

Utility TrakR Walkthrough

31st Force Support Squadron – Home Fuels

You have two options to register your online UtilityTrakR account:

Option 1: Via Activation Email sent by Home Fuels during In-processing

Option 2: Via the following website URL:

https://www.starnik.net/UtilityTrakR/UT6/Current/RP_Default.aspx

Option 1:

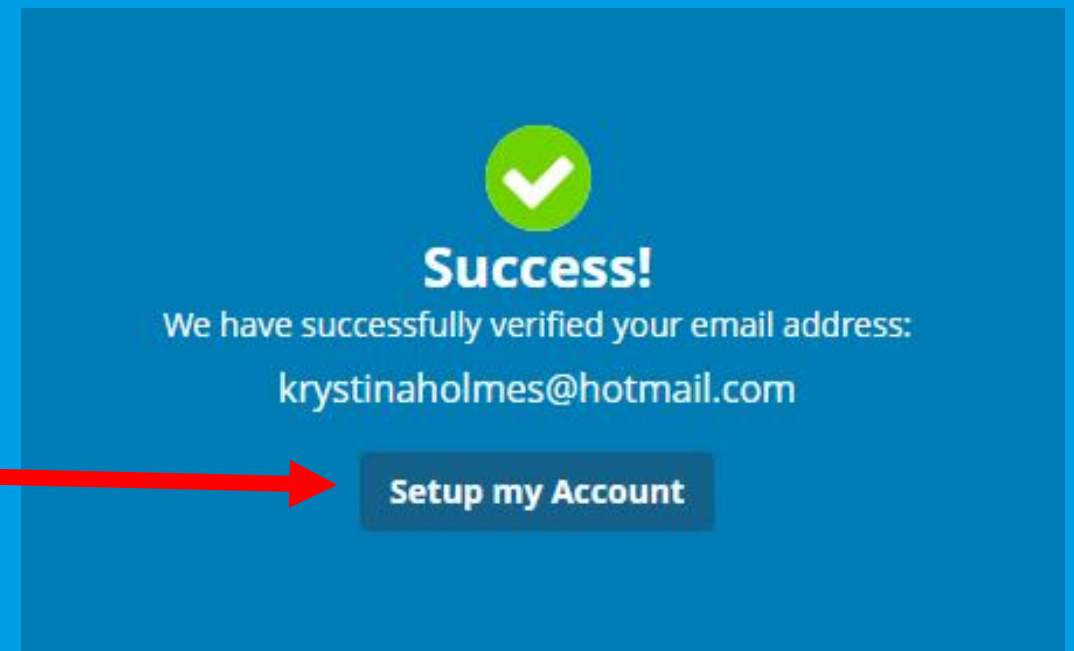
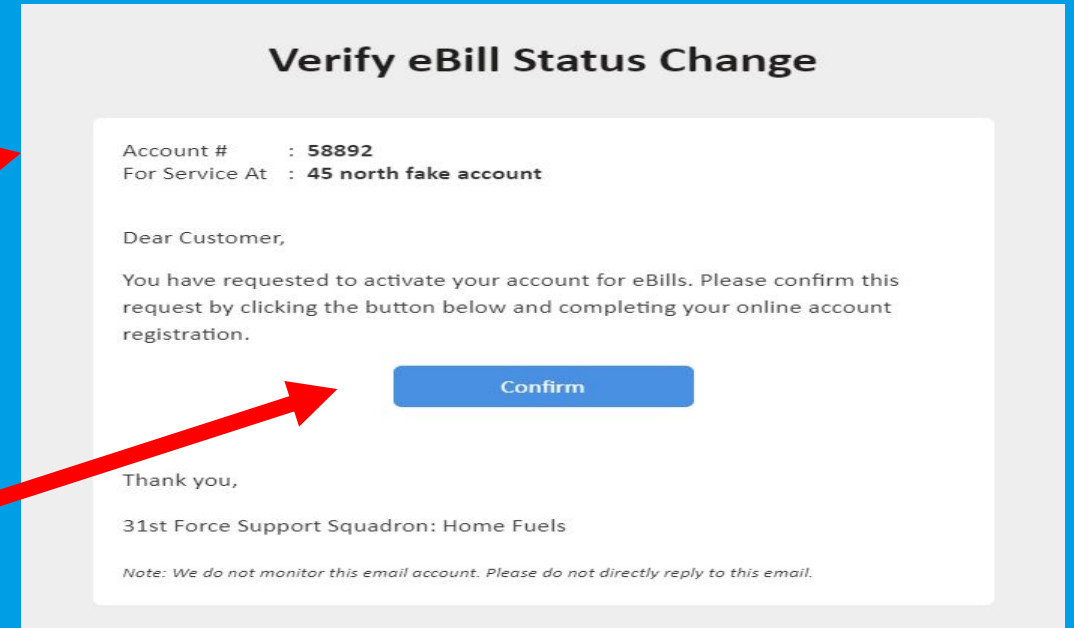
When you in-process with home fuels you will be sent an email to set your account up.

When you open the email you will see this.

Click on the confirm button

The next screen will show that you have successfully verified your email.

Click on setup my Account



Option 1 (cont.):

The next page will be for you to register your account

Registration

Username

Password


Confirm Password

Username Criteria
Username must meet the following criteria:

- ✔ Must begin with a letter or a number.
- ✔ Must be between 6 and 50 characters long.
- ✔ May not contain any spaces.
- ✔ Can only contain the following special characters (. @ _ -).

Password Criteria

- ✔ Must be between 8 and 24 characters long.
- ✔ Must contain at least one number.
- ✔ Must contain at least one letter.
- ✔ Must contain at least one special character.
- ✔ May not contain any spaces.

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Option 1 (cont.):

Once you have finished the registration you will be directed to a success page.

Select “Click Here” to be redirected to the Login page.



Success!

Congratulations! You're now registered for paperless eBill service!

You will now no longer receive a paper copy of your invoice and will receive electronic notifications to the above email address instead.

Be proud - You've done something good for the environment today!

[Click Here](#) to Login.

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Option 2:

- You will need your security code to sign up. You should have received in in a follow-up email after in-processing. You may also call Home Fuels customer support or you can locate your security code on any of your invoices.
- It is highly recommended to use a personal email address that can be easily accessed. Military email addresses may restrict e-bill. The address you enter will be used to verify your registration. You have the option to change it later from your settings page.
- After you click the Send Verification Email button, check your email. It may take several minutes. Your email provider's security policy may redirect the email to your spam, so be sure to check there in case you don't see the verification email in your inbox.



Sign In or [Sign Up](#)

Security Code 

Email Address

Confirm Email Address

SEND VERIFICATION EMAIL

Already a registered user? [Sign in here.](#)

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Option 2 (cont):

- Once your sign-up is complete, you can log in at any time via https://www.starnik.net/UtilityTrakR/UT6/Current/RP_Default.aspx
- Or via the link provided in the e-bill emails
- Or via 31fss.com
- Enter the username and password you created during the sign-up process and click the Sign In button.
- NOTE: do NOT google starnik as it will not take you to the Aviano Home Fuels Starnik website, resulting in a login failure

You Are Currently Signed Out

[Sign In](#) or Sign Up

Username

Password

SIGN IN

New user? [Sign up now](#)

[Forgot Password?](#)

[Forgot Username?](#)

The following pages provide information on the following topics:

- **Transaction History**
- **My Account**
 - **Autopay**
 - **Payment Method**
 - **eBill settings**



Select Account :

SOME GUY – 0001 VIA SOMESTREET 1, SOMETOWN, PN 33080

Date	Type	Description	Amount	Current Balance	
01/02/2019	Invoice	December 2018	\$18.00	\$18.00	VIEW BILL
12/21/2018	Payment	AutoPay	(\$165.42)	\$0.00	
12/03/2018	Invoice	November 2018	\$165.42	\$165.42	VIEW BILL

- By default, you will arrive at your transactions page after signing in.
- This page will summarize your invoice and payment history. To download a copy of your invoice, click the View Bill link to the right of the invoice you wish to view.
- Your navigation choices from this page are Pay Bill, My Account, and Logout. Home and Transaction History will bring you to this page.



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[eBill](#)

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User Login Information

Username: SOMEGUY1234

[Edit](#)

Password: *****

[Edit](#)

- The My Account page presents you with four sections: About Me (default), Payment Settings, Bill Delivery, and Address.
- About Me
 - User Login: from here, you have the option to change your Username or Password
 - Phone: allows you to add a contact phone number to your account. Although it states a Stateside number is required, you can add your Italian cell number by changing the country code to +39
 - Email: allows you to change the email address associated with your account to include where your eBills are sent should you choose paperless invoicing



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Payment Settings

- AutoPay**
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AutoPay

Account Name:	SOMEGUY IAM	AutoPay <input type="checkbox"/> ON
Account #:	0001	
For Service At:	SOMESTREET 1 SOMETOWN, PN 33080	

- **Payment Settings – Auto Pay**
 - Auto Pay is a great way to ensure your bills are paid on time. You can turn AutoPay on and off at any time using the Off/On toggle ON
 - The next few slide will show you how to setup Auto...You'll start by clicking the Off/On toggle.



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AutoPay

AutoPay For: SOMEGUY IAM
Account #: 0001
For Service at: SOMESTREET 1
SOMETOWN, PN 33080
Current Balance: \$ 18.00

Add New Payment Method

Choose a Payment Type:*

Credit/Debit Cards

AutoPay Settings

Select your account and enter your preferred payment method.

- Valid Payment Details
- Billing Information

- Auto Pay Setup
 - Click Credit/Debit Cards to proceed



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AutoPay

AutoPay For: SOMEGUY IAM
Account #: 0001
For Service at: SOMESTREET 1
SOMETOWN, PN 33080
Current Balance: \$ 18.00

Add New Payment Method

Choose a Payment Type:*

Credit/Debit Cards

Card Type:

Card Number:*

Please enter card number without spaces or dashes

Expiration Date:

Security Code:*



For services at:

AutoPay Settings

Select your account and enter your preferred payment method.

- Valid Payment Details
- Billing Information

- Select MasterCard or Visa
- Enter Card Number, Expiration Date, and Security Code

For services at:

Account Name:	SOMEGUY IAM
Service Address:	SOMESTREET 1 SOMETOWN, PN 33080

Billing Address

First Name:*

Last Name:*

New Billing Address Use Service Address

Street Address:*

City:*

Country

USA

State

Armed Forces Europe

Zip Code:*

Contact Information

Phone

AutoPay Setup
Continued from
previous slide...

**If using APO
address make
sure the country
is changed to USA

...continued on
next slide

Enter First Name



Enter First Name



Enter the billing
address associated
with the card.



Be sure the City,
Country, State, and
Zip Code match the
billing address on
file with the card
issuer.



*** Do not place a phone or email address, as it can cause an address mismatch

The screenshot shows a web form titled "Contact Information". It contains three input fields: "Phone", "Email", and "Additional Notes". Below the fields are two buttons: "CANCEL" (white with blue border) and "CONTINUE" (green with white text). The form is set against a light gray background with a blue vertical bar on the left side.

AutoPay Setup
Continued from
previous slide...

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- Click Continue once you have completed the form. On the following page, you will be asked to accept the terms.
- If you receive an AVS mismatch error, it is because the address you entered is not matching what your card issuer has on file. Try the following:
 - Verify the address you entered, check for the correct country, state, and zip code
 - Make sure no spaces are left trailing any of your entries
 - Try removing the Phone Number and Email from the Contact Information section
 - Contact your card issuer and ask them to verify the address your are trying to issue is correct for your card



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AutoPay



Success!

AutoPay account activated successfully.

Account Name:	SOMEGUY IAM
Account #:	0001
For Service At:	SOMESTREET 1 SOMETOWN, PN 33080

AutoPay



Visa ending in 1111

[Edit AutoPay Setting](#)

- You will receive a success message like the example above once you have activated AutoPay.
- Again, you can turn AutoPay Off and On at any time using the Off/On toggle or edit your AutoPay Setting using the link below the Off/On toggle
- **IMPORTANT** – AutoPay Will not pay any balance on the account prior to activation. You should make a manual payment to avoid a late fee. AutoPay will then pay any new balance applied to your account 10 days prior to the invoice due date, usually the 20th or 21st of each month.
- Additionally, it is your responsibility to make sure your payment method is current. A common oversight is not updating the expiration date on your card.



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Payment Method

Card Type:	VISA	AutoPay Edit Delete
Card Number:	*****0000	
AutoPay:	Enabled	

Card Type:	MASTERCARD	AutoPay Edit Delete
Card Number:	*****0000	
AutoPay:	Not Enabled	

ADD NEW PAYMENT METHOD

The Payment Methods section will show cards you have saved within Utility TrakR's secure payment gateway. You can add, edit, and remove payment methods at your discretion. The only payment methods we currently accept though Utility TrakR are credit and debit cards (VISA OR MASTERCARD). Additionally, you can see if your payment method is enabled for AutoPay.

- Use the AutoPay link to enable or disable AutoPay for a specific payment method
- Use the Edit link to update your payment method
- Use the Delete Link to remove your payment method

Click the Add New Payment Method to enter a new card. You'll follow the same procedures listed on pages 8-10 of this document.



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Payment Method

Card Type:	VISA	AutoPay Edit Delete
Card Number:	*****0000	
AutoPay:	Enabled	

Card Type:	MASTERCARD	AutoPay Edit Delete
Card Number:	*****0000	
AutoPay:	Not Enabled	

[ADD NEW PAYMENT METHOD](#)**Updating your card after out-processing**

- Sometimes you can click edit and change the address however if it does not allow you to simply change the card address you will need to completely add the card again with the new updated address.
- You will update your card address on this screen under payments methods
- ****Changing the address on view/change address will not update your card****



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eBill Settings

eBill:	Enabled	<input type="checkbox"/>	<input checked="" type="checkbox"/>	ON
Account #:	0001			
Account Name:	SOME GUY			
Associated Email:	SOMEEMAIL@GMAIL.COM			
Service Address:	SOMESTREET 1 SOMETOWN, PN 33080			
Move In:	----- 12/12/2018			

In the eBill section you have the option to choose paper invoices, electronic invoices, or both. Electronic invoicing is preferred as it saves resources.

Use the On/Off toggle to make your selection.

Keep the following in mind when making your selection:

- eBill (electronic) is the most efficient method – members are notified of an invoice via email the moment we apply invoices
- Paper invoices consume resources (personnel/time/paper)
- Paper invoices may take 3-5 business days to arrive at your APO box (local) or can take 2-3 weeks to arrive for addresses other than APO AE 09603.



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View/Change Address

Status:	ACTIVE
Account Name:	SOME GUY
For Service At:	SOMESTREET 1 SOMETOWN, PN 33080
Bill Mailed to:	SOME GUY PSC 103 BOX 9999 APO, AE 09603

[SCHEDULE ADDRESS CHANGE](#)

This section allows you to change the delivery address for your invoices. If you are currently assigned to Aviano, you should have it set to your PSC Box at APO AE 09603 ****Do not change this.****

This will be handy when you PCS and want your invoices mailed elsewhere. We will only mail invoices to stateside and military APO addresses. Please keep in mind eBill is the most efficient and recommended solution to receive invoice notifications.

- About Me
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 - View/Change Address**

View/Change Address

Account Name: SOME GUY

Account #: 0001

Begin sending my bills to this new address on:*



Billing Name:*

Address Line 1:*

Address Line 2:

Address Line 3:

City:*

State:*

Country:*

Zip/Postal Code:*

Change Billing Address
 If you need to update your billing address, you can schedule a change here.

- Address
- City
- State

To change the address where your invoices are sent, select a start date from the date picker and fill in the required form fields.

Remember, eBill is the most efficient and recommended solution to receive invoice notifications.

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https://www.starnik.net/UtilityTrakR/UT6/Current/RP_Default.aspx

Thank you for reviewing this presentation. If you need assistance with Utility TrakR or have any questions about using Utility TrakR, or just questions concerning your account with Home Fuels, please contact us at DSN 314-632-5083 / Commercial 011-39-0434-305083. Alternatively, you may send an email to 31fss.homefuels@us.af.mil.