



## eBill / ePay FAQs

**Q: What is Gettysburg Benefits eBill/ePay?**

**A:** eBill/ePay is a website that you can use to securely view and pay your bill online.

**Q: Does it cost anything to enroll in eBill/ePay?**

**A:** No. It is free to sign up for eBill/ePay.

**Q: How do I create a new eBill/ePay account?**

**A:** From [www.getbenefitsadmin.com](http://www.getbenefitsadmin.com) click the eServices button in the top menu, and from there click the eBill/ePay link on the right side of the page. This takes you to the secure eBill/ePay webpage, click on the "Enroll" button. This will take you to the Enrollment page, where you will be asked to provide basic contact information, choose your security settings, and to enter the basic financial information that you will use to pay your bill. When you have completed the enrollment process, an activation e-mail will be sent to you. Once your account has been activated, you can login and start managing your account online.

**Q: Can I make a payment without enrolling in eBill/ePay?**

**A:** eBill/ePay' "Just Pay" option allows you to make a payment without formally enrolling in eBill/ePay. This might be useful if you need to make a one-time payment.

**Q: What methods of payment are offered by eBill/ePay?**

**A:** eBill/ePay allows you to have funds drawn directly from your checking or savings account.

**Q: How do I pay a bill from the eBill/ePay website?**

**A:** It's easy to a pay a bill from the eBill/ePay website, using the financial account information you provided on the enrollment page.

To make a payment from the eBill/ePay website, you:

- Begin by logging in to eBill/ePay.
- From the Main Menu, click on the "Search My Bills and Payments" link.



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- On the “Search and Pay My Bills” screen, you will see all of the bills, both past and present, which have been loaded into the eBill/ePay system for your account. You will also see any payments that you made toward these bills through eBill/ePay.
  - You can reduce the number of bills presented to you by using the search criteria at the top of the page.
- You can select a bill to pay by either clicking the “View” button next to a bill in the “Statement Date” column, or by clicking the “Pay Now” button of an unpaid bill in the “Status” column. Either one of these buttons will bring you to the bill presentment screen, where you can see your bill.
- The bill presentment screen includes a full image of the bill to be paid, a posting timeframe that lets you know when your bill will be paid; and a ‘Bill Payment’ amount section, where you indicate the amount you wish to pay. Once you have entered the amount you wish to pay in the ‘Bill Payment’ section, click the “Pay Now” button.
- You will now see the Payment Authorization screen, which contains authorization language, which confirms that you would like to pay your bill for the dollar amount you indicated. If the information on the authorization screen is incorrect, click the “Back” button, and make the necessary changes to your payment. If the information on the authorization screen is correct, click the “Pay Now” button, and your payment will be made.
- The final screen you will see is your ‘Bill Receipt’, which confirms that your payment has been sent for processing, and informs you that you will be receiving a confirmation e-mail that provides you with a Transaction ID number, which will allow you to track your payment.



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### **Q: Does eBill/ePay offer automatic bill payment?**

**A:** Yes, if you choose to setup a recurring payment, eBill/ePay can make automatic deductions from your financial account.

### **Q: How do I setup an automatic payment via eBill/ePay?**

**A:** When you login to eBill/ePay, you can setup a recurring payment by clicking on “Add a New Recurring Payment” option on the Main Menu. Next, you create a name for your recurring payment, outline when you want the payment to be made, indicate that you authorize the payment to be made on an ongoing basis by checking the box next to the, “I Agree”, statement, and submit your recurring payment by selecting the “Submit” button at the bottom of the screen. You will know that your recurring payment has been successfully updated when a message appears on your screen that states, “Recurring Payment updated successfully”. Your payment will be automatically deducted from the financial account you listed on the Enrollment page, at the times you specify.

### **Q: How do I make changes to an automatic payment that I have already setup?**

**A:** You can make changes to an already-existing, recurring payment by logging in to eBill/ePay, and clicking on the “Maintain Recurring Payments” option on the Main Menu. Next, you select the recurring payment that you wish to make changes to, indicate that you authorize the payment to be made on an ongoing basis by checking the box next to the, “I Agree”, statement, and submit your recurring payment by selecting the “Submit” button at the bottom of the screen. You will know that your recurring payment has been successfully updated when a message appears on your screen that states, “Recurring Payment updated successfully”. Your payment will be automatically deducted from the financial account you listed on the Enrollment page, at the times you specify.

### **Q: How do I stop an automatic payment?**

**A:** To remove an already-existing, recurring payment, you must login to eBill/ePay, and clicking on the “Remove a Recurring Payment” option on the Main Menu. Next, you select the recurring payment that you



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wish to remove. A message will appear, asking you to confirm that you want to remove the recurring payment; if you do not want to remove the indicated payment, click the “Cancel” button, and you will return to the Main Menu; if you want to remove the selected recurring payment, click the “Remove” button. You will know that your recurring payment has been successfully removed when a message appears on your screen that states, “Recurring Payment successfully removed”.

### **Q: Will my eBill/ePay bill look different than my paper bill?**

**A:** eBill/ePay attempts to match the appearance of the paper bill you typically received. You should find that the bill you view online via eBill/ePay is very easy to read and comprehend.

### **Q: Will I be able to view bills from previous months?**

**A:** Yes. Your previous bills will be available for you to view and track via eBill/ePay, allowing you to track your past payments, and to compare your current bill to your previous bills.

### **Q: How do I update my eBill/ePay contact and financial account information?**

**A:** In order to update your profile, login to eBill/ePay and click on “Change My Account Profile”. You will be asked to correctly answer two of the five security questions that you answered at your initial enrollment. The two questions that you are asked to answer will be randomly selected by the eBill/ePay system. After you have successfully answered the security questions, your profile will appear, and you can make any necessary changes to it. Once you are finished, and you save your profile, you will be notified via e-mail that changes have been made to your account profile.

### **Q: How do I update my eBill/ePay password?**

**A:** In order to update your profile, login to eBill/ePay and click on “Change My Password”. You will need to enter your old password, your new password (twice), and to correctly answer two of the five security questions that you answered at your initial enrollment. The two questions that you are asked to answer will be randomly selected by the eBill/ePay system. Once you have entered data in each of the



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required fields, simply click the “Change Information” button, and a “Password Successfully Changed” message will appear on your screen, notifying you that your password has been successfully changed.

### **Q: Is my information secure?**

**A:** Yes. Each eBill/ePay transaction is conducted over secure servers and all sensitive data, including your financial account information, is encrypted. Your complete financial account information will never be displayed on screen.

### **Q: Can I pay my bill from any computer?**

**A:** You can pay your bill from any computer with access to the Internet.

### **Q: How will I know if a payment made through eBill/ePay has been successfully processed?**

**A:** Once you have successfully completed a transaction via eBill/ePay, you will receive an e-mail from eBill/ePay, informing you that your payment is being processed, when it is expected to be deducted from your financial account, and when it is expected to be posted to your bill. The e-mail will also give you a Transaction ID number, which you can use to track your payment, step-by-step on the eBill/ePay website.

### **Q: How can I track the status of my eBill/ePay transaction?**

**A:** The Transaction Status screen provides you with valuable information about your bill and payment, such as: when a bill was loaded into the eBill/ePay system, when you were notified that it was available to be viewed, when you made a payment, how you made a payment, when it was processed, and finally, when the bill was paid.

To track the status of a transaction, you must first login to eBill/ePay. From the Main Menu, you can view the transaction status of a bill by one of two ways:

1. Click on the “Search and Pay My Bills” link on the Main Menu, and then click on a Transaction ID Number in the “Confirm ID” column. This will pull up the Transaction Status screen for the transaction you selected.
2. Click on the “Transaction Status” link on the Main Menu, and then click on a Transaction ID number in the “Transaction ID” column. This will pull up the Transaction Status screen for the transaction you selected.



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**Q: How do I un-enroll from eBill/ePay?**

**A:** To un-enroll, you must first login to eBill/ePay, then select the “Un-Enroll” link on the Main Menu. You will see your login name, and a blank field that requests information about your account from you. Enter the requested information, click the “Un-Enroll” button, and a message will appear, confirming that you have un-enrolled from eBill/ePay. Then please call customer service at 800-497-4474 to let them know you want to receive a paper bill.