

How to Change Pre-authorized Payment Method Using a Computer

1. [Log in to My Account e-care](#) with your username and password
2. Select **Payment Accounts** (If you do not want to save the current pre-authorized information for future use, select **Delete Account**)

The screenshot shows the 'Payment Accounts' page in the Eastlink e-care system. The top navigation bar includes 'Dashboard', 'View Bill', 'Pay Bill', 'Payment Accounts' (highlighted with a red box and a red arrow), 'My Services', and 'Profile'. The page is divided into two main sections: 'Current Payment Accounts' and 'Payment Account Information'.

Current Payment Accounts: This section indicates that 3 payment accounts can be created for future use. It shows a 'Selected Payment Account' section with a radio button for 'Payment Profile 1' (checked) and a 'Default Account' section with a radio button for 'Default Account' (checked). An 'Add Payment Account' button is visible.

Payment Account Information: This section contains the following fields and options:

- Account Nickname:** Payment Profile 1
- Set as my default payment account
- Select Payment Method:** Bank Account (selected)
- Payment Information:**
 - Account Type:** Cheque (dropdown menu)
 - Transit Number:** ***** (with a help icon)
 - Institution Number:** *** (with a help icon)
 - Account Number:** *****
 - Confirm Account Number:** (input field)
- Billing Information:**
 - First Name:** [Redacted]
 - Last Name:** [Redacted]
 - Address:** [Redacted]
 - Address 2 (Optional):** [Redacted]
 - Municipality:** TRURO
 - Province:** Nova Scotia (dropdown menu)
 - Postal Code:** B6L3R1

At the bottom right, there are two buttons: 'Update Account' and 'Delete Account' (highlighted with a red box and a red arrow).

3. Create a new Payment Account by selecting **Add Payment Account** and enter applicable card/account information. (If a payment profile is already set up for the applicable payment method, you do not need to create a new payment account)

Current Payment Accounts

3 Payment accounts can be created for future use.

Selected Payment Account

Payment Profile 1

Credit Card

Default Account



Add Payment Account

Payment Account Information

Account Nickname

Set as my default payment account

Select Payment Method

Credit Card

Bank Account

Payment Information

Card Type

Visa

Card Number

CVV Number ?

Expiration Month

January

Expiration Year

2020

Billing Information

First Name

[Redacted]

Last Name

[Redacted]

Address

[Redacted]

Address 2 (Optional)

Municipality

TRURO

Province

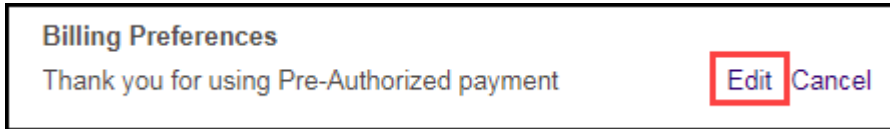
Nova Scotia

Postal Code

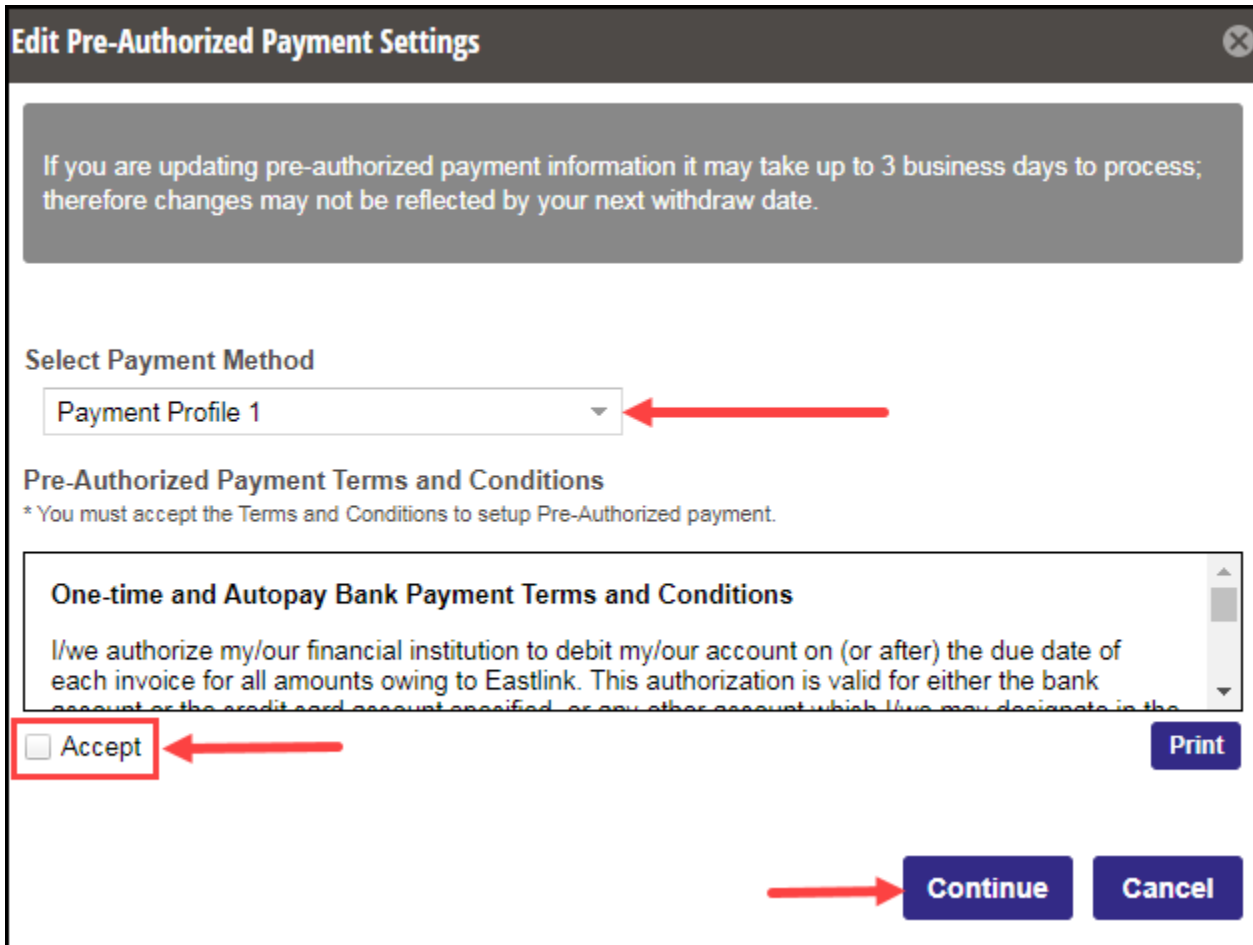


Add Account

4. Select **Dashboard**, under **Billing Preferences**, select **Edit**



5. Select the applicable **Payment Method** from the drop down
 - If changing to pre-authorized payments from a bank account select **Accept**
6. Select **Continue**



How to Change Pre-authorized Payment Method Using a Mobile Device

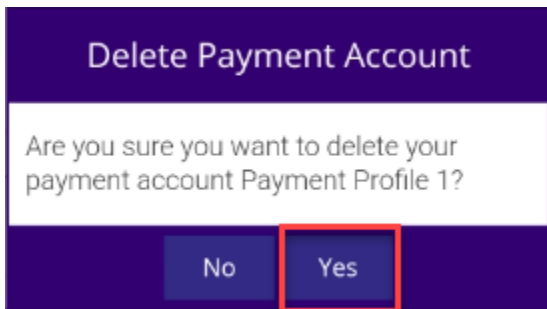
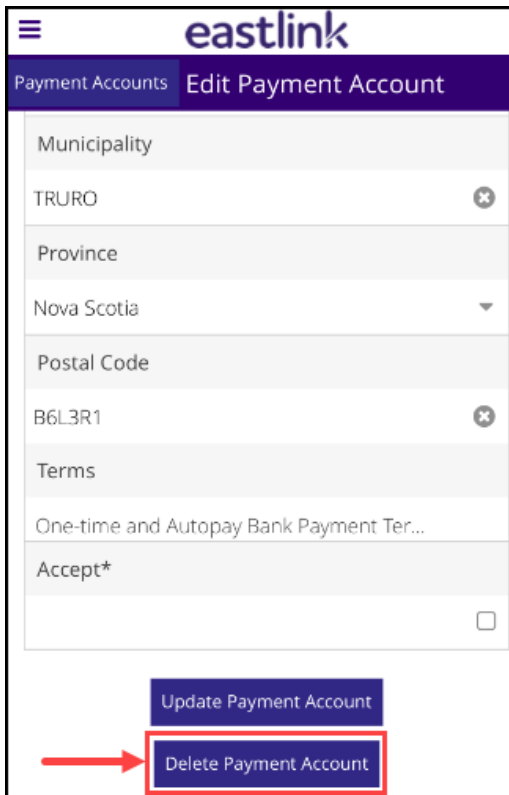
1. [Log in to My Account e-care](#) with your username and password
2. Select the 3 lines in top left corner to open the menu



3. Select **Payment Accounts**



4. If you do not want to save the current pre-authorized information for future use, select **Delete Payment Account**, then select **Yes**



5. Create a new Payment Account by selecting **Add Payment Account** and select applicable **Payment Method** (Credit Card or Bank Account). (If a Payment Profile is already set up for this payment method you do not need to create a new Payment Account.)



6. Enter requested information. (When selecting Bank Account you will need to place a check mark in the **Accept** box)
7. Select **Add Payment Account**.
8. Select **Pay Bill**, select applicable **Payment Account**. (When selecting Bank Account you will need to place a check mark in the **Accept** box). Select **Update AutoPay**.

