



How do I get started with Online Bill Pay?

You will need:

1. A copy of your most recent bill.
2. A checking or savings account, debit card, or credit card.
3. Access to the internet.

Go to our website <http://www.comfortsystems.ws/myaccount> and select the “Online Bill Pay” button.

You will see a Welcome screen. As a first-time user, select the link that says “click here to login with your invoice information”.

Enter your Account Number and the Invoice Amount (Amount Due from your Remittance Stub) to pay your bill.

What information will I see about my bill?

You will see your Account ID, Name, the Amount Due on your bill, and the Due Date. In addition you will see an Invoice Description and the Service Address of your account. Please note that any payments you may have recently made by check, in person, or by other means are not reflected. If you have already made an online payment for your bill, or if you do not have a balance due, a bill will not be displayed.

Can I use my Credit Card to make a payment?

Yes, you can use a Credit Card or a Debit Card. Visa, MasterCard, and Discover are accepted. To make a payment by Credit Card or Debit Card, you will need to enter the Card Number, Card Expiration Date, and the card’s Security Code. You can find this information on your card. You can find the 3-digit security code on the back of your card. You also need to enter the cardholder address.

Can I use my Checking or Savings Account to make a payment?

Yes, you can use your Checking or Savings Account to make a payment. You will need to enter the Transit Routing Number, Account Number, and the Name on the account. You can find this information on a check or a savings deposit slip (savings information should be verified with your bank).

When will payments be credited to my account?

Payments made before 8:00 p.m. will be credited to your account the next business day.

Do I have to enter my Bank Account or Card information every time I make a payment?

No, Online Bill Pay will save your Bank Account or Card information if you setup a Login ID and Password. If you login to Online Bill Pay with this Login ID and Password, you can use your saved Bank Account or Card information to make a payment.

I have two different accounts with Comfort Systems. Do I have to login to each account separately?

No, you can add more than one account to your Login ID. Go to the Payees tab to add a new account. You will need the Account Number and the Invoice Amount (Amount Due from your Remittance Stub) to add the account. Once you have done this, you can view bills and make payments for the account.

I setup a Login ID and Password last time I paid my bill, but I forgot my password.

If you setup Challenge Questions and Answers, you can reset your own password. You can reset your password by selecting the Forgot your Password link. You will be prompted for your Login ID and you will be presented with the Challenge Questions. If you answer them correctly, you can create a new Password and use this to login.

If you did not setup your Challenge Questions, you can call Comfort Systems at 218-730-4050 to have your password reset.

How do I contact Comfort Systems?

Please call 218-730-4050 between the hours of 8:00 a.m. and 4:30 p.m. If you have a question about a payment you made, the payment can be searched by your Account ID or by the Payment Reference Number.

Can I make a payment by phone?

Yes, you can call [1-866-533-5718](tel:1-866-533-5718) to make a payment by phone. The phone system will prompt you through the payment process.

Can I mail my payment?

Yes, payments may be mailed to:

Comfort Systems
PO Box 169008
Duluth, MN 55816-9008

Please include the stub portion of your bill to insure proper credit.

Can I pay my bill in person?

Yes, payments may be made in person at:

Comfort Systems
520 Garfield Ave
Duluth, MN 55802