

Your IAS rental account

View your rental, billing and service records from your phone, tablet or computer. Your existing rental and automatic payments continue as usual.

1. Sign in to your account

Open www.infiniteacquasolutions.com/my-account/.

First visit? Use [Lost your password?](#) to set your password. Enter the email address you use for your IAS rental. Follow the link in the email, choose a password, then return to My Account and sign in.

Already have an IAS website password? Sign in with your email address and that password. You do not need to create another account or re-enter your card to view your rental.

If the password email does not arrive, check your spam folder. Contact IAS if your account uses a different email or you cannot sign in.

2. View your rental and invoices

Choose **Rental billing** or **My Subscriptions**, whichever appears in your account. You can review your rental status, monthly amount and next scheduled payment date. In Rental billing, select **Download PDF** beside an invoice to save a copy.

The next scheduled payment date shows when payment is expected. A payment is confirmed by its paid invoice or payment status.

3. Check your next service date

Your account dashboard shows **Next service date**. Select **Service history** or **View service history and signatures** for more details.

Service due means maintenance is due on that date. **Scheduled visit** means a visit has been assigned; IAS will confirm arrival details. **To be scheduled** means a date has not yet been entered.

Service records and account updates

Your records stay inside your IAS website account. You do not need to open a Stripe portal.

4. View past service visits and signatures

Open **Service history**. Each recorded visit can show its service date, equipment, filters changed, customer acknowledgment name, and the date and time the signature was recorded.

Select **View signed service record** to see the saved signature. The service date and signature-recorded time are shown separately because a report may be saved after the visit.

Only service records added to your account appear here. Older visits or signatures that were never captured may not be available. Contact IAS if you need an older record.

5. Replace a lost or expired payment card

Your saved card continues to pay for your rental. To replace it, open **Rental billing** and find **Replace rental payment card**.

1. Enter your replacement card details in the secure card form.
2. Check the authorization box for future automatic rental payments.
3. Select **Save replacement card**. Complete any verification requested by your bank and wait for the success message.

This form does not charge a rental payment. Your bank may verify the card. Saving a replacement card does not change your rental price or billing schedule. If this option is not shown in your account, contact IAS for assistance.

6. Keep your information current

Use **Account Details** to update your website profile. Contact IAS for changes to your installation or service address, equipment, monthly price, or service schedule. Sign out when using a shared device.

Need help?

Call or text (818) 674-2321
customerservice@infiniteacquasolutions.com