Client Zone Overview

The Client Zone is your way to digitally manage your Scream Internet Services account. With our system, you can see your monthly bill, send payment online, setup recurring payments, and much more. Here we will give you a brief overview of all the features that can be found in the Client Zone.

Welcome to Scream Internet Services!

Dear John Doe, your Client Zone account has just been created. Your username is **Test** and you can create your password here.
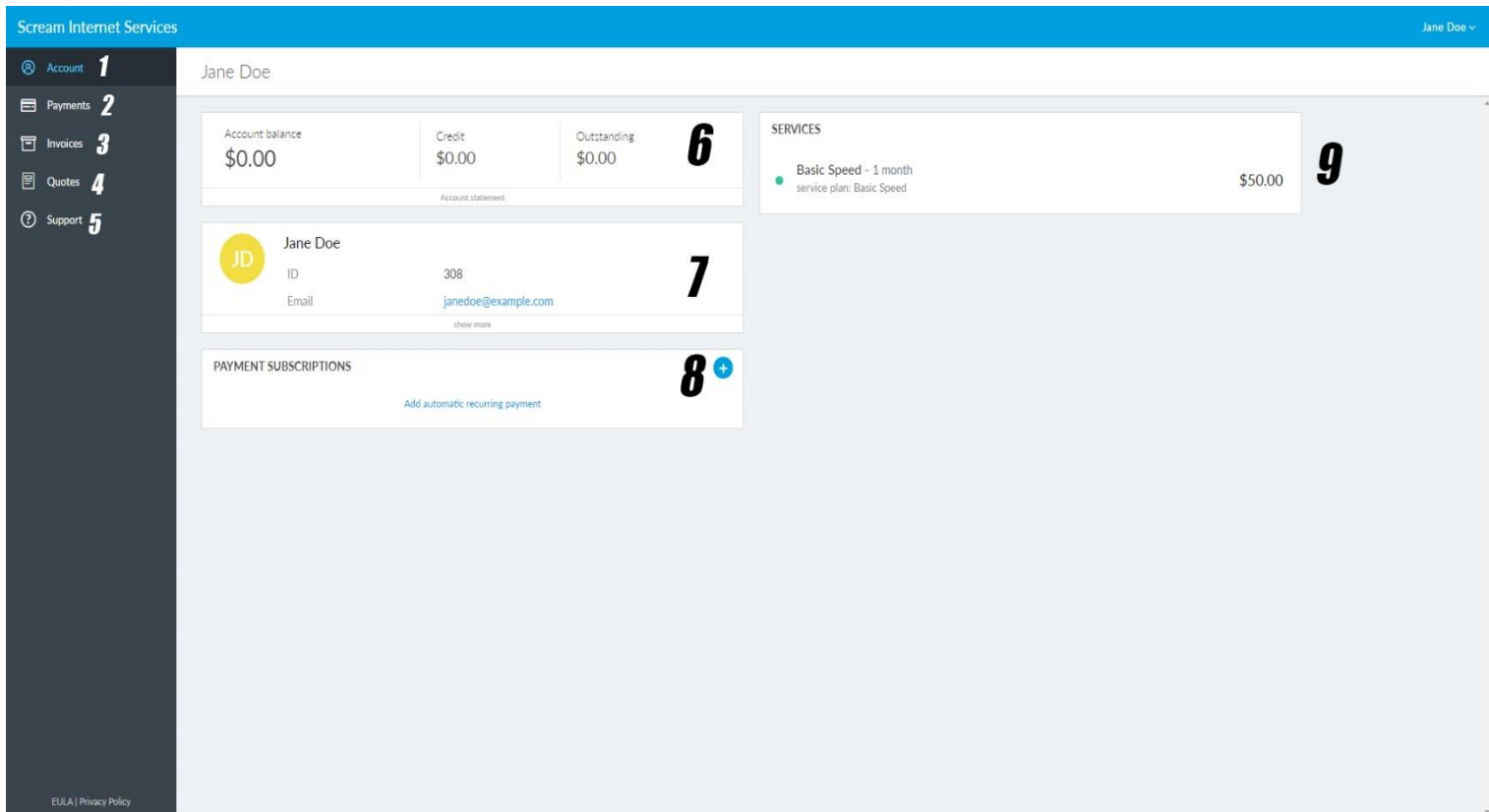
What can you do in the Client Zone?
Check your balance, invoices, receipts, and even contact customer support anytime you need to.

CREATE YOUR PASSWORD

Scream Internet Services • 17817 St. Rose Rd., St. Rose, IL • info@screamisp.com • 618-526-8550

First you will receive the email above that lets you setup a password to login to the Client Zone. Your default username will be the email at which you receive this message. Click the Create Your Password button to get started.

1. Account – Shows an overview of your account
2. Payments – Shows all of your past payments starting Feb. 1st, 2020
3. Invoices – shows your current and past invoices
4. Quotes – shows quotes for services
5. Support – allows you to send support tickets to our technicians
6. Shows your current balance owed, the amount of credit on your account, and any outstanding balance
7. Shows the name on the account, email, and other info (more below)
8. Allows you to setup an automatic payment through credit/debit card
9. Shows you your current speed package.

Jane Doe

ID	308
Email	janedoe@example.com
Username	test
Address	IL United States
Registration date	Jan 6th, 2020
Client type	Residential
Organization	Scream Internet Services
Bank account	+ Add a bank account

To add a bank account for automatic withdrawal through ACH, click "show more" underneath your account name and email. Click the "+ Add a bank account" to bring up a dialog box and enter your routing number followed by your account number.

Verification procedure: After the bank account is connected, two micro-deposits will be made to verify this account. The transfers can take 3-4 business days to appear on the account. The statement description for these deposits will be **AMNTS:** and then the values of the two micro-deposits that were sent. **After they appear on the account, the amounts must be filled in the verification form to confirm the bank account. You will see the below image on your Client Zone page, after the amounts post you will hit Connect.**

STRIPE AUTOMATED CLEARING HOUSE (ACH)

BANK ACCOUNT	STRIPE ID	VERIFICATION STATUS
*****3004:**6667	————	Connect

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NEW PAYMENT SUBSCRIPTION   ✕

You will be charged $50.00 every 1 month starting on | Feb 1st, 2020 📅 | .

Current account balance is $50.00 and next invoice will be created on Feb 23rd, 2020 . It's recommended to set this date as the subscription start date.

> You are creating linked subscription. The amount will be changed automatically, when the service price changes.

● Basic Speed $50.00 / 1 month
                                                 on 23rd

○ Custom

                                        CANCEL   **SAVE**

To add a credit/debit card automatic subscription, click "add automatic recurring payment", and you will see the image above. Change the starting date to the due date of your bill, the 1st of the month, and click save. You will be redirected to a page confirming your subscription. Click Pay with card.

New payment subscription   ScrEAm
                                                  Internet Services

Client: Jane Doe   [Pay with card]
Amount to pay: $50.00 / 1 month
Start date   Jan 8th, 2020

« GO TO CLIENT ZONE

You will see the page above where you will enter your account email along with your credit/debit card information. Click subscribe to start your subscription

To make a one-time payment: You will see the image above at the top of the Client Zone page whenever you have an invoice due. Click the Pay Online button to pay just this invoice without setting up a subscription.