

# Step by Step Guide to Hertfordshire County Council's – New On-line Invoice Payment System

## 1. How to log in to the Payment System or Register for an account

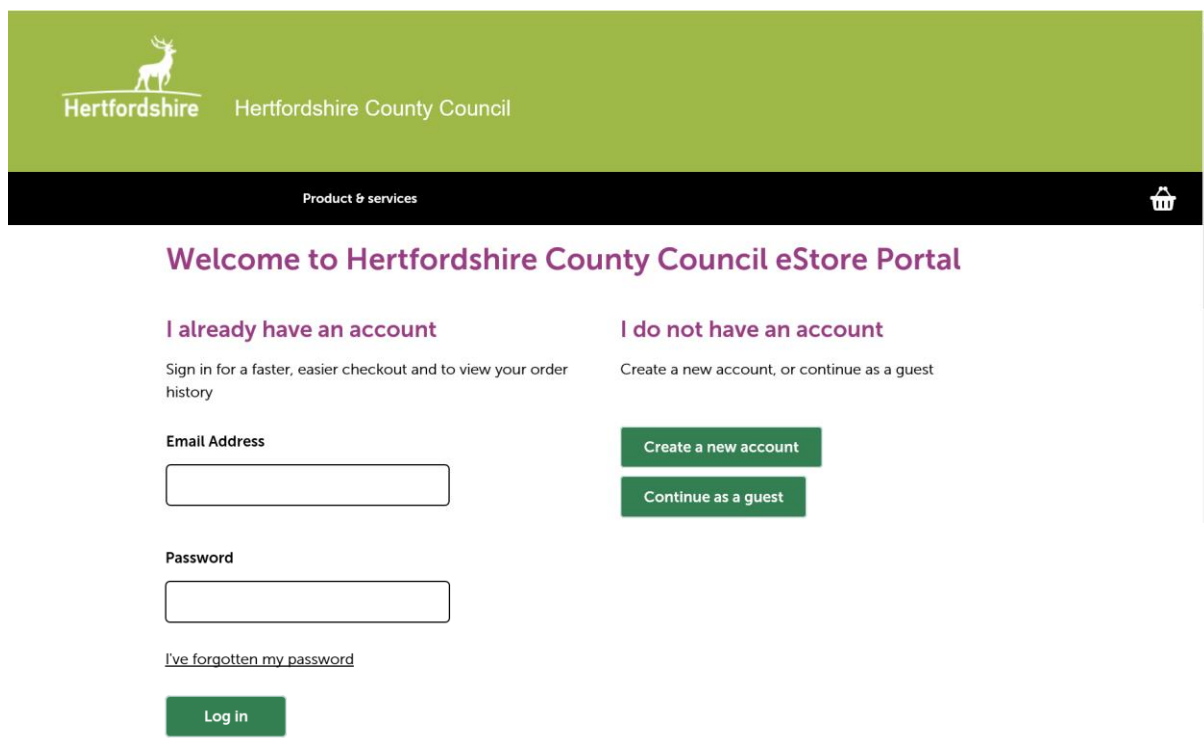
To log in/register for an account for Hertfordshire County Council's new On-line Invoice Payment system, please visit the following URL:

[www.civicaepay.co.uk/HertfordshireEstore/estore/default/Account/Login](http://www.civicaepay.co.uk/HertfordshireEstore/estore/default/Account/Login)

Or paste the above URL into your browser.

You will be taken to the welcome page, where you can either:

Create an account if you do not have one or, log in if you have already created an account.



The screenshot shows the Hertfordshire County Council eStore Portal. At the top is a green header with the Hertfordshire logo and the text 'Hertfordshire County Council'. Below this is a black navigation bar with 'Product & services' and a shopping cart icon. The main content area is white and titled 'Welcome to Hertfordshire County Council eStore Portal'. It is divided into two columns. The left column is for users who 'I already have an account' and includes a sign-in prompt, fields for 'Email Address' and 'Password', a 'Log in' button, and a link for 'I've forgotten my password'. The right column is for users who 'I do not have an account' and includes a prompt to 'Create a new account, or continue as a guest' with two buttons: 'Create a new account' and 'Continue as a guest'.

## 2. How to Create a new account

Click on the: 'Create a new account' button.

**Create a new account**

You will need to complete the following information to register for an account:

## Account registration

### Enter your information to register for an account

\* indicates a required field

Title \*

First name \*

Last name \*

Date of birth\*

Day	Month	Year
<input type="text" value="01"/>	<input type="text" value="01"/>	<input type="text" value="2007"/>

### Address lookup



Provide a new address

Enter in your post code to search for your address

EG. SW1 1AA

Find Address

[Enter your address manually](#)

Name \*

Building name

Example: City Towers or Spring Cottage

Building number \*

Postcode \*

Sub dwelling

Example: Flat 3 or Unit 20 if relevant

Street \*

Area

It is an area or locality associated with the Town

Town \*

County

Country

## Account details

Account user name/email address

The email address is also the user name to log into the account

Email address \*

Confirm email \*

Choose a password using a combination of letters and numbers \*

Re-enter password \*

Primary phone \*

Mobile phone

Work phone

Choose a secret question \*

This will be used to help reset your password

Name of your first pet



Mothers Maiden Name



Make of your first car



Enter your secret answer \*

A random question will be asked to prevent spam submissions.

### Registration Check

These questions are for testing whether you are a human visitor and to prevent spam submissions.

The white sweatshirt is what colour?\*

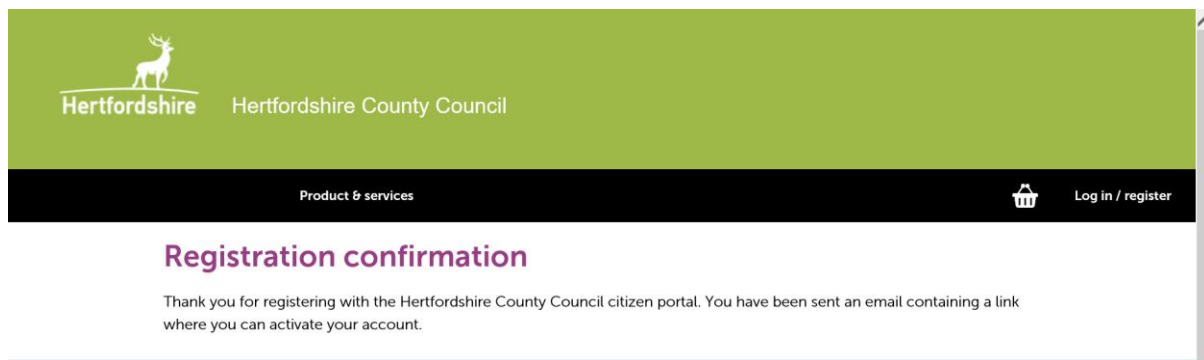
☒ blue ☐ white ☐ red ☐ yellow

Create an account

When you have completed the information and answered the question click on the: 'Create an account' button.

Create an account

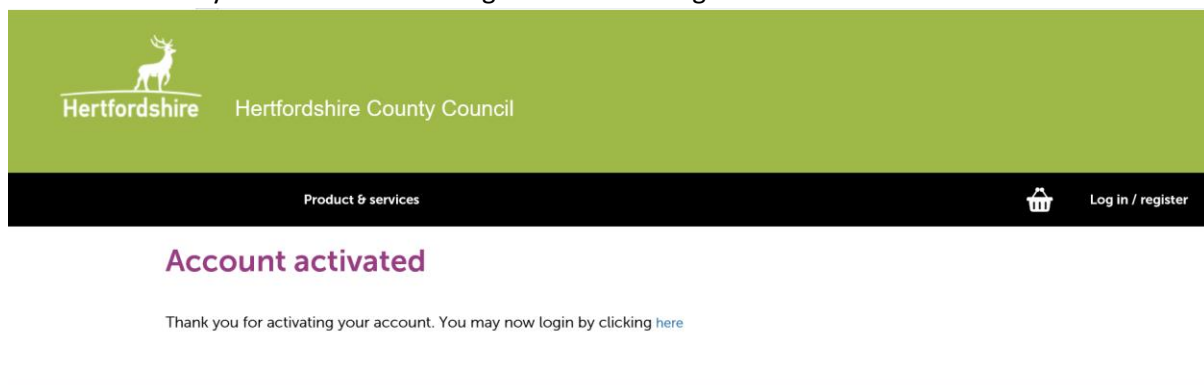
On successful registration you will see the following message:



### 3. Activation of your account

An e-mail will be sent to you with a link, which you will need to 'Activate' your account.

Once 'Activated' you will see this message and a link to login.



Once Logged onto your account you will see the following screen:

## Your homepage

Hello A Rabbit

Welcome to Hertfordshire County Council eStore Portal

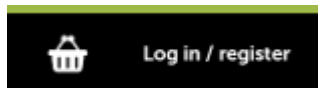
### Your favourite items

### Hertfordshire County Council eStore portal Messages


From this screen you will be able to access 'Products & Services' to make payments and 'Payment History' to see past payments.


## 4. How to make an On-line Invoice Payment

Click on the: 'Log in/register' button.



You will be taken to the welcome page, where you can log in if you have already created an account, using your email and password.

 Hertfordshire Hertfordshire County Council

Product & services 

## Welcome to Hertfordshire County Council eStore Portal

### I already have an account

Sign in for a faster, easier checkout and to view your order history

Email Address

Password

[I've forgotten my password](#)

**Log in**

### I do not have an account

Create a new account, or continue as a guest

**Create a new account**

**Continue as a guest**

When you have logged in click on the: 'Product & Services' button:



## Your homepage

Hello A Rabbit

Welcome to Hertfordshire County Council eStore Portal

### Your favourite items

### Hertfordshire County Council eStore portal Messages

You will be taken to the 'Invoices' page, 'All shops' section:



## Invoices

### All Shops

To make a payment, enter your invoice number and then select validate. You'll then need to enter the amount payable. Once all payments have ...

Add Item Details

Click on the: 'Add Item Details' button.

You will need to have the following to hand:

- Invoice Number or Numbers
- Amount of Invoice or Invoices

Enter your Invoice number in the 'Reference' box and click on the: 'Validate' button'.

[Return to all products and services](#)

## Products & Services - Invoices



### Invoices

#### All Shops

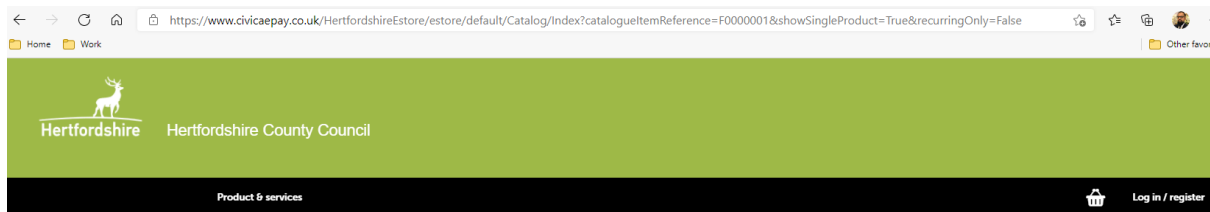
To make a payment, enter your **invoice number** and then select validate. You'll then need to enter the **amount payable**. Once all payments have been added to your shopping basket, you can checkout and pay.

An asterisk (\*) denotes a mandatory field

Reference\*

Validate

A new box will appear, where you will need to enter the amount.



An asterisk (\*) denotes a mandatory field

Reference\*

1803260204

☒ Enter a different amount to pay

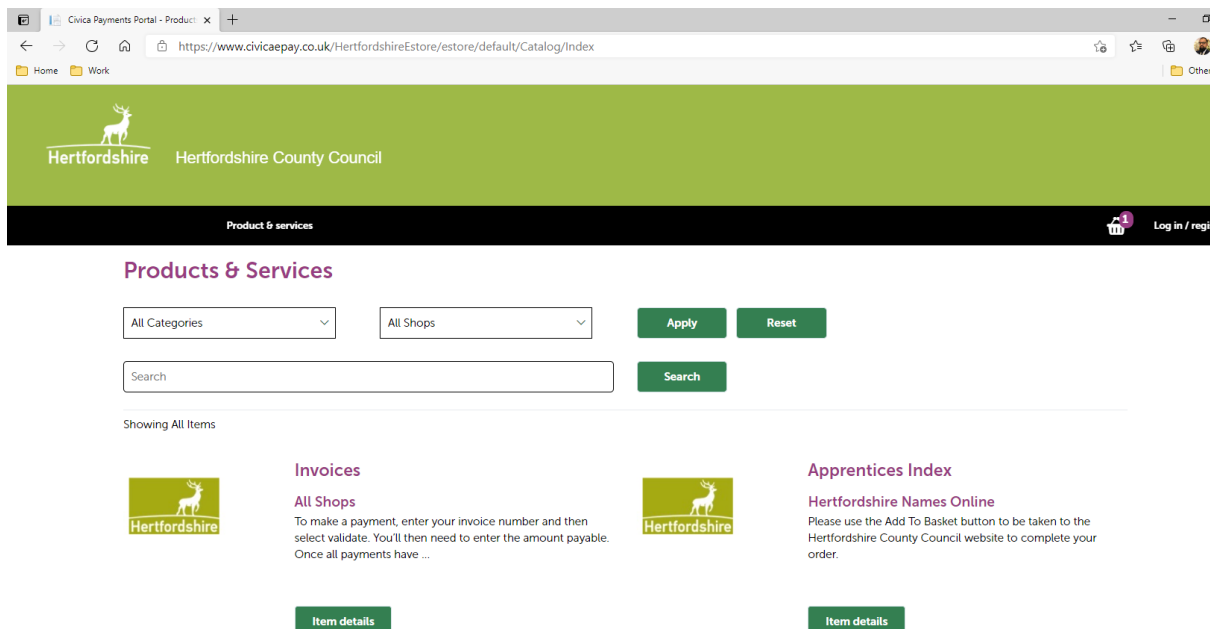
Amount \*

1.00

Add To Basket

When you have entered the amount click on the 'Add to Basket' button.

You will be taken back to the home page, where you can start the process again if required.




When you have added all of your invoices, you can click on the 'Shopping Basket', in the top right-hand corner and it will take you to the 'Shopping Basket' page.

## Shopping Basket

The 'Shopping Basket', will list the details of the payments you have added.

- You can pay more invoices by clicking on the 'Back to Catalogue' button.
- You have the option of removing items from the basket, by clicking on the: 'Remove item' button, against the individual item.
- If you have no more items to pay, click on the: 'Checkout now' button, to be taken to Payment Options.


[Home](#) [Product & services](#) [Payment History](#) [My account](#)  Qty: 1  
Amount: £1.00

Home >

Login

### Shopping Basket

Your Items

 Item added to basket

If you wish to pay now, confirm the contents of your basket and click the checkout now button.

Description	Quantity	Item price	Amount to pay	
Invoices-H022000116 No Address	1	£1.00	£1.00	<a href="#">Remove item</a>

Items in basket: 1


Shopping basket amount to pay: £1.00

[Back to Catalogue](#) [Checkout now](#)

## Payment Options

This screen will show you the total of the payment you are about to make.

You will be asked to choose your payment method and click on 'Next', be taken to a secure webpage to complete the payment transaction.

[Home](#) [Product & services](#) [Payment History](#) [My account](#)  Qty: 1  
Amount: £1.00

Home > Basket >

Login

### Payment options

Select your payment option

You are about to make a payment of: £1.00

Please choose one of the payment options from the list below then click the next button.

☐ New credit card

☐ New debit card

[Back](#) [Next](#)


Your items

Description	Quantity	Item price	Amount to pay
Invoices-H022000116	1	£1.00	£1.00


## 5. Reviewing Payment History

You will be able to see your payment history only after you have registered for the new system and only if you have logged in to make payments. If you log in as a guest your payments will not be shown.

To view previous payment details, click on the: 'Payment History' button.

Hertfordshire County Council

Home 72 / 1270Product & servicesPayment History



### Your homepage

Hello A Rabbit

Welcome to Hertfordshire County Council eStore Portal

### Your favourite items

### Hertfordshire County Council eStore portal Messages

Receipt information is available for payments made using the registered users account. To view the receipt click on the receipt number.

Date	Receipt	Type	Method	Item	Mandate ID	Amount
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Payment total £0.00

Show20

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