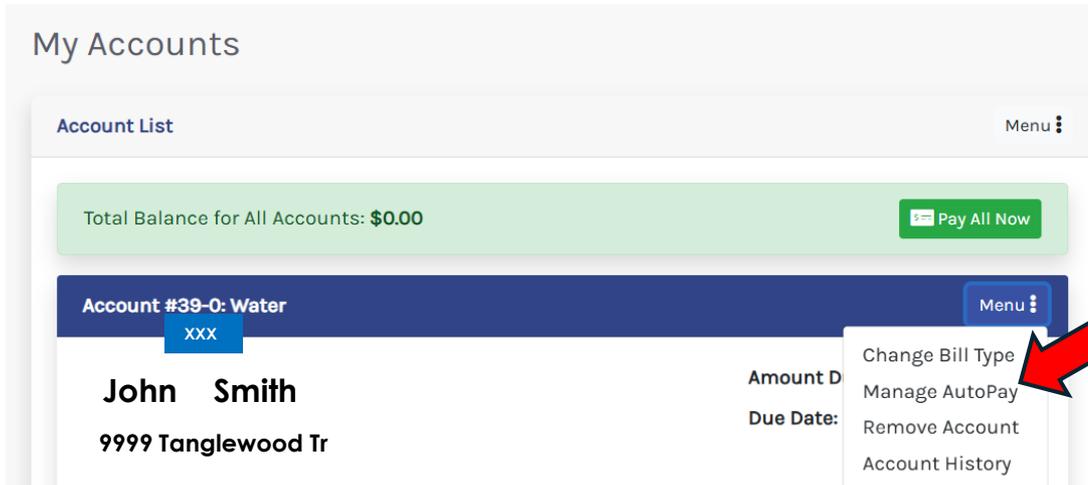
Setting up Auto Pay

Once the payment method(s) have been set up, you can enroll in Auto Pay if desired

Auto pay is an option that will automatically pay the bill on the due date. Once you set up auto pay (either via credit card or eCheck), you don't need to do anything when you receive your bill.

Auto pay is only an option, it is not a requirement

Now go to the home screen to set up auto pay



Select "Manage AutoPay" from the menu on the right of the blue bar

Note: Setting up Autopay in water will NOT carry over to HOA Autopay (and visa versa). You MUST set up Autopay for both water and HOA if desired.

Setting up AutoPay

Select the payment & agree to terms and enroll.

This needs to be done for both water and HOA accounts

Enroll in AutoPay - The Tanglewood Lake Association

[Back to Payment Plans & AutoPay](#)

Payment Type

Payment Type

Account Number

CID

Payment Profile

Payment Profile

Enroll in AutoPay

i To enroll in NCR AutoPay, you will need to provide your account information, select a Payment Profile, and agree to the NCR Payment Terms of Service. You may stop AutoPay payments at any time; however, payment may still be due.

I agree to [Payment Terms of Service](#) and authorize this payment.

[➔ Enroll in AutoPay](#)

Select the payment method (Checking or Credit) that you want to use for this Autopay

Agree to terms and select **Enroll in AutoPay**

Setting up Auto Pay

Once you are enrolled, you will see the following screen verifying the enrollment

Additional Options

- [Cancel AutoPay Enrollment](#)

AutoPay - AutoPay Account Number: **999-0**

Account Number

999-0

CID

9999

Last Payment: No previous payments found

Next Payment: No future payments found

Payment Schedule: AutoPay

Total Amount Originally Scheduled: \$0.00

Total Amount Remaining: \$0.00

Last Modified: 4/11/2025

[Edit Plan Name](#)

Payment Method

John Smith

Checking ** 1234 (Primary)

Billing Address

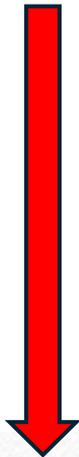
JohnSmithXX@gmail.com

[Add Backup Payment Method](#) | [Change Payment Methc](#)

Auto Pay

Now you can see that the payment is set up by going to Manage AutoPay. The example below shows a \$118.08 payment that will be paid on 5/11/2025

Note: The bottom screen may not be updated until the next day



Payment Plans & AutoPay Association

My Accounts

Account List Menu

Total Balance for All Accounts: **\$118.08** Pay All Now

Account **xxx** Water Menu

John Smith
9999 Tanglewood Tr

Amount Due: **\$118.08**
Due Date: **5/11/2025**

Services: Capital Improvement Charge, EPA Charge, Water

- Change Bill Type
- Manage AutoPay**
- Remove Account
- Account History

Type	Payment Method	Status	Previous Payment	Next Payment	Payment Type	Payment Identifier	Last Modified	Action
AutoPay	Checking ***** 1234	Active	None	\$118.08 - 5/11/2025	Water Payments	999-0	4/11/2025	Edit Cancel
AutoPay	Checking ***** 1234	Active	None	None	HOA Dues	999-0	4/11/2025	Edit Cancel

Auto Pay

You can also see your AutoPay status by selecting the View details on the home screen

The screenshot displays a user interface for managing utility accounts. At the top, there is a 'Menu' icon and a 'Pay All Now' button. Below this, two account cards are shown for 'John Smith' at '9999 Tanglewood Tr, Chagrin Falls, OH 44023'. The first card is for a 'Water' account, and the second is for an 'HOA' account. Both cards show 'Amount Due: \$0.00' and 'Due Date: N/A'. Each card has a 'View Details' button and a 'Pay Now' button. To the right of the account cards is a section titled 'Add an Account' with input fields for 'Account Number' and 'CID', and a green '+ Add Account' button. Two large red arrows originate from the 'View Details' buttons on the account cards and point towards the 'Add an Account' form.

Once you select “View Details” you will see the screen on the next slide

Auto Pay

Now you can see that the payment is set up for AutoPay. The example below shows a \$118.08 payment that will be paid on 5/11/2025

Current Balance

\$118.08

Due Date

05/11/2025

\$ Make a Payment

[Manage AutoPay Settings](#)

Account Number

xxx

John Smith

9999 Tanglewood Trl

Service Dates

12/31/2024 - 04/01/2025

Services

Capital Improvement Charge,
EPA Charge, Water

Enrolled in paperless billing. Thanks for saving a tree. [Change](#)

Enrolled in AutoPay!