INDUSTRIAL SAFETY TRAINING COUNCIL
3749 Highway 69 North
Beaumont, Texas 77705

ACCOUNT CENTRAL FAQ

1. **How do I sign up for Account Central?**
   Go to the ISTC Account Central Portal, click on *Login*, and select *Register*. Enter your Client ID # and your billing zip code, then click *Register*. Enter the email address you would like to register along with your first and last name, then click *Register* again. At this point your account will be enabled and a password will be emailed to you.

2. **How do I find my Client ID # and Zip Code?**
   Your Client ID # was issued to you at the time your company registered for services through ISTC. It is also listed on all invoices on the top right-hand side of the document. For additional assistance acquiring this information you can contact the accounting department at (409) 724-2565 option 3 or email accounting@istc.net.

3. **How do I change my password?**
   Once you have logged in to Account Central, click on the *Account Settings* menu at the top. Under *Change Web Account Information,* enter the new password you would like to use in the password field and click update at the bottom. Your new password will now be activated.

4. **What if I forget my password?**
   You can reset your password by going to the Account Central homepage and entering your email address underneath: *Reset Password.* Once you have entered this, select *Reset Password* and a new password will be emailed to you.

5. **Can I access all my accounts using one central login?**
   Once you have registered and logged in with one Client ID, go to *Account Settings* on the menu bar. Under *Select an Account,* you will click on the link that states: *Link an additional billing account*. You will then enter the additional Client ID # and the billing zip code for that account and click *Submit.* Once you have linked additional accounts, you can switch between the account by going to *Account Settings* on the menu bar. Under *Select an Account,* select the account you would like to view from the drop-down list available. Once selected, click the *Switch Account* button.

6. **How do I search for different transactions in Account Central?**
   In the upgraded Account Central, you have the ability to view open invoices, previously paid invoices, and previously applied payments.

   Once you have logged into your account, go to *Account History* on the menu bar. In this area you can utilize the *Search Type* field to narrow your search down in the following ways

   - Selecting ***ALL*** will pull all invoices and credits, regardless of paid status, for the date range requested
   - Selecting ***CURRENT*** will pull all open invoices and unapplied credits for the date range requested
   - Selecting ***INVOICES*** will pull all invoices, regardless of paid status, for the date range requested
   - Selecting ***PAYMENTS/CREDITS*** will pull all payments, regardless of applied status, for the date range requested

7. **How do I view and print open invoices on Account Central?**
   Under *Account History* on the menu bar you can search for open invoices by selecting *CURRENT* in the search type field. By leaving the date ranges blank and clicking search, you will pull all open invoices and credits on your account.

   From here you can view all open invoices by clicking on the invoice number under: *View Details*. This will bring you to a web version of the invoice, or you can click the *PDF button* and it will bring up a PDF version you can print for your files. From here, click the *Back button* to view and print additional invoices.

   Please note that the web version will not show the sales tax, if any is applicable. You will need to print the PDF version to show the actual charges and totals.

8. **How do I pay invoices on Account Central?**
   Once you have logged into your account, go to *Account History* on the menu bar. From here, you hit the *Select Invoices* button next to invoices for which you are ready to remit payment. If you would like to select all invoices on a page, hit the *Select Invoice: All* button at the top of the page and it will select all invoices on the current page. If you would like to pay additional invoices, go to the following pages and select the additional invoices for which you are ready to remit payment. Once all invoices have been selected, hit: *Proceed to Payment.*

   On the payment screen you will select the Card Type from the drop-down list and enter Credit Card information. Once all information is entered, click *Make Payment* at the bottom. **Please make sure you only click submit once.**

9. **Can I set up my invoices to pay automatically?**
   At this time ISTC has elected NOT to store customer credit card information. Accordingly, invoices can not be set up to auto-draft.

10. **Have any additional questions?**
    Please contact us at: accounting@istc.net or call: (409) 724-2565 option 3, from 8:00am – 4:00pm CST, Monday through Friday.