

Customer Portal FAQs

What minimum version of CostGuard is needed to use Customer Portal? CostGuard 24.1

What is going to happen to OnlineBill?

The product and brand of OnlineBill will both be retired. There is no date set for End-of-Life at this time. IDI's plan is to work with customers to migrate them to Customer Portal once they meet the prerequisites.

Can OnlineBill and Customer Portal be operated simultaneously?

Yes, both applications can be in production at the same time. This was done to allow for flexibility in transitioning to the new application.

What payment processors are supported? Paymentus. There are no current plans to add additional payment providers.

Will subscribers have to re-register their OnlineBill accounts or reset their passwords? No. Customer Portal uses the same user accounts as OnlineBill.

What browsers and devices does Customer Portal support.

Customer Portal supports all browsers. Best results are with Edge, Chrome, or Safari. Any device with a web browser is supported. Specific interface experiences are provided for handheld, tablet and desktop form factors.

Is a mobile app version available?- No, Customer Portal is only available through a browser.

Where are the Admin and User Management functions for Customer Portal?

All configuration and user administration for Customer Portal is available in Customer Care. Impersonation from Customer Care will launch the Customer Portal application.