AutoPay Set Up

Download/Print AutoPay Form

1. Go to MyImOn.com, scroll to the blue menu at the bottom of the page and select "Customer Support" under Customer Portal
2. Select "Customer Forms" on the left-hand side menu. Scroll to the bottom and click on the "Auto Pay Form" file.
3. Fill out and return the form with a voided check. This can be mailed in or brought to our main office at 101 3rd Ave SW, Suite 400 Cedar Rapids, IA 52404, during business hours. You can also drop it off in the after hours drop box located outside the main enterance.

To set up AutoPay online, follow the instructions below:

Setting up Your Online Account

You can view and make payments online by registering your account through the ImOn Customer Portal. All you need to get started is your ImOn account number and existing security/account password created when you signed up for ImOn service. Follow the instructions below to set-up your account.

1. Go to the ImOn Customer Portal – www.MyImOn.com
2. Select the "Manage My Account" link located in the upper right-hand corner. A new login browser window will open.
3. Select "Click Here to register" under "New Users" if you have not registered an account already.
4. Complete the information fields and select "Register."
5. Once you have registered, go back to "Manage My Account" log in screen and log in using the Username and Password you have set up.

Setting up AutoPay Online

ImOn's easy AutoPay program allows your monthly payment to be automatically deducted from your checking or savings account by following these instructions:

1. Go to the ImOn Customer Portal - www.MyImOn.com
2. Register your ImOn account (see above) or log into your existing ImOn account
3. Once you've logged into your online account, select "Schedule Monthly Payment" located in the left hand side menu bar.
4. Fill out your checking or savings account information.
5. Click "Save Bank Account"

There is no fee to set up autopay and you are able to change this setting at any time. To do so, log into your ImOn account, select "Schedule Monthly Payment," and select "Change Payment Settings" or "Stop Automatic Payments."

AutoPay Frequently Asked Questions (FAQ's)

Why AutoPay?

AutoPay ensures that your bill is paid on time each month, worry-free. This is a free option that allows you to authorize payment of your ImOn bill directly from your checking or savings account.

Will I continue to receive a paper bill after enrolling in AutoPay?

Yes, if you choose to continue to receive paper bills you can do so for $1 a month. You may also switch to paperless billing and view your bills online for no extra charge.

Once I've set up AutoPay, when will my first transaction occur?

Be sure to have your AutoPay account set up and active 3 business days before your current bill due date. As long as the AutoPay account is set up prior to the due date, the amount will be automatically pulled.

When does the automatic withdrawal occur each month?

AutoPay will always pull the current amount due on the bill due date. Which is located on your ImOn invoice.

What amount is pulled each month from AutoPay?

AutoPay will pull the amount indicated in the *Total Amount Due* section on your ImOn invoice. If for any reason, you make a one time payment to your ImOn account while you have AutoPay set up, it will only the pull the left over amount that is due. It will not pull a set amount each month.

If there is a **past due** amount on your account, that amount will be due before the due date of the **total** amount. Be sure to pay the past due amount on its due date in red on your invoice.

Are there other payment options besides AutoPay?

You are able to pay with cash, credit/debit card, or with your checking or savings account. These payments can be brought into our main office, dropped off in the after hours drop box (check only, no cash) located outside the main entrance, mailed in, payed through your online account or over the phone. For more details about payment options please visit MyImOn.com/Payment.