

How to add the Consumer bill pay FAQ landing page link to your website.

The FAQ landing page provides answers to frequently asked questions regarding your bill pay service and is targeted at customers who visit your institution's website. By providing additional guidance and information, it is designed to reassure visitors and drive them to enroll in online bill pay. For the most traffic, the FAQ landing page link should be placed on your website where customers go to learn more about online bill pay.

You can customize this landing page to reflect your financial institution's branding using the "Customize Template" button in the Resource Center.

Important note: Please view this document in Web Layout or Print Layout to ensure that all FAQ landing page code appears.

If you are your institution's website administrator, skip ahead to "Instructions for adding the FAQ landing page link."

If you are not your institution's website administrator, read the next section ("Information for your web administrator").

Information for your web administrator

To set up the FAQ landing page link, your web administrator will need the following information:

1. This document with the instructions below.
2. Where to place the link on your website.
3. Your Institution ID (example: 123456). Do not use leading zeros (example: 001234).

To insert the FAQ page link on your institution's website, please be sure to give the code samples on the following pages and these instructions to your website administrator.

Add to <https://www.highpointcommunitybank.com/personal/electronic-banking-services/online-banking/> under Bill Pay via a link from FAQ about Bill Pay

Instructions for adding the FAQ landing page link

Step One: Determine where to place the FAQ landing page

The first step is to determine where the FAQ landing page link will be placed on your institution's website.

Step Two: Get your Institution ID

For the remaining steps, you will need your assigned Institution ID number, which is a numeric code such as 1234 or 12345. If you do not know your Institution ID number, please contact your bill pay administrator.

Step Three: Copy the code

Copy the code (on the next page in this instruction guide) that you want to link to and place it into the desired location on your page.

Step Four: Add your Institution ID

Replace the red **XXXXX** in the code with your Institution ID number. Do not use leading zeros (example: 001234). 42358

Step Five: Replace the example link text

Replace the red **Example Link** in the code with the text you want to appear on your web link.

FAQ about Bill Pay

FAQ landing page

Links to: Consumer bill pay FAQ landing page



Code Example:

```
<a href="http://pages.onlinebillpay-email.com/Consumer/FAQ?instID=XXXXX&custStatus=5&RC=FAQ" target="_blank">Example Link</a>
```