



# 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.

*We strive to conform to ADA guidelines to ensure accessibility for all users. If you experience issues, please contact us at [accessibility@chpk.com](mailto:accessibility@chpk.com) for assistance.*