E-Bill Express Quick Reference

Enrolling in E-Bill Express

1. Access E-Bill Express through a link on the website or enter the URL into a browser.
2. Click **'Enroll'.**
3. Enter information in required. Click **'Validate'**.
4. Enter Phone, Email Address and Address if required and click **'Continue to Login & Password'.**
5. Choose Login ID, Password, select security image and label, select security questions and fill in answers. Click '**Continue to Terms of Service'**.
6. Check Terms of Service box and click **'Continue to Payment Accounts'.**
7. Select Default Payment Method tab and enter Payment Account information, check the I Agree box, if applicable. Click **'Finish Enrollment'**.
8. Go to your email account and open the email just sent to you. Click on the '**Activate'** button or hyperlink. NOTE: Your access is not activated until you click on the '**Activate'** button and you will not be able to make payments

Logging into E-Bill Express

1. After you activate, you may log in to pay your bill.
2. Enter your Login ID and Password in the designated fields. Click' **Login'.**
3. On the Home page, click **'Pay My Bills'** hyperlink on the top of the screen to pay certain bills.
4. Click the check box in the beginning of each row to select the bill you want to pay, enter or change the Payment Amount, if applicable, select the Payment

Method on the right hand side of the screen, select the payment date. Click '**Continue to Payment'.**
5. Confirm payment information and, if applicable, check the box "By Checking this box..." agreeing to the Terms and Conditions. Click **'Make Payment'**.
6. The confirmation page will display. Click **'Return to Pay My Bills'** or **'Log Out'**
7. **Note:** To pay all open bills at once, click **'Continue to Payment'** on the **'Home'** page

Forgot Login ID

1. On the Welcome page, click **'Forgot Your Login ID'** in the Login column.
2. Enter your account number and email address used during enrollment and click **'Send'**
3. An email will be sent to your email address with your login ID.

Forgot Password

1. On the Welcome page, click **'Password Help?'**
2. Enter your Login ID and email address used during enrollment and click **'Send My Password'**.
3. An email will be sent to you with a temporary password.
4. Enter your Login ID and copy and paste the temporary password from your email into the Password field on the Welcome page and click **'Login'**.
5. On the next page, paste the same temporary password into the '**Old Password'** field and enter a new password in the '**New Password'** fields.
6. Answer the security questions and click **'Submit'**

Locked Out

1. The password is case sensitive. If you enter your password incorrectly three times, the system will lock you out.
2. Click on **'Contact Us'** on the bottom of the Welcome page for contact information and ask your biller to unlock you. You do not have to change your password unless you cannot remember it.

Automatic Payment did not Initiate

1. A recurring payment will delete permanently if one of the following applies:
   o Automatic Payment expired per initial setup
   o User un-enrolled
   o Biller placed a 'Stop' on the account
   o Biller deleted the Automatic Payment
2. Pay close attention to the very first Automatic Payment as it may not initiate until the following billing cycle depending on when the biller loaded the bill. You may have to pay the first one manually.

Together we'll go far