Online Bill Pay FAQ's

How do I enroll?

1. Go to billpay.tsdweb.com and click on the Enroll button.
2. You will be prompted to enter in your TSD account number and the Zip Code that we have on file for your account.
3. You will then be prompted to complete your Account Setup. Please note that you are required to put a valid email address on file, for you to be able to successfully enroll.
4. You will be sent an email to the address that you will need to click on, for you to be able to complete your registration.

How do I log in?

1. Go to billpay.tsdweb.com and type in the Login ID and Password that you set up when you enrolled your account.
2. If you have not yet enrolled, please follow the instructions noted above about how to enroll.
3. If you have forgotten your username or password, click on the Forgot your Login ID or Password Help links.

I'm using the correct TSD number and Zip code but I cannot log in. What should I do?

Please contact the Business Office for assistance. You can call us at 978-794-1400 extension 3 or you can email us at the businessoffice@tsdweb.com

How do I make a payment?

1. Go to billpay.tsdweb.com and log into your account. If you have not enrolled, follow the Enroll instructions noted above.
2. Once you have logged in, you will have two ways to make a payment.
3. On the Home screen you can Pay All of your invoices by adding a payment method and clicking the Pay All button. If you prefer to view your invoices first then click on the Pay My Bills link at the top of the screen.
4. To pay a single invoice or multiple invoices, simply select the check mark next to each invoice you want to pay.
5. You will then need to choose an existing payment method or add one to your account. Click on Continue to Payment.
6. Review the payment summary and click on the check box that you agree to the terms and conditions noted on the page.
7. Click on the Make Payment button. You will then see a message confirming if your payment was successful.

1. Log into your account. billpay.tsdweb.com
2. On the Home page, on the right hand side of your screen you will see an option to Add Auto Pay.
3. Click on the Add button
4. You will now be taken to the Recurring Payment confirmation page. To proceed click on the Create New Recurring Payment button
5. Select an Account. You need to select your TSD account number. It should be the 1st account listed in the drop down.
6. List a Payment Name
7. Select the date on which the automated payment should be taken. We strongly suggest that you select the Due Date but you can choose a day of the month that better suits your needs.
8. Select a payment amount to have automatically taken. We strongly suggest that you select the Amount Due but you do have the option to enter in an amount. If you are going to pay less than what the invoice is for please notify the businessoffice@tsdweb.com
9. Select an option for how long automated payments can be taken. We strongly suggest that you select the "I Stop the Payment" option.
10. Select a Payment Method that you put on file already or enter in a new Payment Method.
11. If you want a reminder sent to you before we bill you, check the box to send a reminder and select how many days in advance you'd like that sent.
12. Check the Terms and Conditions box and click on Agree and Submit
13. You will be asked to review and confirm.   Once confirmed you are all set and on automated payments!

1. Yes, you can. Log into your account billpay.tsdweb.com and click on the Auto Pay link at the top of your screen.
2. You will see any recurring payment plans that you have set up.
3. Click on the Review/ Delete button
4. Click on the Delete button to delete your current automated plan.
5. You will be asked to confirm and delete
6. If you want to set up a new automated payment plan, follow the instructions above for how to set up an automated payment plan.

We accept ACH payments and Visa, MasterCard, American Express, and Discover credit card payments.

Can I keep more than one payment method on file?

1. Yes you can. Log into your account. billpay.tsdweb.com
2. When you log in, on the Home screen you will see a link to Add a Payment Method.
3. Click on the link and you can then add a bank account or credit card to your account.

Can I make a single payment and not keep my payment method on file?

1. Yes you can. You can use the Pay Now option to view your open invoices and make a payment without having to enroll or keep your payment method on file.
2. Go to billpay.tsdweb.com and click on the Pay Now link at the top of your screen.
3. Enter in your TSD account # and the Zip Code that we have on file for your account.
4. You will then see the total# of open invoices on your account and the total amount outstanding.
5. Click on the Add a Payment Method link, enter in your banking or credit card information, and click on Add. You will then be taken back to the Home screen.
6. Click on the Pay All button
7. Review the payment summary and click on the check box that you agree to the terms and conditions noted on the page.
8. Click on the Make Payment button. You will then see a message confirming if your payment was successful.

How do I view an invoice?

1. Log into your account billpay.tsdweb.com and on the Home page you will see a link telling you how many unpaid invoices' you have.
2. Click on the "View All Items" link to view your invoices.
3. Another way to view your invoices is to click on the Pay My Bills link at the top of your screen.
4. Click on View Invoice icon next to the invoice that you want to view.

How do I print an invoice?

1. Follow the instructions noted above for How do I view an invoice.
2. When you view an invoice, there is an option to print, at the bottom of the page.