



How Do I Start Receiving Bills by Email?

Step-by-step guide


This guide helps you setting up your CVA account so you can start receiving bills by email. To help you avoiding Late Payment Fees, CVA also notifies you about pending bills by email and/or text message. Therefore, it is important to ensure that your email address and mobile number are up to date in your CVA account.

As soon as you log in, the website guides you, step by step, to update your contact details. Each step is explained clearly in the following pages.

The first part of this guide is about setting up your Bill Notification Preference, so you do not incur Late Payment Fees. The second part explains how to receive your bill by email.



Part 1




- Setting Bill Notification -

1 Log in to CVA's Website

[Login to the Online CVA System \[v2.0\]](#)

Please use your CVA's **Client No.** to log into the CVA system and manage your account / pay access fees.

The CVA's Client No. is printed on your bill.

Client No.:
(Find your CVA's Client No. on your bill)

Password:

Save CVA's Client No. and password as a cookie on your computer

[Login](#)

- ⇒ Enter the Client No. that you have on your bill, and your password.
- ⇒ Click on the "Login" button.

2 Set your preference for your Bill Notification

Bills' Notification and Delivery

We would like to serve you better whilst reducing our environmental impact by generating less paper waste.

You can opt to receive bills by email, and bill notifications via email and/or SMS.

Please click "Next" to start entering your email address and mobile number.

[Not Now](#)

[Next](#)

- ⇒ Click on the "Next" button.

3 Set your preference for your Bill Notifications



Bills' Notification and Delivery

Please send me a bill notification by:

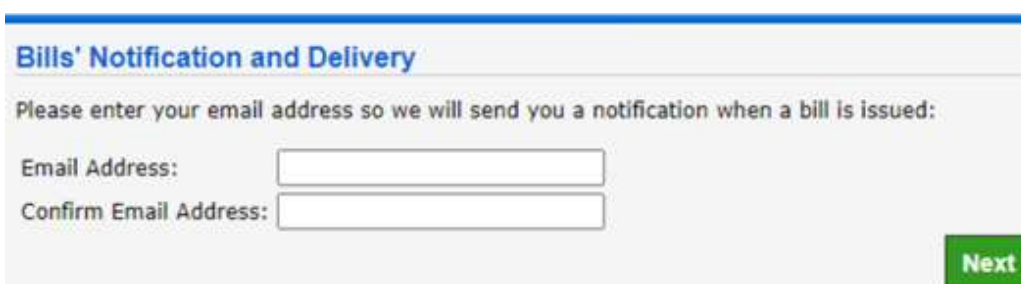
- Email
- SMS (Maltese numbers only)
- Email & SMS (Maltese numbers only)

Next

⇒ You can choose to receive Bill Notifications by email, SMS, or both. SMSs are only sent to mobile phone numbers whose country codes are **+356**. Set your preference and click on the “Next” button.

- ◆ *If your option is either “Email” or “Email & SMS”, then proceed to step 4.*
- ◆ *If your option is “SMS (Maltese numbers only)”, then proceed to step 6.*

4 Enter your email address



Bills' Notification and Delivery

Please enter your email address so we will send you a notification when a bill is issued:

Email Address:

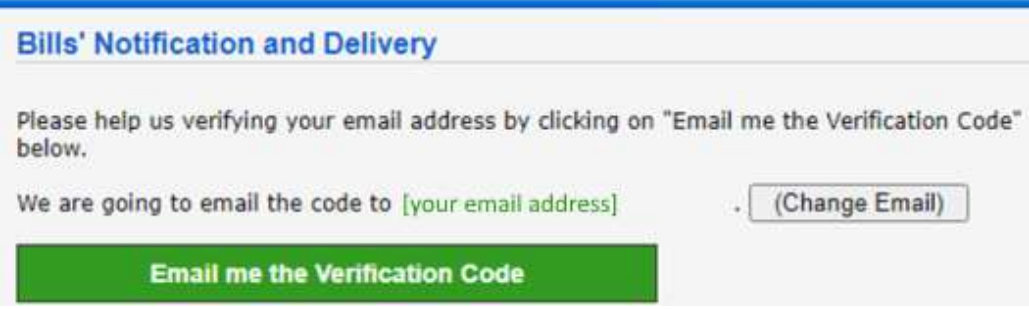
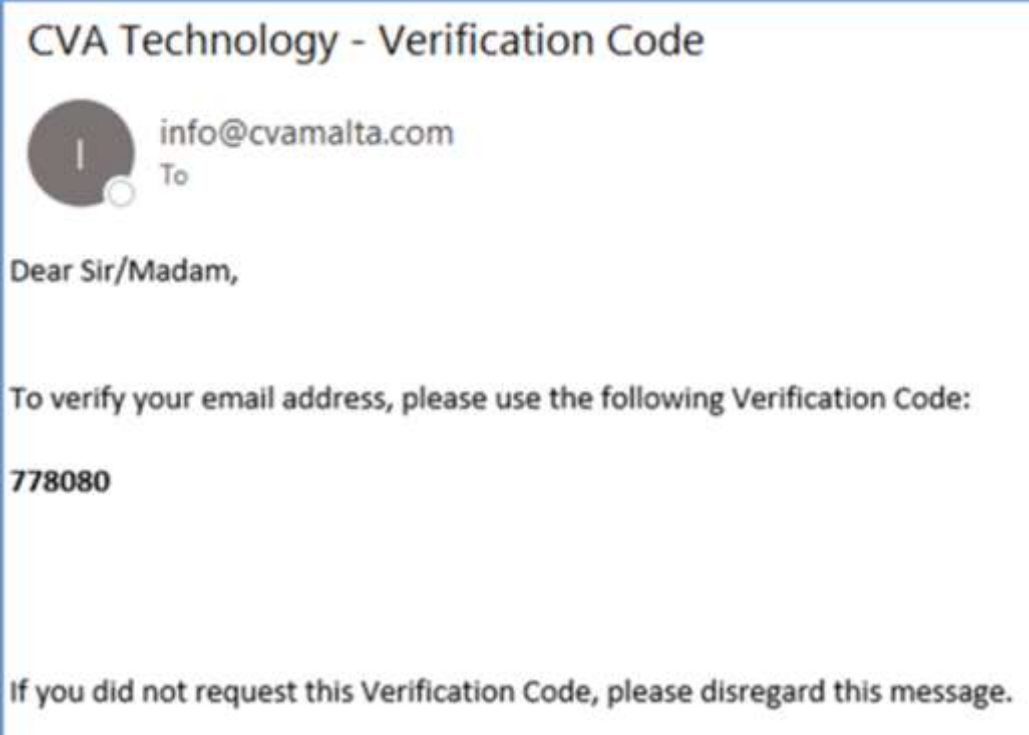
Confirm Email Address:

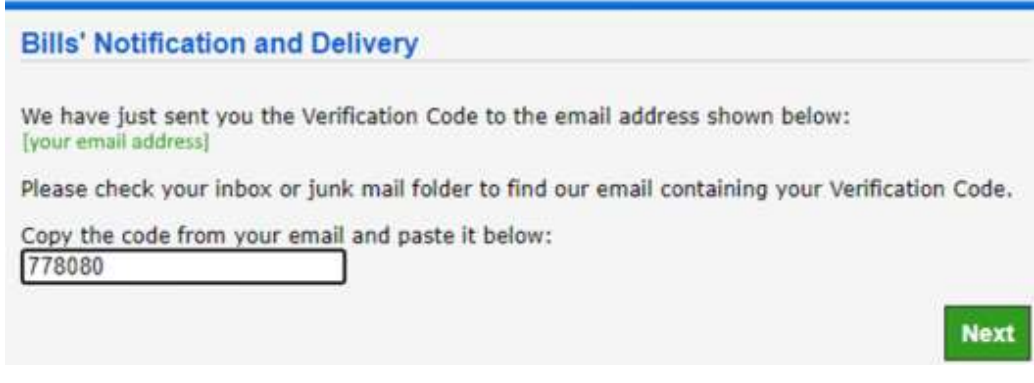
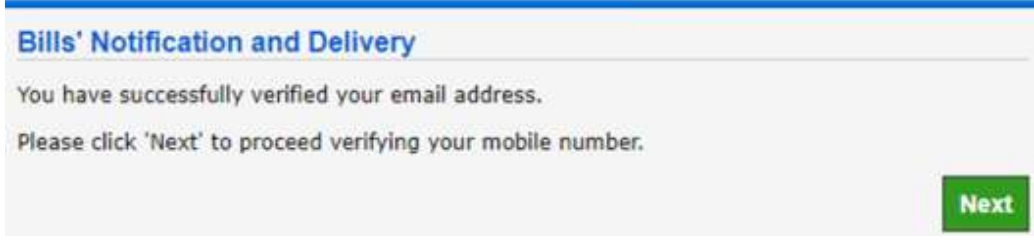
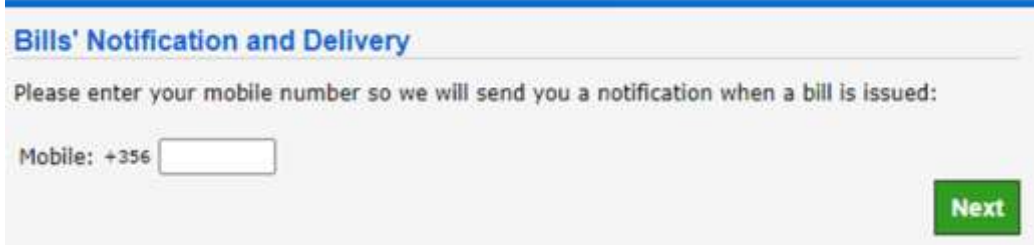
Next

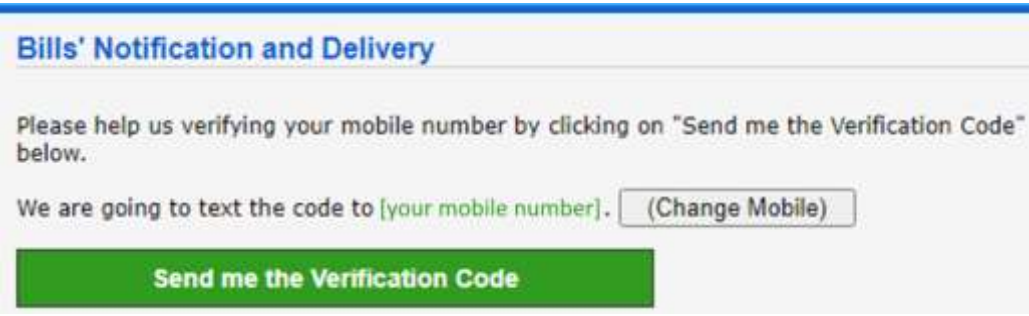
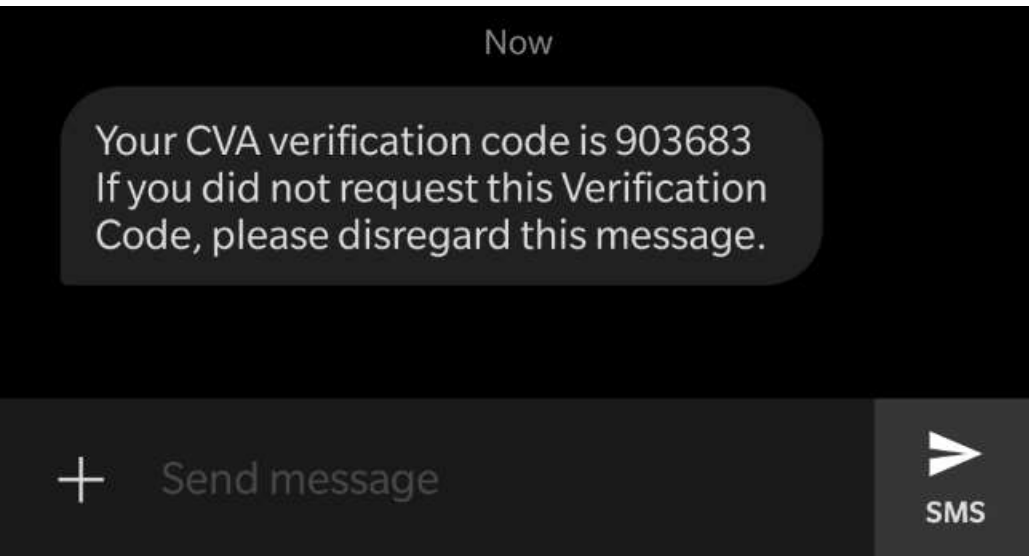
⇒ Enter your email address and then type it in again to confirm it.

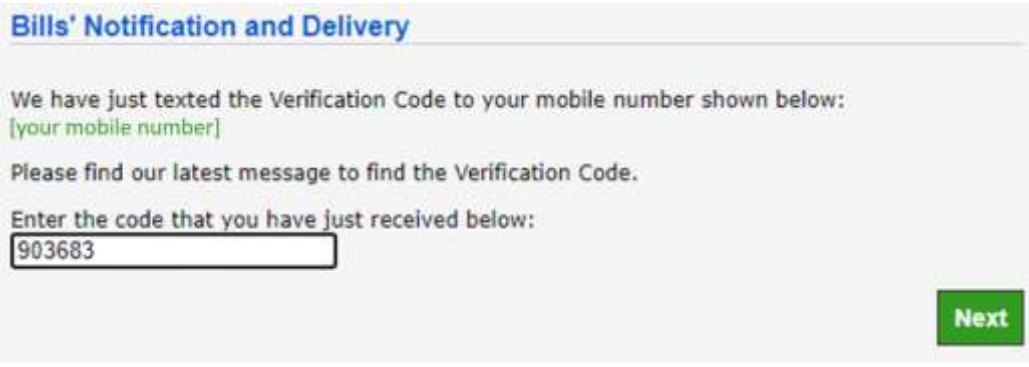
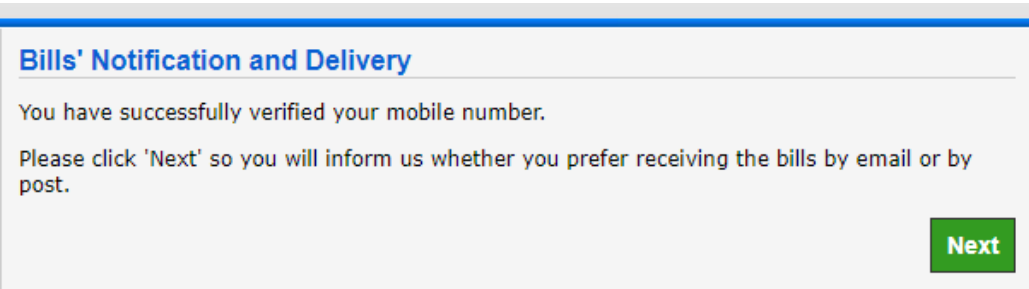
⇒ When ready, click on the “Next” button to continue.

- ◆ *If we already have your email address, the website will only ask you to confirm it.*

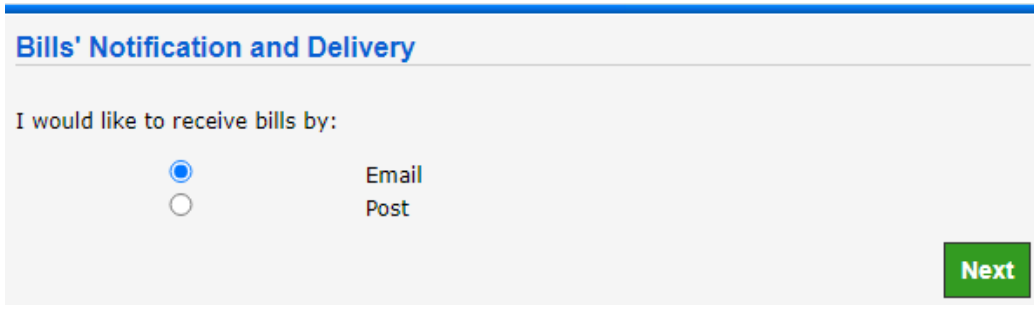
5a	Verify your email address (Step 1 of 2)
	
	<ul style="list-style-type: none">⇒ Ensure your email is correct.◆ <i>If you need to change it, click on the “Change Email” button.</i>⇒ Click on “Email me the Verification Code” to receive a code by email.◆ <i>You will receive an email like the one shown below.</i>◆ <i>Please note that your Verification Code will be different from the one shown in this guide.</i>
	

5b	Verify your email address (Step 2 of 2)
	 <p>Bills' Notification and Delivery</p> <p>We have just sent you the Verification Code to the email address shown below: [your email address]</p> <p>Please check your inbox or junk mail folder to find our email containing your Verification Code.</p> <p>Copy the code from your email and paste it below:</p> <input data-bbox="363 539 692 577" type="text" value="778080"/> <p style="text-align: right;">Next</p>
<ul style="list-style-type: none"> ⇒ Enter the code that you have received by email. ◆ Please note that your Verification Code will be different from the one shown in this guide. ⇒ Click on the “Next” button to continue. ◆ If you have entered the correct Verification Code, the website will indicate so. In case you mistype your Verification Code, the website will let you retry. 	
	 <p>Bills' Notification and Delivery</p> <p>You have successfully verified your email address.</p> <p>Please click 'Next' to proceed verifying your mobile number.</p> <p style="text-align: right;">Next</p>
6	Enter your mobile number
	 <p>Bills' Notification and Delivery</p> <p>Please enter your mobile number so we will send you a notification when a bill is issued:</p> <p>Mobile: +356 <input data-bbox="507 1552 624 1590" type="text"/></p> <p style="text-align: right;">Next</p>
<ul style="list-style-type: none"> ⇒ Enter your mobile number without the country code. ⇒ When ready, click on the “Next” button to continue. 	

7a	Verify your mobile number (Step 1 of 2)
	
	<ul style="list-style-type: none"> ⇒ Ensure your mobile is correct. ◆ <i>If you need to change it, click on the “Change Mobile” button.</i> ⇒ Click on “Send me the Verification Code” to receive a code via SMS. ◆ <i>You will receive a text message like the one shown below.</i> ◆ <i>Please note that your Verification Code will be different from the one shown in this guide.</i>
	

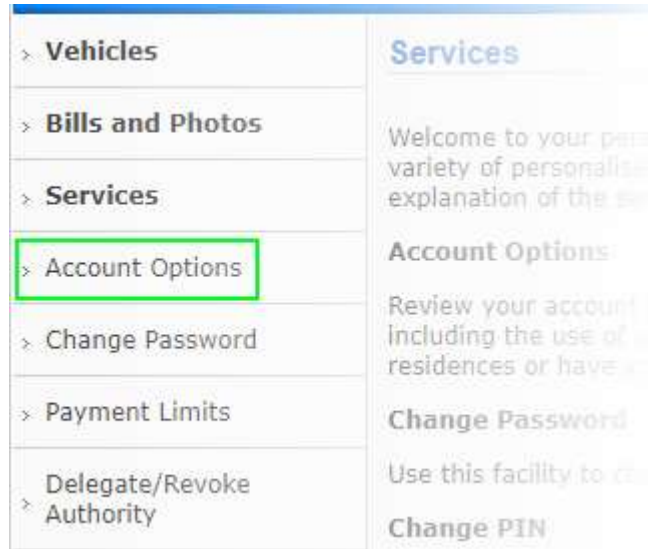
7b	Verify your mobile number (Step 2 of 2)
	
	<ul style="list-style-type: none">⇒ Enter the code that you have received via SMS.◆ <i>Please note that your Verification Code will be different from the one shown in this guide.</i> ⇒ Click on the “Next” button to continue.◆ <i>If you have entered the correct Verification Code, the website will indicate so. In case you mistype your Verification Code, the website will let you retry.</i>
	

	<h1>Part 2</h1> <p>- Setting Bill Delivery -</p>	
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1	Choose how you want to receive your bill
	
	<p>⇒ Choose either email or post.</p> <p>⇒ Click on the “Next” button to continue.</p>

Keeping your account up to date

1 Go to Account Options



- ⇒ Click on “Services” which is on the left side of the webpage.
- ⇒ Click on “Account Options” to see your personal details.

2 View or change your bill settings

Email Address:
[your email address] Verified [Change Email](#)

Mobile Number:
[your mobile no.] Verified [Change Mobile](#)

Bill Notification:
 Email SMS (Maltese numbers only) Email & SMS (Maltese numbers only)

Bill Delivery:
 Email Post

[Save Bill Notification & Delivery](#)

- ◆ *When you change your email and/or mobile number, the website will repeat the verification process.*
- ◆ *You can also change your Bill Notification and/or Bill Delivery settings; remember to click on “Save Bill Notification & Delivery” when ready.*

