# Onboard to Safelite's Bill Management System

Overview

This user guide provides our customers and clients with step-by-step guidance on how to onboard to Safelite's advanced payment platform, Oracle Bill Management. This platform allows you to view invoice information and make payments by credit card or ACH.
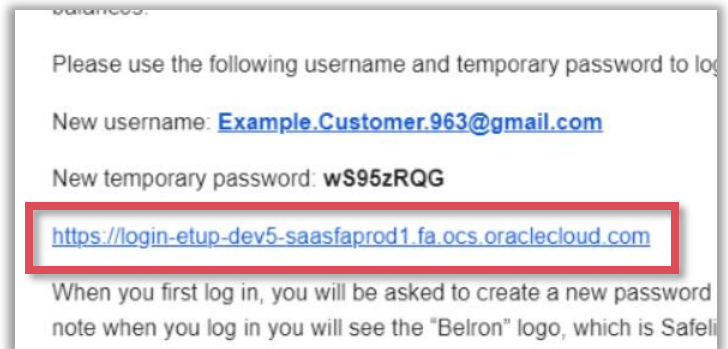
Email and Registration

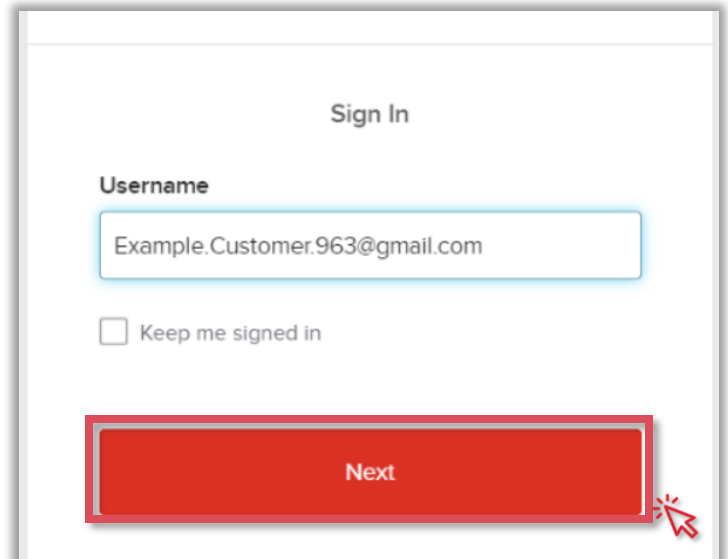Below is step-by-step instructions on how to get started:

1. From your email, locate the invite message from Safelite called **Safelite Bill Management Account Activation.**
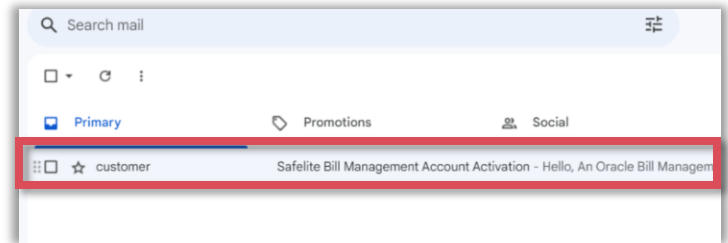
2. Copy your temporary password, then click the **Registration link.**

3. Type in your email address in the **Username** field, then click **Next.**

Email and Registration (Continued)

4   Type your temporary password, then click **Verify**.

5.   You will be prompted to create a new password. Type a new password that meets all the necessary requirements, then click **Change Password.**
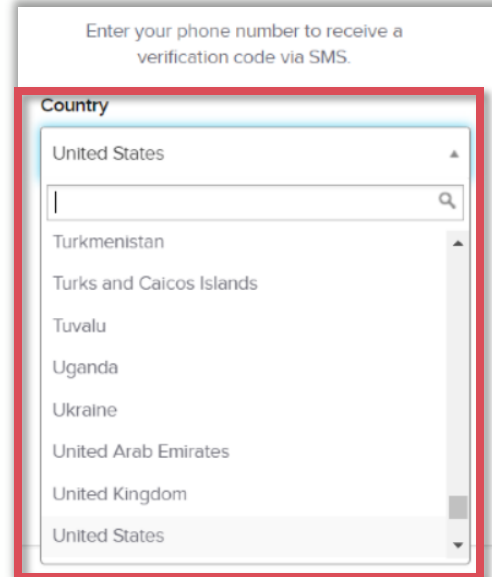
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Email and Registration (Continued)

6. You will be prompted to set up a phone number to receive a verification code via SMS. Select your **Country** (e.g., United States) from the drop-down menu.
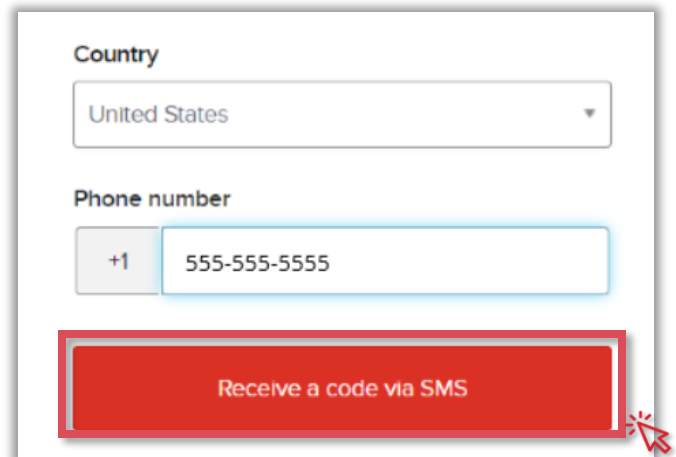
7. Type your phone number in the **Phone number** field, then click **Receive a code via SMS**.

8. Type the code you received via SMS into the **Enter code** field, then click **Verify.**

Other Resources

There is an additional user guide available to assist you while using Safelite's Bill Management System. Refer to **How to Manage Payments in Safelite's Bill Management System** user guide for step-by-step instructions on viewing invoices and making payments using a credit card or ACH transfer from your bank account.

Need Assistance?

Our dedicated support team will be available to address any questions you may have.

General Inquiries: For general questions regarding your account, contact our Commercial Billing Department at 800-835-2092, Option 1, Option 1 again.
Alternatively, you can email commercialbilling@safelite.com for prompt assistance.

Disputes and Account Support: If you have disputes or need account support, our Commercial and Client Services teams are ready to help with invoicing discrepancies.

Web Page Support: It is recommended you use a supported browser to access any Oracle Cloud applications. We do not recommend accessing on a smart phone.

1. Check this page to view the list of supported browsers.
2. Confirm you are attempting to access the correct URL by locating your Welcome Email.
3. Check your browser settings to ensure they are set to accept cookies and pop-ups from:
   - *https://www.cloud.oracle.com*
   - *https://www.oraclecloud.com*
   - *https://customerportal.safelite.com*
   - *https://id.portalusers.safelite.com*
4. Contact your organization's IT department for further troubleshooting.