

Rise Broadband Payment Portal

Welcome to the Rise Broadband payment portal! Here you can make payments through multiple options, set up auto-payments or opt for paperless billing.

Please refer to the following quick tips below to get the most out of the customer payment portal.

Accessing Your Account

Go to My Account (<http://risebroadband.com/my-account/>)

Go to the **Pay My Bill** section and click **Access My Account**.

My Account

Pay My Bill



Online portal allows you to make payments through multiple options, set up auto-payments or opt for paperless billing.

ACCESS MY ACCOUNT

First-time Users:

- Enter your account number (located on your billing statement) in the **Account Number** field in the Registration section.
- Click **Continue**.

Registration

Account Number ?

Continue

[Why Register?](#)

- Enter your **Service Zip Code** (address where you have service) and your **Phone Number** into the appropriate fields.
- Click **Continue**.

Registration

Account Number

8137100010111976

Service Zip Code ?

Phone Number ?


Continue


First-time Users: Accessing Your Account Continued...


- Complete all required fields shown here.
- Click **Continue**.



Registration


Registration

Username 








Password  **Confirm Password**

Email  **Confirm Email**

Security Question  **Security Answer** 

Paperless Statement 
Up to a \$3.00 billing fee applies when you choose to receive paper statements.

Activity Notifications

- Online Activity** 
- Marketing** 
- AutoPay Activity** 
- Payment Due** 
- Credit Card Expiring Soon** 
- Account Delinquent** 
- Account Disconnected** 

- Review the Terms and Conditions and click the **Accept** checkbox.
- Click **Accept Terms**.

Terms And Conditions

Terms and Conditions Terms of Use

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Accept **Print**

Accept Terms **Cancel** **Decline And Unregister**

If you see this message, you now have access to the Payment Portal!



DASHBOARD **VIEW BILL** **PAY BILL** **PROFILE**

Your statement billing information is updating. Activity from the past 30 days will be reflected on your new statement which will appear online within 24 to 48 hours.

Current Users: Accessing Your Account

Current Users:

- Enter your **Username** and **Password** into the appropriate fields.
- Click **Login**.

Login

Username

Password

Login

[Forgot Username](#)

[Forgot Password](#)

You now have access to the Payment Portal!
Continue to the next page for quick usage tips.

Using the Payment Portal

DASHBOARD TAB

DASHBOARD

VIEW BILL

PAY BILL

PROFILE

The **Dashboard** tab provides general information regarding your account.

The screenshot shows the Rise Broadband dashboard. At the top left is the Rise Broadband logo. A blue box with an arrow points to the logo, containing the text: "Click here to return to the Rise Broadband website." The navigation menu includes DASHBOARD (highlighted), VIEW BILL, PAY BILL, and PROFILE. Below the navigation is a status bar: "Your statement billing information is updating. Account information is being updated. Your new statement which will appear online within 24 to 48 hours." The account number is 8137100010111976. The main content is divided into two columns: "Account Profile" and "Billing and Statements".

Account Profile

Billing Address
400 INVERNESS PKWY STE 330
ENGLEWOOD CO 801125824

Service Address
1200 GAMBREL RD # 200
ARLINGTON TX 760144417

Billing Preferences
Your AutoPay payment will be made on 08/09/15 [Edit](#) [Cancel](#)
You are currently signed up for Paperless Statement [Edit](#)
Up to a \$3.00 billing fee applies when you choose to receive paper statements.

Billing and Statements

Billing Summary

Statement Balance as of 07/25/15	-\$1.00
Statement Details	
Pending Payments	-\$1.00
*Today's Balance	\$2.00

*Does not include services or adjustments added today.

Important Statement Message
CREDIT CARD PAYMENT WILL BE MADE ON 08/09/15

DASHBOARD: ACCOUNT PROFILE

Account Profile

Billing Address

EXAMPLE

Service Address

EXAMPLE

Billing Preferences

Your AutoPay payment will be made on 08/09/15

You are currently signed up for Paperless Statement

Up to a \$3.00 billing fee applies when you choose to receive paper statements.

[Edit](#) [Cancel](#)
[Edit](#)

Click **Edit** AutoPay to:
Enroll
Modify

Click **Cancel** to cancel AutoPay.

Click here to set up Paperless Statements and SAVE UP TO \$3 on your bill!

DASHBOARD TAB

DASHBOARD

VIEW BILL

PAY BILL

PROFILE

DASHBOARD: BILLING AND STATEMENTS

Account Number 8137100010111976

If you have multiple accounts, you can view others by selecting the appropriate account number from a dropdown menu here.

Billing and Statements

Billing Summary

Statement Balance as of 07/25/15 ? -\$1.00

[Statement Details](#)

Pending Payments ? -\$1.00

*Today's Balance -\$2.00

*Does not include services or adjustments added today.

Important Statement Message

CREDIT CARD PAYMENT WILL BE MADE ON 08/09/15

Access View Bill tab here for account summary.

Review pending payments.

Review current balance.

NOTE: Click on question mark (?) icons for more tips.

VIEW BILL TAB

DASHBOARD

VIEW BILL

PAY BILL

PROFILE

The **View Bill** tab provides more detail regarding your billing statement.

Your Information

Account Number 8137100010111976

Billing Date Jul 25, 2015

[View PDF](#)

EXAMPLE

Account Summary

Monthly/Partial service for	\$0.00
Adjustments	\$22.90
Total due by Autopay	-\$1.00
Total due by Autopay	08/09/15
Today's Balance Details	-\$2.00

Account Summary Section shows what you have recently paid.

Click here to select a previous billing statement from the drop down menu.

For Your Information

CREDIT CARD PAYMENT WILL BE MADE ON 08/09/15

Refer your family & friends and get a \$100 credit for each person referred. Receiving paper statements will result in a Monthly fee of \$1.50. PLEASE NOTE: Payments that are not received by the due date are subject to late payment fees.

Statement Charges

Current Statement Charges	-\$1.00
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Statement Charges shows current statement amount.

Recent Activity provides details on recent adjustments and payment activity.
NOTE: This section may not appear when you first register.

Recent Activity

The following charges and credits reflect all activity since your most recent statement.

Payments and Adjustments

Transaction Date	Post Date	Description	Amount
------------------	-----------	-------------	--------

PAY BILL TAB

DASHBOARD

VIEW BILL

PAY BILL

PROFILE

The **Pay Bill** tab allows you to pay your bills online.

Online One-time Payment Activity

No records to display

AutoPay Setting

Your AutoPay payment will be made on 08/09/15

Edit

Cancel

One-time Payment

Payment Amount

- Today's Balance -\$2.00
- Statement Balance as of 07/25/15 -\$1.00
- Pay Other Amount \$

Payment Date

08/25/2015

Future dated payments do not post until 9:30 PM on the scheduled date. If you make a future dated payment after your payment is due, delinquency actions may still apply.

Select Payment Method

- Bank Account
- Credit Card/Debit Card

Payment Information

Account Type	Routing Number
Checking	<input type="text"/>
Bank Number	Confirm Bank Number
<input type="text"/>	<input type="text"/>

PAY BILL: ONLINE ONE-TIME PAYMENT ACTIVITY

Online One-time Payment Activity section will show any payments already made on the payment portal.

NOTE: This does not include payments that have been made over the phone or mailed-in payments.

Online One-time Payment Activity

No records to display

PAY BILL: AUTOPAY SETTING

AutoPay Setting

Your AutoPay payment will be made on 08/09/15

Edit your AutoPay settings here.

Edit

Cancel

PAY BILL TAB

DASHBOARD

VIEW BILL

PAY BILL

PROFILE

PAY BILL: ONE-TIME PAYMENT

One-time Payment

Payment Amount

- Today's Balance -\$2.00 ?
- Statement Balance as of 07/25/15 -\$1.00 ?
- Pay Other Amount \$

Payment Date

Future dated payments do not post until 9:30 PM on the scheduled date. If you make a future dated payment after your payment is due, delinquency actions may still apply.

Select Payment Method

- Bank Account
- Credit Card/Debit Card

Payment Information

Account Type	Routing Number ?
<input type="text" value="Checking"/>	<input type="text"/>
Bank Number	Confirm Bank Number
<input type="text"/>	<input type="text"/>

Terms and Conditions

* You must accept the Terms and Conditions to make a one-time payment.

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Accept

Please Note: Online payments may take 3-5 business days to process. Please contact us for assistance if your payment is due before then.

NOTE: Once submitted, the one-time payment will display under the Dashboard section (Billing and Statements) as pending.

To set up a one-time future payment, **enter the amount** you would like to pay here, and **select a date** up to 30 days out.

Next, provide your **payment information** and **accept** the Terms and Conditions.

PROFILE TAB

DASHBOARD

VIEW BILL

PAY BILL

PROFILE

The **Profile** tab allows you to update your login and contact information.

Account - 8137100010111976 For Services at 1200 GAMBREL RD # 200	Profile
Account Email Address ? lgilmore@risebroadband.com Edit	Username Edit RiseBroadband1
Paperless Billing ? Edit Paperless Statement Enabled Up to a \$3.00 billing fee applies when you choose to receive paper statements.	Password Edit ****
Account Contact Information ? Edit ATTN DOUG VANCURA Home (844) 411-7473	Email Address ? Edit lgilmore@risebroadband.com
Billing Address ? Edit MR DOUG VANCURA 400 INVERNESS PKWY STE 330 ENGLEWOOD, CO 801125824	Security Question ? Edit What is your father's middle name?
Account Activity Notifications ? Edit My Statement is Ready <input type="checkbox"/>	Profile Activity Notifications ? Edit Online Activity <input type="checkbox"/> Marketing <input type="checkbox"/> AutoPay Activity <input type="checkbox"/> Payment Due <input type="checkbox"/> Credit Card Expiring Soon <input type="checkbox"/> Account Delinquent <input type="checkbox"/> Account Disconnected <input type="checkbox"/>
	<input type="button" value="Unregister"/>

PROFILE: ACCOUNT

Account - 8137100010111976

For Services at 1200 GAMBREL RD # 200

Account Email Address [?](#)
name@risebroadband.com

[Edit](#)

Click here to update the email address that electronic notifications are sent to.

Paperless Billing [?](#)
Paperless Statement Enabled
Up to a \$3.00 billing fee applies when you choose to receive paper statements.

[Edit](#)

Click here to change to paperless or paper billing.

Account Contact Information

EXAMPLE

Click here to change contact numbers Or billing address.

[Edit](#)

Billing Address

EXAMPLE

[Edit](#)

Account Activity Notifications

My Statement is Ready [?](#)

[Edit](#)



PROFILE TAB

DASHBOARD

VIEW BILL

PAY BILL

PROFILE

PROFILE: PROFILE

Profile

Username

RiseBroadband1

Edit

Password

Edit

Email Address ?

name@risebroadband.com

Edit

Security Question

What is your father's middle name?

Edit

Profile Activity Notifications

Online Activity ?

Marketing ?

AutoPay Activity ?

Payment Due ?

Credit Card Expiring Soon ?

Account Delinquent ?

Account Disconnected ?

Edit



Click here to edit profile activity notifications.

Unregister

NOTE: Click on question mark (?) icons for more tips.

Thank you for using the Payment Portal!