Navigating eBill
EBill is a secure and convenient way to check your account status, issue payment, and communicate with the eBill team. This guide will familiarize you with many of the features of the eBill system.

Getting Started

To sign up for eBill, go to https://ebill.berkeley.edu and select the link labeled New User? Sign up Now!. With your Customer ID number in hand, complete the eBill Online Access Request form. Please allow up to five (5) business days for account activation. Once activated, we will email your login credentials.

With your Customer ID number in hand, complete the eBill Online Access Request form. Please allow up to five (5) business days for account activation. Once activated, we will email your login credentials.

Then, enter your User ID and temporary password. Click the Sign On button.
You will be asked to change your temporary password. Your new password must be a minimum of eight characters long, have at least one upper case letter, lower case letter, and number. Also, it must include at least one special character, such as an exclamation point, ampersand, pound symbol, or asterisk. Your password cannot contain spaces.

Enter your new password twice – once in the New Password field and again in the Confirm Password field. When you are done, click the Change Password button. You would receive a message if your password were successfully changed. Rejected passwords most likely did not meet all the rules requirements. Repeat the steps with a different password until it is accepted.
Once you login with your new password, you start at the eBill home page.

**Quick Pay**

We’ve designed Quick Pay with simplicity in mind: to pay all your invoices with a single eCheck.

Select the Quick Pay tile. This takes you to a page with the Electronic Check Terms and Conditions. If you agree to these terms, use your mouse and click the I Agree toggle switch. This moves the switch from No to Yes and confirms your acceptance of the terms.

Then, select the orange Submit Payment button.

A pop-up box asks you to confirm this payment. Select OK to continue.

Now complete the billing information and payment details page. The billing information section should already be pre-populated with your billing details. Please update any missing or incorrect information. Fields marked with an asterisk are required.

In the Payment details section, enter your routing number, bank account number, and check number. From the Account Type pull-down menu, please indicate if the bank account is a checking or savings account.

Once the page is complete, click the Process payment button.
For a quick snapshot of your account, including recent invoices, aging, and payments, visit the **Account Summary** page.

Select the **More** link to unveil additional lines. Or you can drill-down for more detail by selecting the line with your mouse.
We designed Make a Payment with flexibility in mind: allowing users to select the invoice and amount they wish to pay today.

Users are offered a variety of payment choices.

- **Pay Total Balance** - Pay all the invoices on your account.
- **Pay Past Due** – Pay just the invoices in arrears.
- **Select Invoices** - Pick the specific invoice(s) that you wish to pay now.
- **Pay Last Statement** - Currently not applicable.

Make a Payment

Pay Total Balance

Note: Instead of using Pay Total Balance, consider using Quick Pay instead. It accomplishes the same action in fewer steps.

If you do wish to use Pay Total Balance, start by selecting the green Pay Total Balance button.

This takes you to the Payment Cart page. Select the Next button.
Carefully read the Electronic Check Terms and Conditions. If you agree to these terms, click the I Agree toggle switch with your mouse. This changes the toggle from No to Yes.

Then, select the Submit button.
EBill Users Guide – Navigation

Now complete the billing information and payment details page. The billing information section should already be pre-populated with your billing details. Please update any missing or incorrect information. Fields marked with an asterisk are required.

In the Payment details section, enter your routing number, bank account number, and check number. From the **Account Type** pull-down menu, please indicate if the bank account is a checking or savings account.

Once the page is complete, click the **Process Payment** button.
EBill confirms if your payment was successful.

Pay Past Due
If you wish to pay just the invoice(s) in arrears, select the Pay Past Due button.

This brings up a payment cart with the invoice(s) that are past due. To pay all these invoices, click Next.

Carefully read the Electronic Check Terms and Conditions. If you agree to these terms, click the I Agree toggle switch with your mouse. This changes the toggle from No to Yes.

Select the Submit button.

A pop-up box asks you to confirm this payment. Select OK to continue.
Now complete the billing information and payment details page. The billing information section should already be pre-populated with your billing details. Please update any missing or incorrect information. Fields marked with an asterisk are required.

In the Payment details section, enter your routing number, bank account number, and check number. From the Account Type pull-down menu, please indicate if the bank account is a checking or savings account.

Once the page is complete, click the Process Payment button.
EBill confirms if your payment was successful.
Select Invoice(s)

EBill gives you the option to pay just the invoice(s) you select. Click the button labeled Select Invoice(s).

This page lists your invoices. Notice the Action menu in the second column. Select the drop-down arrow for additional options:

- Invoice Details — More detailed information about the invoice, such as a description, quantity, unit price, and tax amount.
- Message Center — Send a message to a member of the eBill team.
- Invoice Activity — View a history of the transaction.
- Invoice Attachment — View supporting documents relating to the transaction.
- Invoice Image — View a copy of the invoice.
- Email Invoice — Send a copy of the invoice to specific recipients.

Mark the invoice(s) that you wish to pay with a checkbox. Then click the Pay button.

From the Payment Cart, select the Next button.

Carefully read the Electronic Check Terms and Conditions. If you agree to these terms, click the I Agree toggle switch with your mouse. This changes the toggle from No to Yes.

Select the Submit button.
A pop-up box asks you to confirm this payment. Select OK to continue.

Once the page is complete, click the Process Payment button.

Now complete the billing information and payment details page. The billing information section should already be pre-populated with your billing details. Please update any missing or incorrect information. Fields marked with an asterisk are required.

In the Payment details section, enter your routing number, bank account number, and check number. From the Account Type pull-down menu, please indicate if the bank account is a checking or savings account.
EBill confirms if your payment was successful.
The Payment Cart allows users to change the payment amount and/or payment date before submitting the eCheck for payment. Or, users can remove the payment from the cart completely using the Delete icon.

Pending Payments lists the payments submitted within the last business day. For detailed information about a pending payment, select the line with your mouse.

Be aware that by the next business day, the payment line will disappear from the Pending Payments page and reappear on the Payment History page.
Payment History lists your posted payments. For detailed information about one of these payments, select the arrow button at the end of the line.

Invoices list the bills sent to you. You may use the filter to find an invoice according to its date range, number, amount range, currency, and paid status.

Notice the Actions menu in the second column. Select the green arrow for the following options:
EBill Users Guide – Navigation

- **Invoice Details** – Provides detail about the line, such as a description, quantity, unit price, and tax amount.
- **Message Center** – Allows the user to send a message to the eBill team about the selected transaction.
- **Invoice Activity** – Lists the activity that occurred on this transaction.
- **Invoice Attachment** – View any supporting documents relating to this transaction.
- **Invoice Image** – View a copy of the actual invoice for this transaction.
- **Email Invoice** – Send a copy of the invoice to specific recipients.

For more information about a particular invoice, click the arrow at the end of the row.

Contact Us

The **Contact Us** page is a convenient way to communicate with the eBill team. Upon landing on the page, a list of past messages appear.

For more detail about a specific message exchange, select the message with your mouse.
You can search for a message using the filter. Search by date, subject, sub-topic, and/or invoice ID.

To send a message to our team, select the button labeled Add New Message. Then, compose the message and click the green Save button. Our response time is typically less than two (2) business days.

The Password Settings page displays the account holder’s telephone number and billing address. Errors should be reported by accessing the Contact Us tile.
EBill Users Guide – Navigation