



ITS On-Line Account Quick Set-Up Guide



ITS Fiber Customers now have the convenience of 24/7 customer self-care through our website: www.itsfiber.com. Having an Online Account allows you to get immediate access to your account information and so much more!

With your free ITS Fiber Online Account you can do the following:

- Pay your bill – make a one-time payment or you can automatically pay each month
- View your bill and other account information
- See your account history
- Make changes to your account like address information, payment type (paper bill to e-bill) and online account password
- Send an e-mail if you are having a problem with one of your services or have questions.

How To Set Up Your ITS Fiber Online Account:

To set up a new online account, you will need a copy of your most recent ITS Fiber bill for your account number and invoice number

1. Go to our website: www.itsfiber.com.
2. Go to **My Account** on the home page in the top right corner; a **Login** window will appear.
3. Click on **Register** button in login box.
4. Create a **Login** and **Password** for your account.
5. Enter your account information from your ITS Fiber bill.
6. You now have an ITS Online Account. Follow the prompts to complete your set up.

Write down your E-mail Login User Name and Password for your future reference.

User Name: _____ **Password:** _____

Please note: To change your User Name after account has been set up, please contact Customer Service 772-597-2111. You can change your Password online.

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How To Log Onto Your ITS Fiber Online Account:

1. Go to our website: **www.itsfiber.com**
2. Go to **Account Login** on the home page in the top right corner. Select My Account (Resident or Business) from drop down menu.
3. Type in your **Login** and **Password**.
4. Click **Login** button.
5. In a few seconds, your account information should appear.

How To Reset Your Password:

1. Go to our website: **www.itsfiber.com**
2. Click on **My Account** on the home page in the top right corner.
3. Click on **Reset Password** button.
4. Type in email address and your account ID from your ITS Fiber bill.
5. Follow prompts to complete your password reset.

How To Pay Your Bill Online (E-Pay):

TO MAKE A ONE-TIME ELECTRONIC PAYMENT:

1. Go to our website: **www.itsfiber.com** and log onto your account (see above for details).
2. On the main **Account Page** go to **Quick Links** and click on **Make a Payment**.
3. Select **Payment Method** (credit card, debit card, etc.) and fill in payment amount and click on **Continue** button.
4. Fill in your debit or credit information in the **Account Details**.
5. Click on the **Pay** button. This may take a minute or so to process.

TO SET UP A MONTHLY AUTOMATIC PAYMENT USING A CREDIT OR DEBIT CARD:

1. Go to our website: **www.itsfiber.com** and log onto your account (see above for details).
2. On the main **Account Page** go to the section called: **Invoice Payment and Delivery Settings** on left side of page.
3. Click on **Enroll** button or **View/edit autopay options link**.
4. **Check Box** that states: "Yes, I want to pay my bill automatically."
5. Select **Payment Method, Credit Card Details** and fill in other billing information.
6. Click on **Save**. This may take a minute or so to process. *Your payments will now be automatically paid through a credit/debit or checking account.*

**If you have any additional questions not addressed on this guide,
call us at 772.597.2111, or visit: www.itsfiber.com**