



How to Access Your Usage, Billing and Payments in MiPortal

This guide walks you through how to view your billing history, check payments and download usage information in our MiPortal.

ACCESSING BILLING AND PAYMENTS

From your **Customer Dashboard**, you can open the **Billing and Payments section** in any of these ways:

- Use the navigation menu in the upper-left corner (below the logo)
- Click **Full Payment History** in the Recent Payments widget
- Click **Full Billing History** in the Billing Details widget

VIEW BILLING AND PAYMENT INFORMATION

Once you open Billing and Payments, you will see three sections:

- Billing History
- Payment History
- Scheduled Payments

BILLING HISTORY

For each bill, you will see:

1. Invoice Number
2. Invoice Date
3. Invoice Amount
4. Due Date
5. Status (Paid or Not Paid)
6. View Invoice link

Helpful Tips:

- If you have more than six records, use the page arrows or choose a higher value in the **Results Per Page** dropdown.
- Use the **Search** button to quickly find a specific invoice.
- Click **Export to Excel** to download your billing history (Usage report).
- To view all invoices, select **View Invoices**.
- You can switch between **Table View** and **Card View** for easier browsing.
- A PDF called “**Understand Your Bill**” is available from the top-right link.

VIEW INVOICES

When you click **View Invoices**, you will be redirected to a secure page showing your bill PDFs from our Bill Presentment Vendor. This page includes:

- Account Number
- Amount Due
- Bill Date
- Due Date
- View (PDF) button

PAYMENT HISTORY

For each payment, you will see:

- Payment Date – When the payment was submitted
- Amount – The amount paid
- Status – Pending, Canceled or Paid

Helpful Tips:

- If you have more than six records, use the page arrows or choose a higher value in the **Results Per Page** dropdown.
- Use **Search** to find a payment quickly.
- Click **Export to Excel** to download your payment history.

SCHEDULED PAYMENTS

For each scheduled payment, you will see:

1. Payment Date
2. Scheduled Date
3. Payment Amount
4. Payment Description
5. Payment Method
6. Status

Helpful Tips:

- Page through results or adjust **Results Per Page** when multiple entries exist.
- Use **Search** to filter results.
- Click **Export to Excel** for a downloadable file.