Stenograph has partnered with Zuora to provide a Customer Portal for invoicing, payment collection, and usage reports for select products.

Before you can access the Portal, you must create an account by clicking the link provided to you in an invitation email. If you have not received your invitation email, please contact Customer Care at 800-323-4247 or CustomerCare@stenograph.com. Once you have created an account, you can use the below instructions to become familiar with the new portal.

Welcome to your Customer Portal in Zuora!

When you log in, your homepage will look roughly like this:
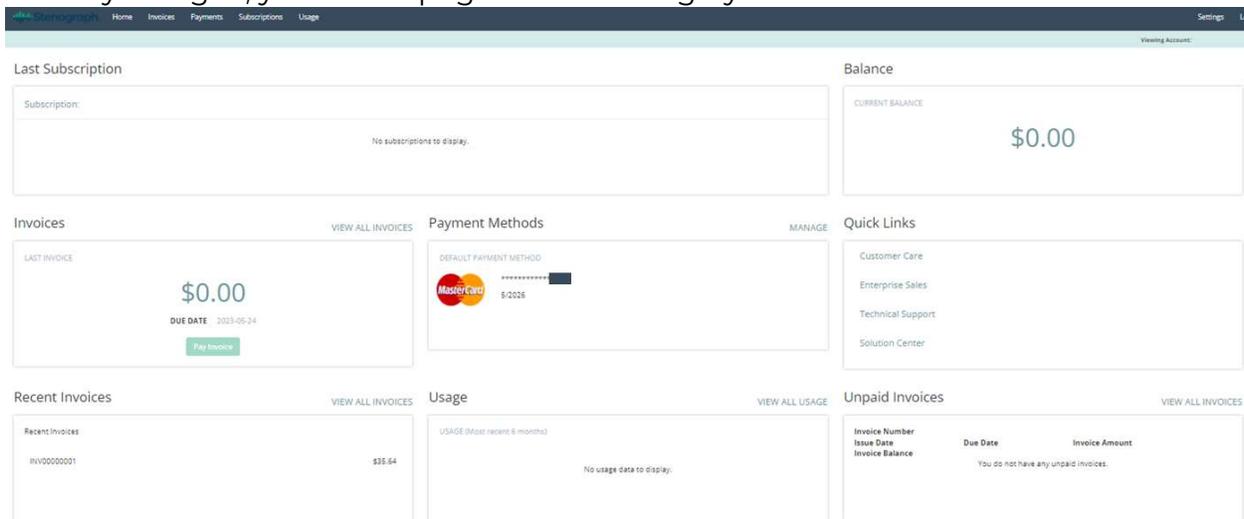
When you have active subscriptions or usage-based products, this quick view will show you only the most recent activity in each section.

To view more information in each section, click the "View All" or "Manage" links above the upper right corner of the box for the section you would like to access.

You can also use the links in the topmost toolbar to quickly navigate to frequently needed pages, like Payments and Invoices.

Products and usage billed by Stenograph in the Zuora Billing Platform are invoiced either monthly or annually and require a credit card to be on file. The default credit card on the account will be set to autopay, and charges will process automatically on the due date for each subscription. If you have questions about your due date, please reach out to Customer Care at 800-323-4247 or CustomerCare@stenograph.com.

To enter your credit card into your account, please follow the instructions below. Please note, for data security, Customer Care cannot enter your payment method in the Portal on your behalf.

Entering a Credit Card on Your Zuora Customer Portal:

1. There are two ways to access the Manage Payment Methods menu on your portal. You may:
   a. Click "Payments" in the toolbar at the top of the page, then click "Manage Payment Methods" near the top of the new page that opens.
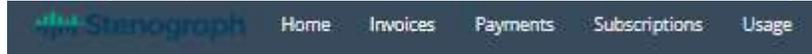
   OR,
   b. Click "Manage" in the upper-right corner of the "Payment Methods" section of the homepage.

2. On this page there is a grey button with a small green plus symbol that says, "Add New Payment Method." Click here.
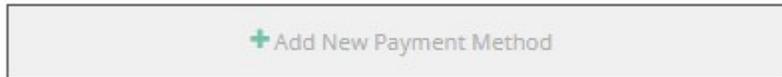
   a. Note: The coloring of this box does make the button look "greyed out" and unclickable. This is not the case. You can click here.
   b. This will open a window within the page to enter new payment information.
3. Click the drop-down button at the top of the page beneath, "Select Payment Method Type" to select "Credit Card."
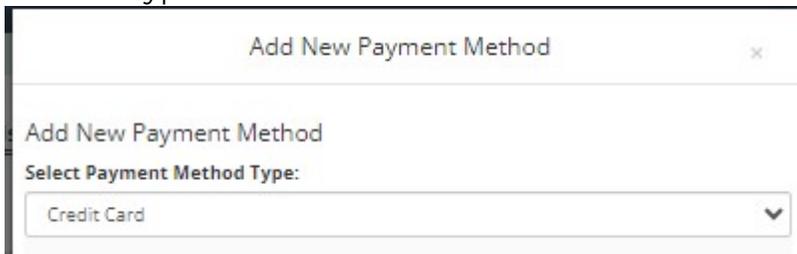
   a. Note: This is the only option, but you must make the selection to load the rest of the credit card entry form.
   b. Complete the form that opens. All fields with a green bar beside them are required.
4. Once the card is entered, it will appear on the page like this:
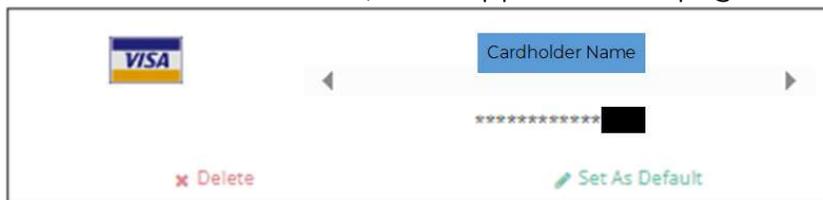
5. Choose the "Set as Default" button in the bottom right corner to make a new payment method your Default method that will autopay.
   a. You can have more than one payment method on file, but only the Default method will autopay any due invoices.
   b. You may change which payment is the Default method at any time.