

| Customer Resource – Paying an<br>Outstanding Payment |  | Screen Image   |
|--|--|--|
| 1  | Navigate to the Phoenix portal using<br>the link on your device or the URL -<br><u>https://phoenix.bayswater.wa.gov.au</u>   | City of Bayswater<br>phoenix.bayswater.wa.gov.au   |
| 2  | When prompted login to the portal  |  |
|  |  | Log In         Membership Number or Email Address *         Jula hendley@bayswater.wa.gov.au         Password *  |
| 3  | You should automatically be directed<br>to the Dashboard. If not, select your<br>name in the top right-hand corner and<br>select Dashboard from the dropdown<br>list.<br>Your dashboard should look like the<br>image provided.<br>Click on the down arrow next to<br>Outstanding Payments | Moru      Julia Hendley 2      Julia Hendley 2      Moru      Moru |



| 4 | The next screen will display the outstanding payment details and amounts.             | Dashboard  |   |
|---|---|--|---|
|   |   | Outstanding payments  Outstanding balance for Perpetual Swim School Lesson (Learn to Swim) of \$3.85  - \$20.00 on 14/09/2022 (Waves Perpetual Swim School Lesson (Monday to Sunday, Direct Debit))  Pay now (\$3.85 for Perpetual Swim School Lesson (Learn to Swim)) | 0 |
|   |   | 🛍 Courses  | 0 |
|   |   | Personal details   | 0 |
|   |   |  |   |
| 5 | Click Continue to Payment   | Your Cart<br>Item Quantity Cost  |   |
|   |   | Catch-up payment for Perpetual Swim School Lesson (Learn to Swim) 1 \$3.85   |   |
|   |   | Cancel Continue to Payment   |   |
| 6 | Click Pay up front with Credit card<br>*Make sure you have your card<br>details bandy | Complete your purchase   |   |
|   |   | Nem         Quantity         Cost           Catch-up payment for Perpetual Swim School Lesson (Learn to Swim)         1         \$3.85   |   |
|   |   | Cancel Pay Upfront with Credit Card  |   |
| 7 | On the next screen enter your credit  |  |   |
|   | card details and follow the prompts.  |  |   |