# EBPP Instructions – Customer Setup

## 1.   BACKGROUND

EBPP (Electronic Bill Presentment and Payment) provides Nexicom customers with the ability to:

- Receive an email notification when their bill is ready
- Securely view their bill online
- Query lines on their bill by email
- Pay their outstanding balance using their credit card *(programming in progress)*

## 2.   EBPP SET-UP

In order to view your first bill from Nexicom there are a few simple setup steps required. You will receive an email from Nexicom (see figure 1) that directs you to the EBPP website: https://nexicom.onlineportal.ca

### Figure 1: Bill Notification Email

**From:** billing@nexicom.net [mailto:billing@nexicom.net]
**Subject:** New Billing Statement


Your new Nexicom billing statement is available on-line at
https://nexicom.onlineportal.ca

To log in please use your Nexicom email address. Your ebill password has not changed.


If you have any questions you can send us an email at customerservice@nexicom.net or call us at 1-888-639-4266.

Thank you for your Business!

Clicking on the link in the email will bring up the following website (see Figure 2).

**Figure 2: Login Screen**
On this first screen, enter your email address and Ebill password and click on Submit. If you are a new customer to Nexicom and have never received a bill, a Nexicom Representative will set up your E-Bill access upon installation of the service.

If you are an existing customer of Nexicom and have been receiving a paper bill, you can register by clicking on the link that says:

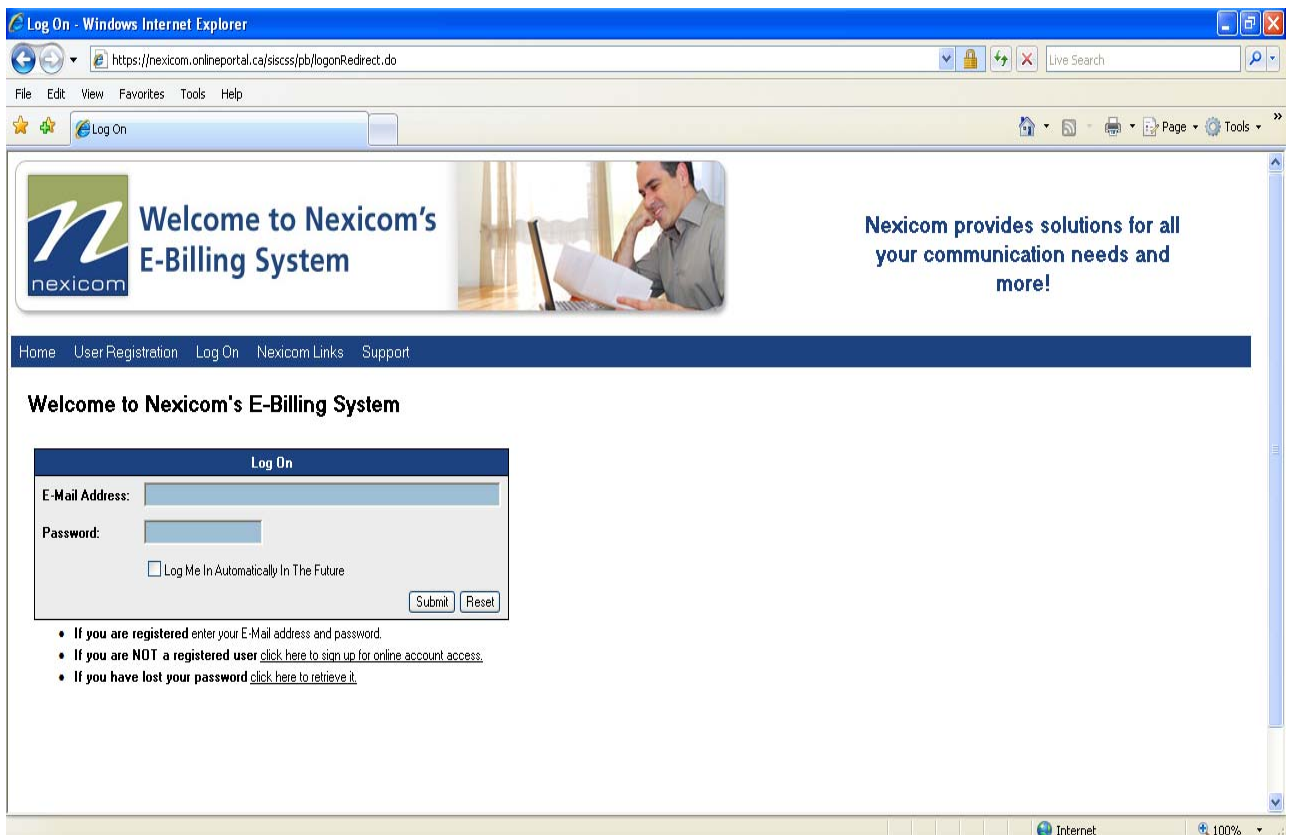click here to signup for online account access

## Figure 3: Registration

After clicking on the signup link, you will see this screen. Please fill out the required information and click submit. The information can be found on a copy of your invoice from Nexicom.
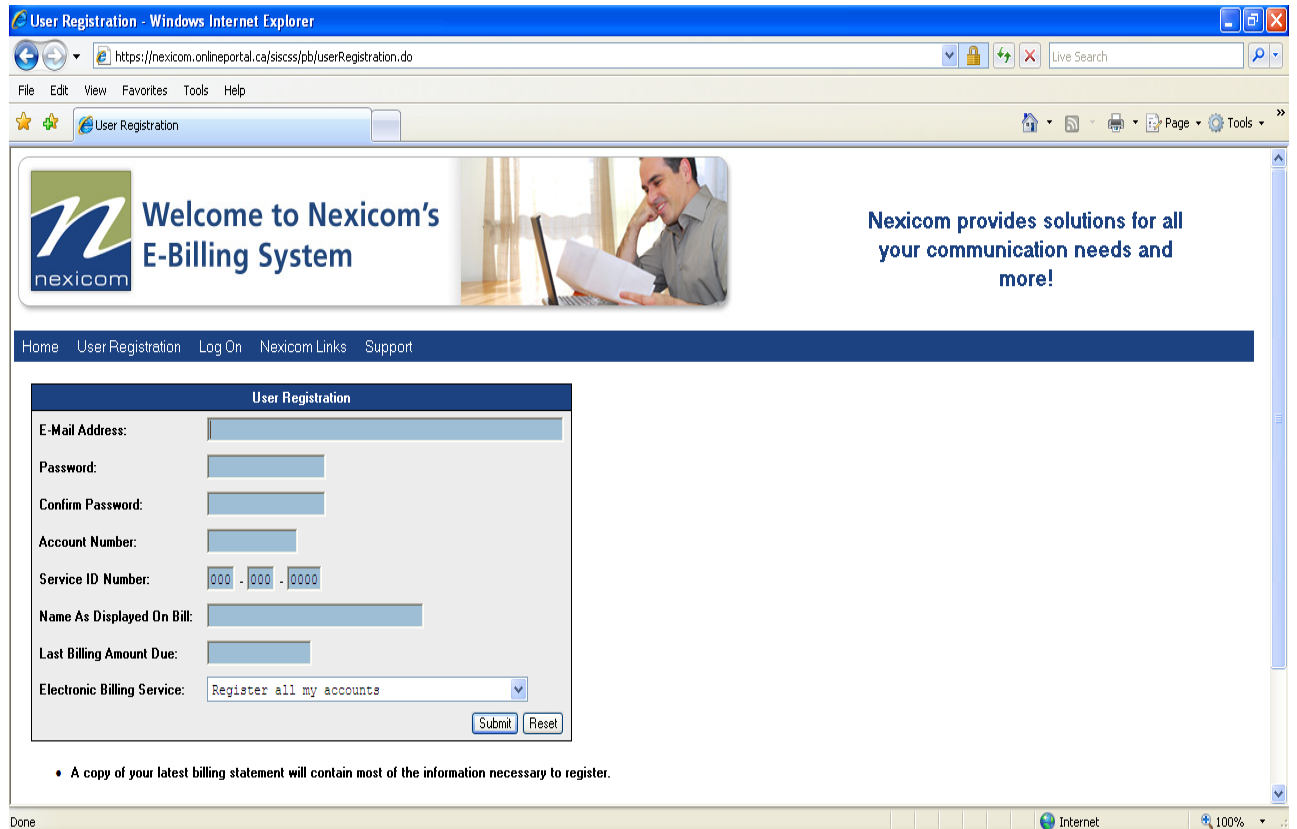


## Figure 4: An Email will be sent to your email account
Log in to the email account where you specified the bills to be sent. Click the link provided in the following script:

**From:** billing@nexicom.net [mailto:billing@nexicom.net]
**Subject:** Self-Serve Registration

Thank you for registering for Subscriber Self-Serve online. You can log in at our Subscriber Self-Serve site whenever you need to by using your e-mail address and password.

Click here to activate your account.

## Figure 5: EBPP Setup

The link will redirect you back to the main screen. There will be a message that says your registration was successful. Use the email address and password that you registered.
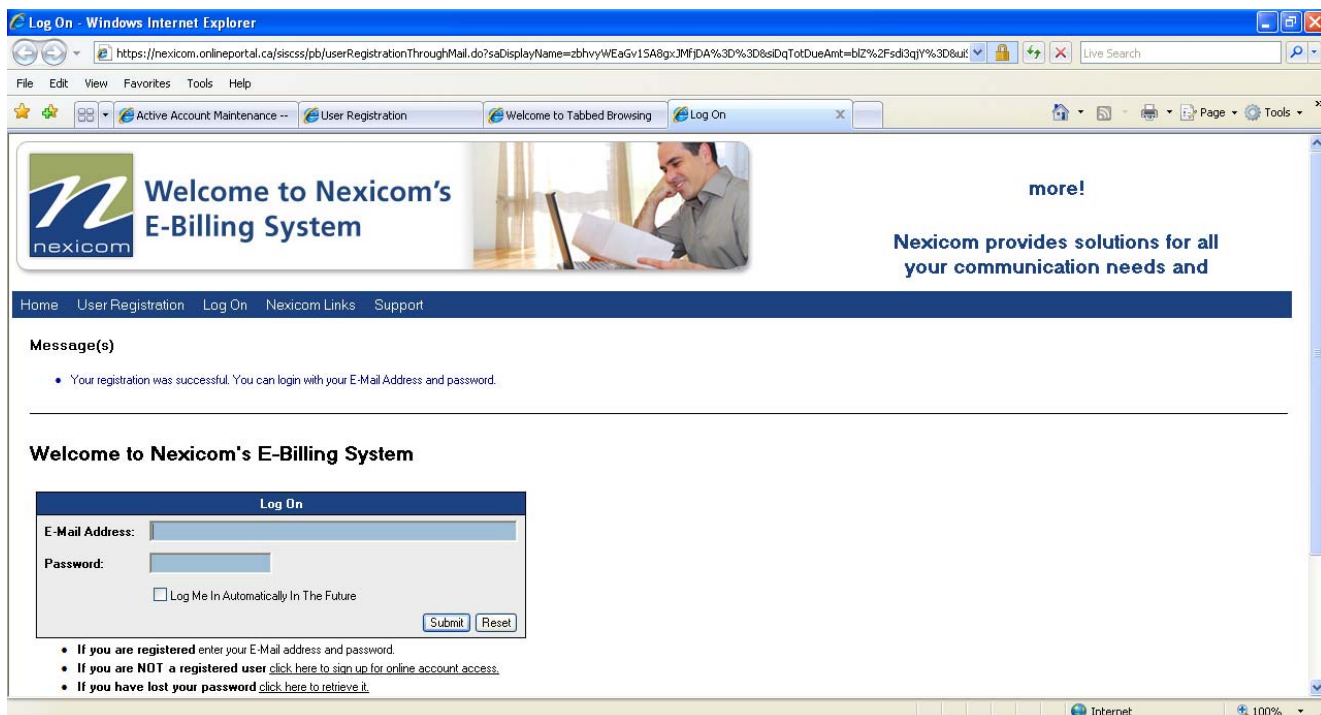
## Figure 6: EBPP Setup

You will now be taken to the main screen of the billing system where many options are available to you.



From this screen:

1. You can click on the e-bill tab to view/pay your bill.
2. You can click on the customer profile tab to change your EBPP password or view your mailing address.
3. You can click on Nexicom Links to see offers on Nexicom products and services.
4. You can click on the Support tab and Select Help for Instructions on how to perform different tasks on the EBPP system.
5. You can select the Report a Problem tab, allowing you to send an email to one of our Nexicom Billing Staff with questions or concerns.