

HILL for Literacy / Citizens Bank Payee Portal

Receiving Email Notifications for Registration and Payment Acceptance

The email notifications you will receive include “You’re Invited” & “Accept Payment”.

1. Register on payment system

You're invited

CitizensBank has invited you to register.
Please click the following button to get started

[Get Started](#)

Or copy the following link into a new browser window

https://staging.citizenspayeelect.com/auth/register?user_id=3f73f202-5895-49cc-8af5-0cab8d596b4c

How it Works:

1. Click the “Get Started” button which will open a new tab in your browser or copy and paste the link above into your browser window
2. Create an account using this email address
3. Verify your identity
4. Select your preferred method of payment

2. Collect a Payment

Accept Payment

CitizensBank has sent you 75.00 USD. Please log in or register to select how you want to be paid.

Additional details: Refunds

You have 5 days to log in and accept your payment.

Please click the following button to get started

[Get Started](#)

Or copy the following link into a new browser window

https://citizensbank-stage.verituityplatform.com/auth/register?claim_id=8cd2a11d-a6fd-4be2-8134-8e25086ecb71

How it Works:

1. Click the “Get Started” button which will open a new tab in your browser or copy and paste the link above into your browser window
2. Log in or create an account using this email address
3. Verify your identity
4. Select your preferred method of payment
5. Initiate your payment

If you have questions on your payment, please contact Citizens Bank at citizensbank-support@verituityplatform.com or (555) 555-5555.

Unreceived Email Notifications

If you do not receive email notifications, it could be for one or two reasons:

- Hard Stop—where the provided email cannot receive the email invitation. Either the address provided is invalid, the domain name does not exist, or the mail server has blocked the email.
- Soft Bounce—where the email address is valid, but the email is temporarily blocked and has not reached you yet.

Please provide the below to your school IT so they may allow the emails to come through any spam filters:

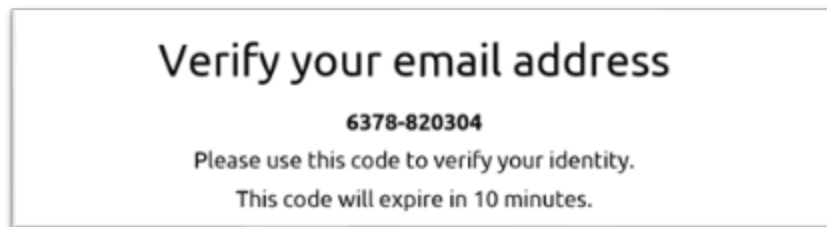
- notifications@hillforliteracy-prod.verituityplatform.com
notifications@ - for Payee invitation and payment notifications
- noreply@hillforliteracy-prod.verituityplatform.com
noreply@ - for payment verifications (OTP)

OTP (One-Time-Passcode) Verification

You will receive an OTP verification email to authenticate your email address when you are creating your profile and each time you accept a payment. To authenticate, you need to:

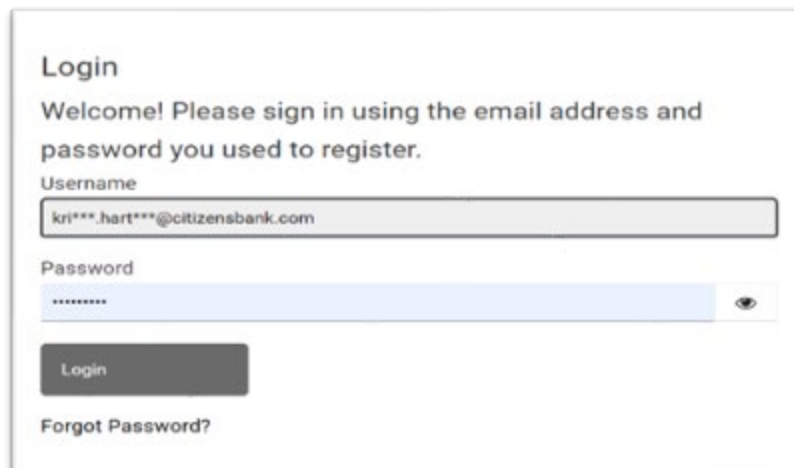
- match the first 4 numbers from the email to the numbers displayed on the Payee Portal.
- **enter** the **last 6 digits only** in the email on the Payee Portal

Sample:



Password Resets

- Payee Initiated Password Resets - can be completed by using the “Forgot Password” link from your login page.

A screenshot of a login form. At the top, it says "Login" in a bold font. Below that is a welcome message: "Welcome! Please sign in using the email address and password you used to register." There are two input fields: "Username" and "Password". The "Username" field contains the text "kri***.hart***@citizensbank.com". The "Password" field contains a series of asterisks. Below the password field is a "Login" button. At the bottom of the form is a link that says "Forgot Password?".

Note: if you do not receive the email with password reset instructions, you are likely in a “**Locked**” status and you must contact HILL for Literacy to be unlocked. Multiple failed attempts to login will trigger a “**Lockout**”.

- Payer Initiated Password Resets and locked IDs – if you are unable to use the “Forgot Password” or if you believe your user ID is locked, you must contact HILL for Literacy.

Logging into the Payee Portal

You can login to the portal using the Invitation email (**sample** below).



Or you can login to the portal using Login URL: <https://hillforliteracy.prod.verituityplatform.com/auth/start>

Creating a Payee Profile

Relationship Verification (Badge ID #)

You will be asked a verification question prior to being allowed to create a profile. This will be your Badge ID# displayed on your badge from the Institute and can also be found on the **Whova** app. You will have 3 attempts to answer the questions properly. Once answered properly, you will move forward into the profile creation process. Do not change any displayed information, only fill in the required fields that are empty.

- **Failures** – if you do not complete verification after the 3rd attempt, you will be prohibited from completing registration. Please contact HILL for Literacy for additional help.

A screenshot of a web form titled "Individual Account Information". Below the title is a sub-header: "To set up your account, please provide the following details in the space provided." The form contains several input fields: "Select a question*" (dropdown), "Zip Code" (text, value: 22206), "Select a question*" (dropdown), "Invoice Date" (text, value: 08/02/2025), "First Name*" (text, value: John), "Middle Name" (text), "Last Name*" (text, value: Smith), "Country of Residence*" (dropdown, value: United States), "Street Address*" (text, value: 1 Main Street), "Street Address 2 (Optional)" (text), "City*" (text, value: Arlington), "State*" (dropdown, value: VA), "Zip Code*" (text, value: 22207), and "Phone Number*" (text, value: +1(703) 444-4444). A note above the name fields states: "Your first and last name must match your payment account information. Please only use characters between A-Z and 0-9."

Registration Profile Completion

Company Name

Welcome, John Smith

1

2

3

4

Account Type

Select the type of account you would like to create, either an Individual or Business account:

☒ Individual

☐ Business

Individual Account Information

Please provide the following details in the space provided so that we can set up your account. First and Last Name must match your payment account information. Please only use characters between A-Z and 0-9.

First Name *
Chris

Middle Name

Last Name *
Huston

Country of Residency *
United States

Street Address *

Street Address 2 (Optional)

City *

State *

Zip Code *

Phone Number *
+(555) 555-5555

Date of Birth *
MM/DD/YYYY

Social Security Number *

Submit


Steps in the Registration Process

- Confirm first and last name and other contact details.
- You **may** also provide values for “Middle Name” and “Address Line 2”, though these fields are optional and not needed for payment.
- The “Submit” button will **not** be available unless **all required** fields are completed.
- Account type should already be selected as “Individual” – do not change.


Adding a Preferred Payment Method/Establishing a Payment Method

Payment Methods


Select the payment method you would like to add or edit:



Bank Account



Push to Card



Check


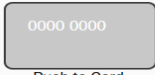

During registration, you must set up at least one payment method. This first method you set up will automatically be marked as your Preferred Payment Account. Only one payment option will be available, enter required details for that payment type. Stipends will be paid via ACH transfer only! No checks will be issued. If no preferred account is set up and a payment is sent, the payment will expire unless you login to the portal and accept it manually.

Bank Account Instructions

- Indication of whether bank account is a Checking or Savings account (required)
- Name on Bank Account (required – e.g. Jane Doe)
- Account nickname (required – can be anything, used for your reference only)
- Routing number (required – be accurate)
- Routing number confirmation (required)
- Account number (required – be accurate)
- Account number confirmation (required)

Payment Methods

Select the payment method you would like to add or edit:



Bank Account Push to Card Check

Bank Account Information


My Bank Accounts ▼

☐ Preferred Payment Account

Set this particular payment account as my Preferred Payment Account for receiving all future payments.

Account Type *

☒ Checking ☐ Savings

Name on Bank Account	Account Nickname*
Routing Number*	Confirm Routing Number* 
Account Number*	Confirm Account Number*

How to find your bank account info using a check:

- Routing Number - Identifies your bank or financial institution
 - First 9-digit number on the bottom left of the check
 - **Example:** 123456789
- Account Number
 - Second set of numbers, located to the right of the routing number
 - **Example:** 000123456789



Managing your Payment

If already logged in you can now see your stipend payment that has been assigned to you. If you are not logged in, you can return to the site and login or use the “Accept Payment” email you received and click on the link. You will need to check the box next to the displayed payment and then click on the Accept button above. Once done, you should see the status of “In Progress”. That’s it!

Payment is on its way.

Has the payment been sent to you yet?

- **In Progress** – the status of “Payment in Progress” means that the bank is preparing to send the payment to you.
- **Paid** – the status of “Paid” means that the bank has sent the payment to the designated account provided. Check with your bank to verify that you have received the payment.

Has the payment settled to your account?

- If the status “Paid” is displayed but you still have not received the funds in your account, contact your bank to confirm if a payment is pending on your account or wait another day to see if it is now visible.

Has the payment been returned?

- If the payment was in fact returned, check with your bank that you have the proper routing code and account number combination for receiving electronic payments. If the payment was rejected or failed usually due to the wrong bank information being entered, Citizens will contact HILL for Literacy, and we will reach out to you.

Payment Statuses (Payee Portal)

- **Transaction Created:** Payment has been created by the Payer; you can see and accept the payment.
- **Canceled by Creditor:** You the user have cancelled the payment.
- **Canceled by Debtor:** Payment has been canceled by HILL for Literacy in the Workbench prior to your acceptance.
- **Pending Acceptance:** You have confirmed payment choice and details by clicking “Accept Payment”.
- **In Progress:** You have accepted the payment; payment is in process.
- **Expired:** Payment has passed the expiration date set by the Payer (60 days) and is now canceled.
- **Rejected:** Payment rejected by Bank due to formatting or other errors.
- **Failed:** Payment failed after formatting accepted but other errors occurred.
- **Paid:** Payment successfully sent for processing and/or payment settled.