

How to Update Pre-authorized Payments Using a Computer

1. [Log in to My Account e-care](#) with your username and password
2. Select **Payment Accounts**
3. Update applicable payment fields. (If updating the credit card expiry date, the credit card information and the CVV # will also need to be re-entered.)
4. Place a check mark beside **Accept**
5. Select **Update Account**

The screenshot shows the 'Payment Accounts' page in the Eastlink customer portal. The page is divided into two main sections: 'Current Payment Accounts' and 'Payment Account Information'.

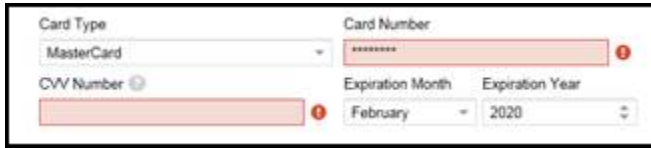
Current Payment Accounts: This section indicates that 3 payment accounts can be created for future use. It shows a 'Selected Payment Account' with a radio button selected for 'Payment Profile 1' and a 'Default Account' checkbox checked. An 'Add Payment Account' button is visible.

Payment Account Information: This section contains the following fields:

- Account Nickname:** Payment Profile 1
- Set as my default payment account:** Checked
- Select Payment Method:** Bank Account (selected)
- Payment Information:** A red box highlights this section, which includes:
 - Account Type:** Cheque
 - Transit Number:** *****
 - Institution Number:** ***
 - Account Number:** *****
 - Confirm Account Number:** *****
- Billing Information:** Fields for First Name, Last Name, Address, Address 2 (Optional), Municipality (TRURO), Province (Nova Scotia), and Postal Code (B6L3R1).
- Terms and Conditions:** A section titled 'One-time and Autopay Bank Payment Terms and Conditions' with a scrollable text area. Below it is an 'Accept' checkbox, which is also highlighted with a red box.

At the bottom of the page, there are two buttons: 'Update Account' and 'Delete Account'. A red arrow points to the 'Update Account' button.

6. **Important:** If you did not re-enter the credit card # and CVV # when updating an expiry date, the card information fields will appear in red. You will need to re-enter the information.



A screenshot of a credit card information form. The 'Card Type' is set to 'MasterCard'. The 'Card Number' field is red with a red exclamation mark icon. The 'CVV Number' field is also red with a red exclamation mark icon. The 'Expiration Month' is 'February' and the 'Expiration Year' is '2020'.

How to Update Pre-authorized Payments Using a Mobile Device

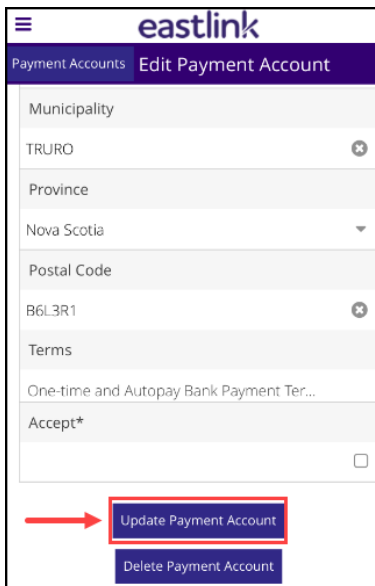
1. [Log in to My Account e-care](#) with your username and password
2. Select the 3 lines in top left corner to open the menu



3. Select **Payment Accounts**
4. Select the applicable Payment Account



5. Update applicable payment fields. (If updating the credit card expiry date, the credit card information and the CVV # will also need to be re-entered.)
6. Place check mark beside **Accept**
7. Select **Update Payment Account**



A screenshot of the 'Edit Payment Account' screen in the Eastlink mobile app. The screen shows fields for 'Municipality' (TRURO), 'Province' (Nova Scotia), and 'Postal Code' (B6L3R1). There is a 'Terms' section with a checkbox for 'Accept*'. At the bottom, there are two buttons: 'Update Payment Account' and 'Delete Payment Account'. A red arrow points to the 'Update Payment Account' button.

8. **Important:** If you do not re-enter the credit card # and CVV # when updating an expiry date, you will receive the message: **Card Number is invalid CVV Code is required.** The card information fields will also appear with a red box. You will need to re-enter the card information.

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|---|--|--|--|
| Payment Accounts Edit Payment Account | | Payment Accounts Edit Payment Account | |
| [Redacted] | | Set as my default payment account <input type="checkbox"/> | |
| Address 2 | | Card Type* | |
| Municipality | | Visa | |
| TRURO | | Card Number* | |
| Province | | ***** | |
| Nova Scotia | | Exp Month* | |
| Postal Code | | 09 | |
| B6L3R1 | | Exp Year* | |
| [Red Arrow] Card Number is invalid CVV Code is required. | | 2021 | |
| Update Payment Account | | CVV Code* | |
| Delete Payment Account | | [Red Box] | |