

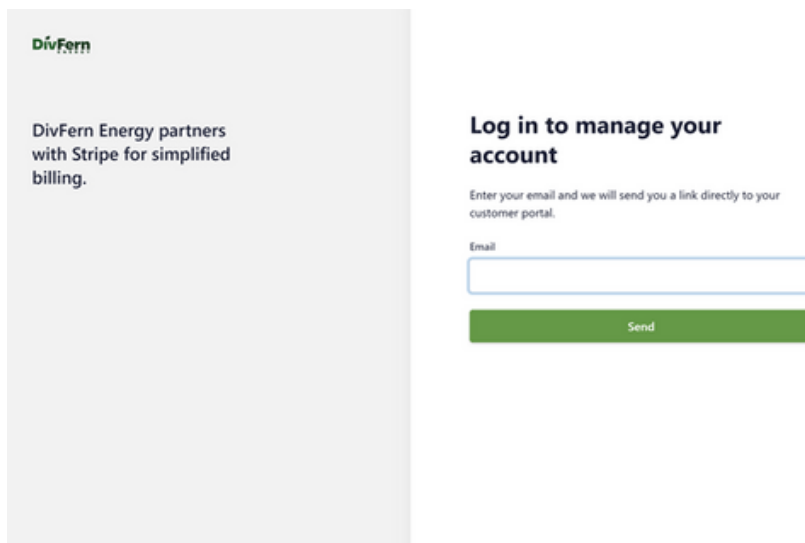
Customer Self-Service Portal Navigation Guide

Step 1

To access the portal, click on the [Customer Self-Service Portal Link](#) to be redirected to the Login Page.

Step 2

Enter your **email registered** with us and click send button.

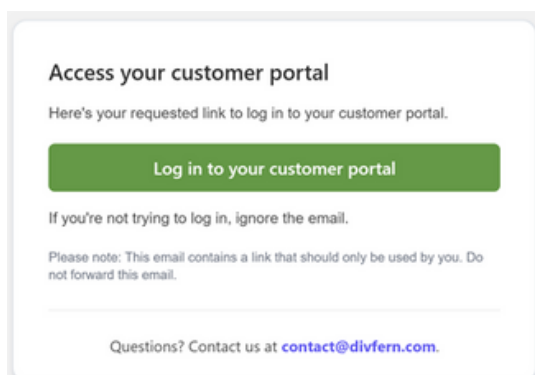
A screenshot of the DivFern login page. On the left, there is a grey sidebar with the DivFern logo and text: "DivFern Energy partners with Stripe for simplified billing." The main content area has the heading "Log in to manage your account" and a sub-heading "Enter your email and we will send you a link directly to your customer portal." Below this is an "Email" input field and a green "Send" button.

Step 3

You will receive an email with a secure link to log in to the portal.

Note: *Entering your email address is a security measure to ensure that your account information is accessed only by authorized individuals.*

Click the "**Log in to your customer portal**" button in the email.

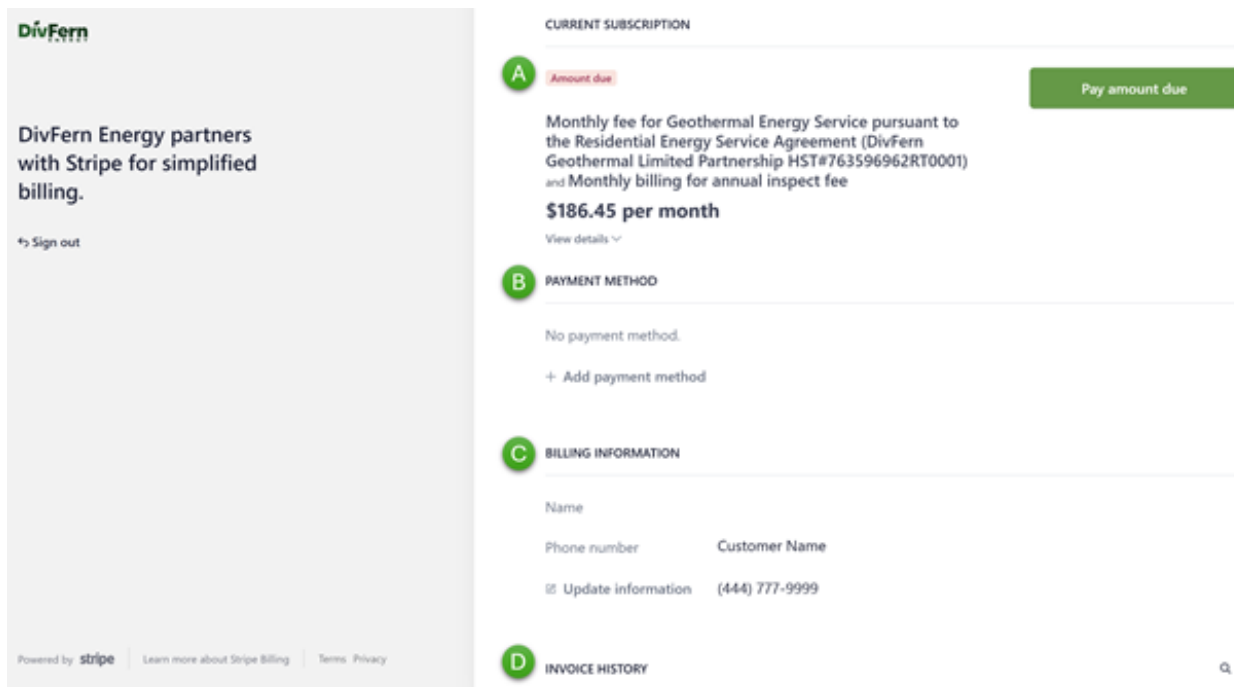
A screenshot of an email template. The header says "Access your customer portal" followed by "Here's your requested link to log in to your customer portal." Below this is a green button with the text "Log in to your customer portal". Underneath, it says "If you're not trying to log in, ignore the email." and "Please note: This email contains a link that should only be used by you. Do not forward this email." At the bottom, it says "Questions? Contact us at contact@divfern.com."

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Step 4

Once logged in, you'll be directed to your account dashboard, where you can:

- **View and download your invoices**
- **Pay your current outstanding balance (if any)**
- **Update your payment method (credit card or pre-authorized debits)**
- **Change your contact details (excluding email address)**
- **Access your complete payment history**



The screenshot shows the DivFern customer self-service portal dashboard. On the left, there is a sidebar with the DivFern logo, a message stating "DivFern Energy partners with Stripe for simplified billing.", and a "Sign out" link. The main content area is divided into four sections: A. CURRENT SUBSCRIPTION, B. PAYMENT METHOD, C. BILLING INFORMATION, and D. INVOICE HISTORY. Section A shows a "Amount due" of \$186.45 per month for a geothermal energy service, with a "Pay amount due" button. Section B shows "No payment method" and an "Add payment method" button. Section C shows "Name" and "Phone number" fields, with a "Customer Name" field and an "Update information" button. Section D shows "INVOICE HISTORY" with a search icon.