

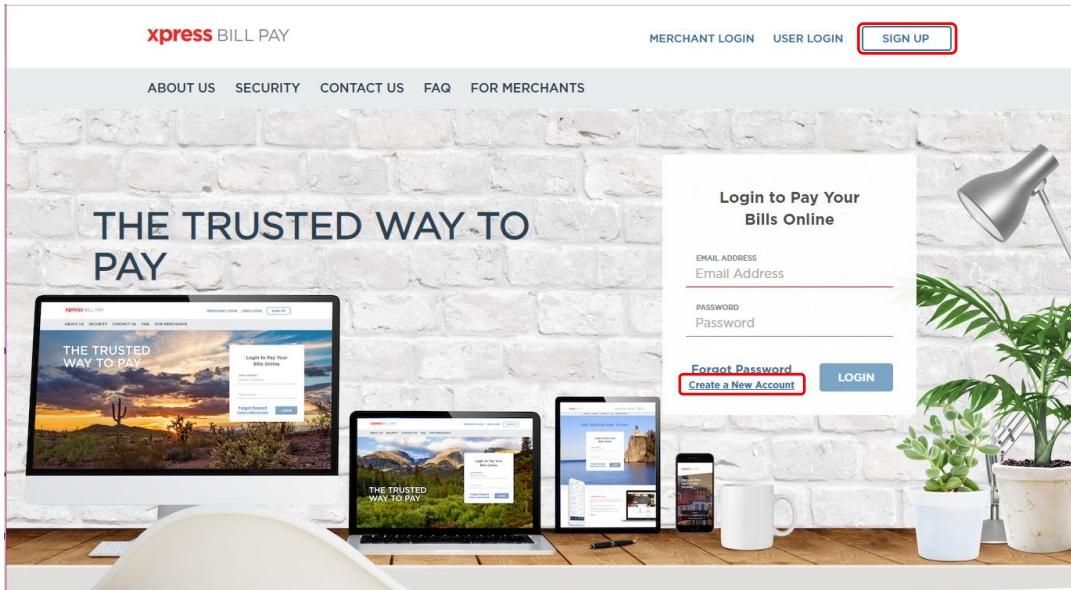
## Setting Up a New Account

First, go to [www.xpressbillpay.com](http://www.xpressbillpay.com).

Make sure Private Browsing Mode is off.

The website does not work outside of the US and Canada for security reasons.

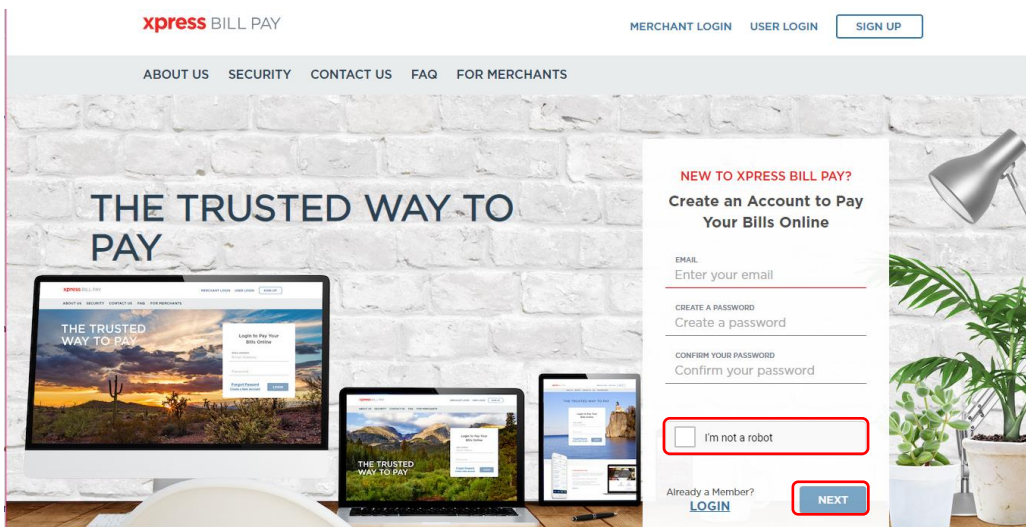
Select the **Sign Up** button in the upper right-hand corner of the screen, or click on **Create a New Account** under the login area. If you already use Xpress Bill Pay for a different organization, you do not need to create a new account. You can add additional bills to your existing account.



Enter a valid email address, and create a password, (we recommend the password be over 7 characters, and contain a letter and a number). Enter the password again for confirmation.

Click the **I'm Not a Robot** box. If the Captcha test pops up, follow the instructions stated. You may need to cycle through a few sets of pictures before the system allows you to proceed.

Click **Next**.



Fill out the information for your account, and check the **Terms and Conditions** box. Click **Next**.

ACCOUNT TYPE  
Personal

FIRST NAME  
\* Enter Name

LAST NAME  
\* Enter Name

PHONE  
\* Enter 10 Digit Phone Number

ADDRESS  
\* Enter Address

CITY  
\* Enter City

STATE/PROVINCE  
\* Choose State

ZIP/POSTAL CODE  
\* Enter Zip/Postal Code

Terms and Conditions:  
Please read the [Terms & Conditions](#) and [Privacy Policy](#). They contain important information concerning the privacy and security of your information. You must agree to the Terms & Conditions and Privacy Policy to continue.

☐ I have read and agree to the Terms & Conditions and Privacy Policy

NEXT

A verification email will be sent to the email address you used to create your Xpress Bill Pay account.

If you do not receive the verification email in your inbox, make sure to check your junk or spam folder. We also recommend adding [no-reply@xpressbillpay.com](mailto:no-reply@xpressbillpay.com) to your contacts or safe email list.

JUST ONE MORE STEP...

Please verify your email address so you can sign in if you ever forget your password. We've sent a confirmation email to:

testingstuff@test.com [Edit](#)

If you have not received it, you can resend the confirmation email.

xpress BILL PAY

Verify Email Address

If you registered for an Xpress Bill Pay account using your email address of [gobbl](#) below to enable your account. If you did not register for an account, please disregard this email.

Verify Email

Log into your email and select the **Verify Email** button inside the email, which will redirect you to the login screen, where you will see a **Success** message. Click **Continue**.

xpress BILL PAY

MERCHANT LOGIN USER LOGIN SIGN UP

ABOUT US SECURITY CONTACT US FAQ FOR MERCHANTS

THE TRUSTED WAY TO PAY

Login to Pay Your Bills Online

Success!  
Your email address has been verified.

CONTINUE

## Adding Your Account

Under the **Add Account** option, enter your billing organization (the city or utility company your bill is from). Some organizations may be listed underneath the search box, based on your zip code. If you see your organization listed, click on it. Otherwise, enter the organization name, city, State, or zip code, and click **Search**. This will pull up a list of possible organizations. Click on the organization to proceed.

**Add New Account** Step 1 of 3

Find your billing organization:

Xpress Bill Pay Search

Billing organizations founded as search (1):

Xpress Bill Pay  
Provo, UT

Next, you need to enter the account number and last name or business name on the bill, and click **Locate Account**. If you are a tenant, you may need to enter your landlord's last name.

**Add New Account** Step 2 of 3

Enter the following information as it appears on your Xpress Bill Pay bill:

Bill Type ☒ A/R  
☐ Monthly Billing  
☐ Utility Test

Account Number

Last Name or Business Name

Back Locate Account

You may be asked for additional information on the bill, and to select **Take over payment** or **Add me as a payer**. This means that your account number is already linked to another online account, such as in cases of landlord/tenant accounts. Tenants should select **Add me as a payer**, and new owners should select **Take over payment**.

**Add New Account** Step 3 of 3

Utility Account # 2.6251.01 for City of Steamboat Springs

This account already has a payer. You can add yourself as an additional payer or take over payments from the previous owner.

Take over payment Add me as a payer

Enter the following information to verify the account

Service street address as it appears on the current bill

Amount due on the current bill

The existing payer will be notified that you are being added as a payer on this account.

Back ☐ Opt in for Paperless Add Account

The information for the specified account will populate. If the information is correct, click the green **Add Account** button. This will link the bill to your account to view and pay.

ADD ACCOUNT      ACCOUNTS      AUTO PAYS      XPRESS WALLET      HISTORY

**Add New Account**      Step 3 of 3

Utility Test Account # .1.1 for Xpress Bill Pay

**BILLING ADDRESS**  
Doe,Jane  
P.O. BOX 617  
Provo Ut 89835-0617,

**SERVICE ADDRESS**  
887 EDGEWOOD AVENUE

< Back      **Add Account**

You will also be asked if you want to set up Auto Pay, or you can click **Not Now** (you can still set it up at a later time).

ADD ACCOUNT      ACCOUNTS      AUTO PAYS      XPRESS WALLET      HISTORY

**Add New Account**      Step 3 of 3

**YOU HAVE SUCCESSFULLY ADDED YOUR ACCOUNT!**

Now that Utility Account # 25.2030.0.5 for Lehi City has been added, would you like to set up auto pay now?

Not Now      **Set up Auto Pay**

Once your bill is linked, it will be listed under the **Accounts** tab on the top menu bar.

## Auto Pay Setup

To set up Auto Pay, click on the Auto Pay toggle on the **Accounts** page. You can also click on the **Auto Pays** tab, and set it up from that screen.

ADD ACCOUNT      ACCOUNTS      **AUTO PAYS**      PENDING PAYMENTS      XPRESS WALLET      HISTORY

**xpress BILL PAY**

**Xpress Bill Pay**  
5252 N Edgewood Drive, Ste 225  
Provo, UT 84604  
800-768-7295  
Monday - Friday 8:00 AM - 5:00 PM

Enter a nickname

Remove Account

☐ Auto Pay (Off)      Edit

Part 1 of the Auto Pay setup is **Schedule**. On this screen, you can select the Auto Pay to run based on the due date (0-5 days before the due date). Having the Auto Pay run based on the due date can help ensure there are no accidental late payments.

You can also schedule the Auto Pay to run on a set day each month by clicking the **Based on a Calendar Date** option. This option can be scheduled to run monthly, bi-monthly, quarterly, semi-annually, or annually, after the start date.

You can also set up an end date for the Auto Pay (optional). Click **Next**.

**1. Schedule** | 2. Amount | 3. Method | 4. Notifications | 5. Summary

**PAYMENT SCHEDULE**

**Based on Due Date (Recommended)**  
 Bill will auto pay  day(s) before the bill due date.

**Based on Calendar Date**  
 Bill will auto pay on the  day of the month.

**PAYMENT FREQUENCY**

- ☐ Monthly (Pay every 1 month after start date)
- ☐ Bi-Monthly (Pay every 2 months after start date)
- ☐ Quarterly (Pay every 3 months after start date)
- ☐ Semi-annually (Pay every 6 months after start date)
- ☐ Annually (Pay every 12 months after start date)

**END AUTO PAY**

- ☒ Continue until I cancel
- ☐ Continue until

An optional "End Date" can be specified if you are planning on discontinuing your service. Otherwise, leave the "Continue until I cancel" option selected.

Close Next >

Part 2 of the Auto Pay setup is **Amount**. Here you can select **Pay Full Bill Amount**, which will pay the full amount due on the bill each time the Auto Pay runs. You can also set a Safety Limit amount. The Auto Pay will never run for more than the Safety Limit amount.

You can also select **Pay Set Amount**, if you want to pay the same amount each month. When this option is selected, the Auto Pay will run for that amount each month, even if no bill is due. Click **Next**.

1. Schedule | **2. Amount** | 3. Method | 4. Notifications | 5. Summary

**PAYMENT AMOUNT**

**Pay Full Bill Amount**  
 Safety Limit ☐ Enter Limit Amount

**Pay Set Amount** Enter Set Amount

< Back Cancel Next >

Part 3 of the Auto Pay setup is **Method**. This is where you specify your payment method for your Auto Pay. You can pay by bank account or debit/credit card.

Hit the drop-down box labelled **Primary Payment Method** and select either **Add Primary Payment Method** or select a previously saved payment method. You can also set up backup payment methods. Please note that credit/debit cards will need to be updated when you receive a new card for any reason, such as a new expiration date.

The screenshot shows the '3. Method' step of the Auto Pay setup. At the top, there are five tabs: '1. Schedule', '2. Amount', '3. Method' (highlighted with a red border), '4. Notifications', and '5. Summary'. The main content area is titled 'PAYMENT METHOD' and includes the 'xpress BILL PAY' logo and 'Account #: 11'. Under 'Accepted Payment Method(s)', there are icons for eCheck, VISA, MasterCard, and Discover. Below this is a 'Primary Payment Method' section with a dropdown menu currently showing 'Add Primary'. At the bottom left is a '< Back' button, and at the bottom right are 'Cancel' and 'Next >' buttons.

Step 4 of the Auto Pay setup is **Notifications**. This allows you to set up your notification preferences. To turn off/on specific notifications, click on the toggle buttons. You can also enter an additional email here if you need the Auto Pay notifications to go to multiple email addresses.

The screenshot shows the '4. Notifications' step of the Auto Pay setup. The tabs at the top are '1. Schedule', '2. Amount', '3. Method', '4. Notifications' (highlighted with a red border), and '5. Summary'. The main content area is titled 'NOTIFICATION PREFERENCES' and includes the 'xpress BILL PAY' logo and 'Account #: 11'. There are five notification options, each with a toggle switch: 'Notify me when a payment is successful' (on), 'Notify me when a payment fails' (on), 'Notify me when a new payment is scheduled' (off), 'Notify me if my Auto Pay gets disabled' (on), and 'Notify me if my Auto Pay gets enabled' (on). Below these is a 'Notify me via:' section with a text input field containing 'bbrooks@xpressbillpay.com' and a toggle switch (on). There is also a field for 'Enter second notification email address' with a toggle switch (off). At the bottom left is a '< Back' button, and at the bottom right are 'Cancel' and 'Next >' buttons.

Part 5 is the **Summary**. Verify that the information is correct, then click **Save Changes**. Your Auto Pay will now be active, and run until you cancel it, or until the specified Auto Pay end date is reached. Please note that after 3 consecutive failed credit card payments, or one failed eCheck payment, the Auto Pay will automatically disable.

The screenshot shows the '5. Summary' step of the Auto Pay setup. The tabs at the top are '1. Schedule', '2. Amount', '3. Method', '4. Notifications', and '5. Summary' (highlighted with a red border). The main content area is titled 'Auto Pay Summary' and includes the 'xpress BILL PAY' logo and 'Account #: 11'. A box contains the following summary information: 'Setup Auto Pay for:', 'Payment Frequency: Pay 0 days before the due date', 'Payment Amount: Full bill amount.', 'Notification: Send notifications to', and 'Payment Method: Payment method has not been specified.' At the bottom left is a '< Back' button, and at the bottom right are 'Cancel' and 'Save Changes' buttons. A small disclaimer at the bottom right states: 'By activating or updating this auto pay, you agree to the auto pay terms and conditions.'

Once your Auto Pay is set up, you can edit any of your settings by clicking on the “Auto Pay” tab on the menu bar, and then select **Edit**. You can also disable the Auto Pay at any time.

ADD ACCOUNTACCOUNTSAUTO PAYS (highlighted)PENDING PAYMENTSEXPRESS WALLETHISTORY

**Xpress Bill Pay**

5252 N Edgewood Drive, Ste 225  
Provo, UT 84604

800-768-7295  
Monday - Friday 8:00 AM - 5:00 PM

Enter a nickname

[Remove Account](#)

Auto Pay (Off) (highlighted)

[Edit](#) (highlighted)

## Making a Payment

To make a payment, click on the green **Make a Payment** button. You can also click **Pay Custom Amount** if you want to make a payment for more or less than what is due on your bill. Please note that if you choose not to pay your full bill amount, you may be susceptible to late fees from your billing organization.

ADD ACCOUNTACCOUNTSAUTO PAYS (highlighted)PENDING PAYMENTSEXPRESS WALLETHISTORY

**Xpress Bill Pay**

5252 N Edgewood Drive, Ste 225  
Provo, UT 84604

800-768-7295  
Monday - Friday 8:00 AM - 5:00 PM

Enter a nickname

[Remove Account](#)

Auto Pay (Off)

[Edit](#)

Western Heritage Days September 8 at Chamber Building.

Have your bill paid automatically each month with Xpress Bill Pay's hassle-free Auto Pay feature.

**Billing Address**

Doe,Jane  
P.O. BOX 617  
Provo Ut 89835-0617,

**Service Address**

Doe,Jane  
887 EDGEWOOD AVENUE  
Provo Ut 89835

**Account Information**

Account Number: .11  
Account Type: Utility Test  
Due Date: 11/25/2018  
Billing Period End: 10/31/2018

Description	Read Date	Prev Reading	Present Reading	Total Usage
WA	8/29/2018	7,692,320	7,757,370	65,050

Previous Payment Date 8/2/2018  
Previous Payment Amount \$146.58

**Amount Due:**  
**\$155.37**

**MAKE A PAYMENT \$155.37** (highlighted)

[Pay custom amount](#) (highlighted)

On the next screen, click **Proceed to Checkout**.

« Back to Bills

**Bill Cart**

Cart Contents

Xpress Bill Pay  
Utility Test

887 EDGEWOOD AVENUE  
Provo Ut 89835

[Remove](#) | [Full Amount](#)

ACCOUNT #: 11

DUE: 11/25/2018

AMOUNT: 155.37

[Remove All](#) | [Add More Bills to the Cart](#)

Cart Summary

**Total Amount:**  
**\$155.37**

☒ PAY NOW

☐ SCHEDULE PAYMENT ON

**Proceed to Checkout** (highlighted)



Then, enter a payment method. Once the payment method is entered, it will be encrypted and stored in the **Xpress Wallet** for future use. Then, click **Review and Confirm**.

Accepted Pay Method(s)

Select Pay Method  

Select Pay Method

Add New Payment Method

CONFIRM

Cancel

Select Payment Type  

Bank Account (Recommended)

\* Choose Type

\* Choose Category

Routing Number  

\* Enter Routing Number

Account Number  

\* Enter Account Number

Verify Account Number  

\* Re-Enter Account Number

Need help?

Billing Information  

First Name

Last Name

Billing Address

City

State  

Utah

ZIP  

94601

Contact Information  

Phone Number

Email Address

Payment Amount:  
**\$155.37**

CONFIRM

Payment Amount:  
**\$155.37**

Review and Confirm

Click **Submit Payment**.

## Review & Confirm

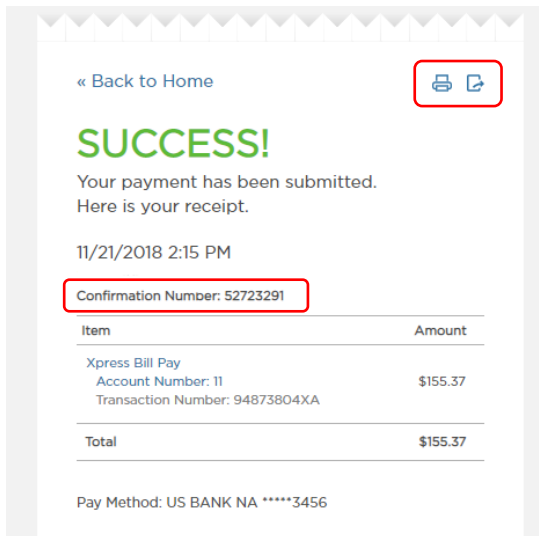
### Payment Information

Items	Amount
Xpress Bill Pay Utility Test for #.1.1 at 887 EDGEWOOD AVENUE	\$155.37
Statement Total	<b>\$155.37</b>

**Submit Payment**

By clicking Submit Payment, you are agreeing to pay the above amount.

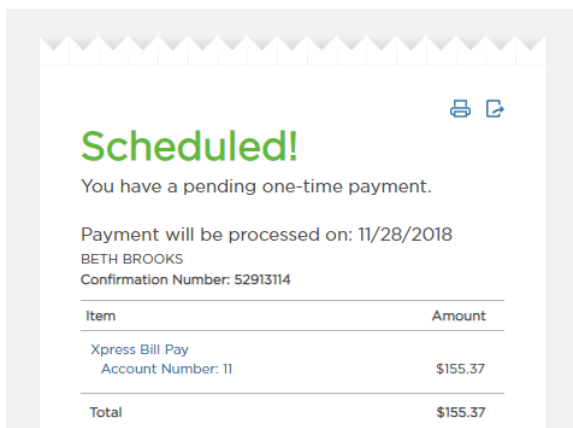
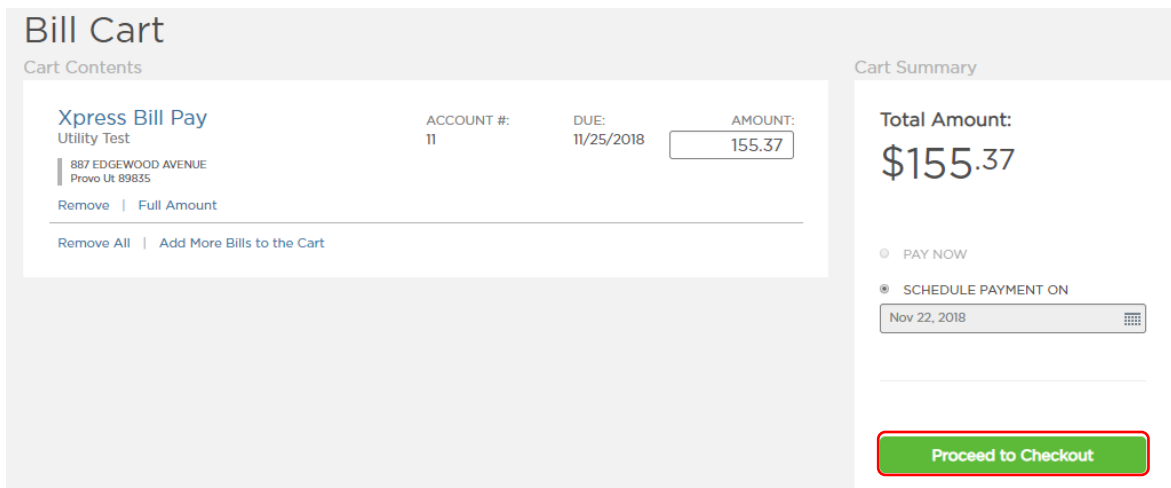




If your payment is successful, you will see a receipt page with a confirmation number. You can print or download this receipt for your records by clicking on the **Print** or **Download** icons in the top corner of the receipt. Payments made on Xpress Bill Pay are also kept on file under the **History** tab.

## One-Time Future Payments

To schedule a one-time future payment, simply click on the **Schedule Payment On** option, rather than the **Pay Now**, and select a date for your payment. Then proceed with payment as noted above. Please note that if you schedule your future payment for a date after your due date, you will be subject to late fees.



The pending payment receipt says **Scheduled**. You will receive notice on the date the payment processes via your email address.

Once your payment is scheduled, a **Pending Payments** tab will appear on the main menu bar, which will show any pending payments, and allow you to **Pay Now**, **Edit**, or **Delete** your pending payments.

### Linking Additional Accounts

You can add additional bills to your account, as long as the organization is contracted with Xpress Bill Pay. The **Nickname** box near the top of the account page is an optional feature which allows you to nickname different accounts to help keep track of multiple bills. You can also remove the account from this page by clicking **Remove Account**.

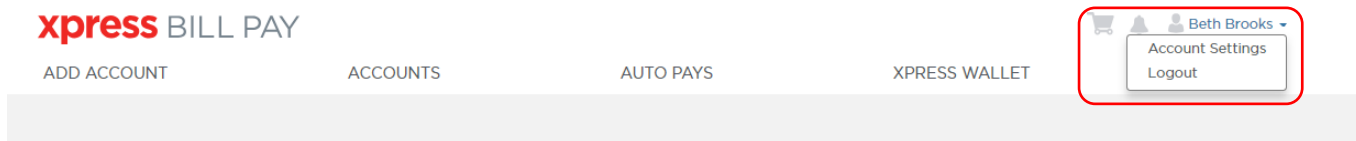
To add additional bills, go to the **Add Account** tab.

Locate your bill the same way you added your first account. When you have multiple bills linked, the main page after logging into your account will show a list of all your linked bills. To view your bill details from this page, click on the **View Bill**, button. Note that you can proceed to the payment screen from this page as well by clicking the green **Pay** button.

You can also get to Auto Pay setup from this page by clicking **Set up Auto Pay**.

## Account Settings

To access the **Account Settings**, click on your name in the top right corner, next to the person icon. Then click **Account Settings** from the drop-down.



In your **Account Settings**, you can update your email, phone number, and address.

You can also update your notification preferences, and you can also change your password, remove your Xpress Bill Pay account (which deletes your account entirely), or remove any of your bills (which removes only the specified bill from your account).

Contact Information

☒ Update all my Wallet and Auto Pay information

Account Type:	Personal	<a href="#">Edit</a>
Name:	Beth Brooks	<a href="#">Edit</a>
Email:	bbrooks@xpressbillpay.com	<a href="#">Edit</a>
Phone:	(801) 376-3416	<a href="#">Edit</a>
Mobile Number:	(801) 376-3416	<a href="#">Edit</a>
Billing Address:	123 W 500 N Provo, UT 94601	<a href="#">Edit</a>

Notification Settings

Statement Notifications:

Email

☒

Text Message

☐

Auto Pay Notifications:

Email

☐

Text Message

☒

Payment Notifications:

Email

☒

Text Message

☐

Security

Password:

[Change Password](#)

Account

Remove Xpress Bill Pay Account:

[Remove My Account](#)

Bills

Remove Account:

Xpress Bill Pay

Account#: 11 (Utility)

[Remove Account](#)

Note that this information is private to your Xpress Bill Pay account, and updating your information in your Account Settings does not notify the city/billing organization of any changes.

## Xpress Wallet

The **Xpress Wallet** is a safe, secure storage for your saved payment methods. Once payment methods are entered and stored, they will be encrypted, and available to identify by the last four numbers of the card or bank account. Saving methods in your Xpress Wallet not only saves time when making future payments, it is safer than entering your payment method each time, as most credit card theft online happens at the point of entry.

You can edit any of your stored payment methods in the Xpress Wallet, and also delete any of your saved payment methods.

To save your payment method, first select the type from the drop-down menu and enter the required information. Once the form is filled out, click **Save**.

ADD ACCOUNT
ACCOUNTS
AUTO PAYS
XPRESS WALLET
HISTORY

Your Saved Payment Methods

### Add New Payment Method

Select Payment Type

Choose Type

### Add New Payment Method

SAVE Cancel

Select Payment Type

Bank Account (Recommended)

\* Choose Type \* Choose Category

Routing Number

\* Enter Routing Number

Account Number

\* Enter Account Number

Verify Account Number

\* Re-Enter Account Number

Need help?

### Billing Information

First Name

Jane

Last Name

Doe

Address

5252 Edgewood Drive

City

Provo

State

Utah

ZIP

94601

### Contact Information

Phone Number

(800) 720-6847

Email Address

testing@test.com

PCI Security Standards Council

PCI Compliant (Payment Card Industry) Verified Quarterly

SAVE

### Add New Payment Method

SAVE Cancel

Select Payment Type

Credit/Debit Card

Card Number

\* Debit/Credit Card Number

Name on Card

\* Enter Name on Card

Expire Month

\* Month

Expire Year

\* Year

Security Code

\* Enter Security Code

Need help?

### Billing Information

First Name

Jane

Last Name

Doe

Address

5252 Edgewood Drive

City

Provo

State

Utah

ZIP

94601

### Contact Information

Phone Number

(800) 720-6847

Email Address

testing@test.com

PCI Security Standards Council

PCI Compliant (Payment Card Industry) Verified Quarterly

SAVE

## History

Under the **History** tab, you can view past payments made on Xpress Bill Pay under the **Payments** tab.

ADD ACCOUNT
ACCOUNTS
AUTO PAYS
XPRESS WALLET
HISTORY

### History

Search Options

Jump to Month:

Select month

View Range:

Start Date
to
End Date

Clear Options

Payments

Bills/Statements

NAME	DATE	AMOUNT
Xpress Bill Pay Payment Voided for Checking ****3456 Account No#: 11 <a href="#">View Details</a>	Nov 21, 2018	\$0.00 <a href="#">view receipt</a>

You can also view up to 24 months of your **Bills/Statements** from the billing organization. To narrow your search, you can fill in a date range under the **Search Options**. Previous statements can be downloaded and printed by clicking on the organization name.

ADD ACCOUNT
ACCOUNTS
AUTO PAYS
XPRESS WALLET
HISTORY

### History

Search Options

Jump to Month:

Select month

View Range:

Start Date
to
End Date

Clear Options

Payments

Bills/Statements

NAME	BILL DATE	DUE DATE	AMOUNT
Xpress Bill Pay Utility Test Account #: 11	Oct 31, 2018	Nov 25, 2018	\$155.37
Xpress Bill Pay Utility Test Account #: 11	Aug 31, 2018	Sep 15, 2018	\$155.37
Lehi City Utility Account #: 25203005	Apr 30, 2017	May 25, 2017	\$108.48

## **Support**

Our Support team is happy to assist you with anything you may need.

support@xpressbillpay.com

Payment Center: 800-720-6847

Technical Support: 800-766-2350

## **When to Contact Xpress Bill Pay Support**

- Help with account setup.
- Assistance with or questions about Auto Pay.
- Help making payments.
- You aren't receiving Xpress Bill Pay email notifications.
- Any questions navigating [www.xpressbillpay.com](http://www.xpressbillpay.com).

## **When to Contact the Billing Organization**

Xpress Bill Pay is a third-party payment company. You may need to contact the city or utility company directly. We can also transfer you to the organization, if you don't have their contact information.

- When cancelling your utility service.
- When updating your mailing or billing address.
- To add or remove a name from your utility account.
- When your bill is incorrect.
- To inquire regarding fees on your account.
- To request a refund or a void on a payment.