How to Change a Password on a UC Berkeley BFS eBill Account
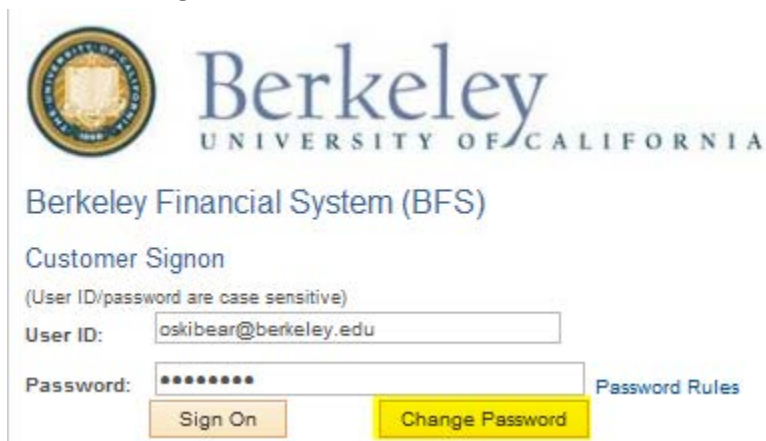## Step by Step Guide for Non-Student Customers

Overview:

This document provides existing users with a step-by-step guide for changing the eBill password.

If you do not have an eBill account established, go to http://ebill.berkeley.edu to request access. Click on New User? Sign up Now! located below the Login to eBill button. Please allow 3-5 business days for account activation.

Follow the steps below to change your eBill password.

1) Go to http://ebill.berkeley.edu/

2) Click Login to eBill button

3) Enter your **User ID**
   − (User ID = the contact email address provided when access to eBill was requested)

4) Enter your **Password**

5) Click the **Change Password** button

6) In the **New Password** box, enter the *new password* you would like to change to. Passwords must follow these rules:
   − Be at least eight characters
   − Have at least one upper case character
   − Have at least one lower case character
   − Have at least one number
   − Have at least one punctuation/special character (e.g. ~,!,@,#,$,%,^,&,*)
   − Cannot contain spaces

7) In the **Confirm Password** box, enter the *new password* again.

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8) Click the **Submit** button. A confirmation will appear showing the password was successfully changed.

9) Sign in with your User ID and *new* password.