

Frequently Asked Questions: E-Bill Express

Q: Do I need any special hardware or software to sign up for this E-Bill Express payment service?

A: E-Bill Express supports the following systems:

- The user's system will have the OS and browser installed in a standard manner for end-users
- E-Bill Express supports: Windows Vista, Windows 7, Windows 8 on a PC
- For the aforementioned Windows OS on PCs, E-Bill Express supports:
 - Current version of Microsoft Internet Explorer® - IE11 - previous versions have lost support from Microsoft
 - Current version of Firefox® (FF) plus previous 1 version
 - Current version of Chrome® plus previous 1 version
- E-Bill Express supports OS X® 10.9+ on a Mac
- For the aforementioned OS on Mac:
 - E-Bill Express supports Current version of Safari®
- E-Bill Express does NOT support Safari on PC, or any other browser or OS on a PC
- Added in EBE v6.0:
 - IOS 8 and 9 support on iPad v2+ and iPhone v4+ and a stock Safari browser for those devices and OS
 - Android v4.4+ and a stock browser for the OS and device

Q: After enrolling in this presentment and payment service, when can I start paying my bills?

A: After you complete and submit the enrollment form and respond to the activation email, we will start your service immediately. You can then access the service to pay a current bill or view past bills. You should begin receiving an E-Bill notification within a month or so, depending upon the billing cycle.

Q: What if I forget my password?

A: The initial screen provides the ability for you to have your password emailed to the email address used when you first enrolled.

Q: Will I receive a reminder that I have an E-Bill ready for viewing and paying?

A: You will receive an e-mail notification reminding you that an E-Bill has been presented site and is ready for payment.

Q: When is the money for the payment drawn from my bank account?

A: The funds for the payment are debited from your account on the scheduled payment date. Keep in mind that you should always have funds available to cover the payment on that date.

Q: How far in advance of the due date should I schedule my payments?

A: We suggest you schedule your payment for at least 3 business days before the actual payment due date.

Q: The Tutorial Videos are not available and there's no message as to why they won't play. How can this issue be fixed?

A: This may well be happening if you are using pop-up blocking (ad blocking) software. If you have ad blocking software in place, you typically have the ability to make quick exceptions to allow for pop-ups like our tutorial videos (usually by holding down Ctrl). Try this and see if you can now watch the tutorials.

Q: During the E-Bill Express enrollment process, I hit the "Back" button to view a prior screen. Now I can't log back-in because my password is not being accepted. What should I do next?

A: It is possible the domain of the URL changed when you hit "Back." To fix this problem, simply start over at the E-Bill Express log-in screen. You can access it by clicking on the link on the "Pay Your Bills" page, or by using this link: <https://ww2.e-billexpress.com/ebpp/chpwchf>