



EBPP (E Bill) Instructions – Customer set up

1. ADVANTAGES OF E BILLING

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

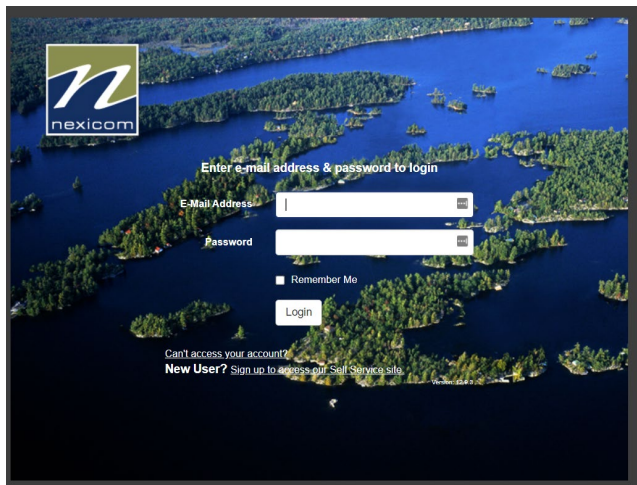
- Receive an email notification when bill is ready
- Securely view bill online
- Query lines on bill by email
- Pay balance using credit card

2. EBPP SET-UP

In order to view your first bill from Nexicom, there are a few simple set up steps required:

- You will receive an email from Nexicom that directs you to the EBPP website:
<https://nexicom.smarthub.coop/Login.html>
- enter your email address, e-bill password and click Submit
- If you are a new customer 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 and been receiving a paper bill, you can register by clicking on the link that says:

New User? [Sign up to access our Self Service site](#)



The New User Registration window will open and you will need to complete:

- Billing Account Number
- Last Name or Business

- E-mail address – this is the address the e-bill notification will be sent to and the login for sign-in

Click Submit

New User Registration

To register as a new user, please enter the following information.

Account Number

Last Name or Business

E-Mail Address

The following information will appear and you will need to enter:

- most recent bill amount and postal code

OR

- use the drop down and the Security questions on your Nexicom account will appear

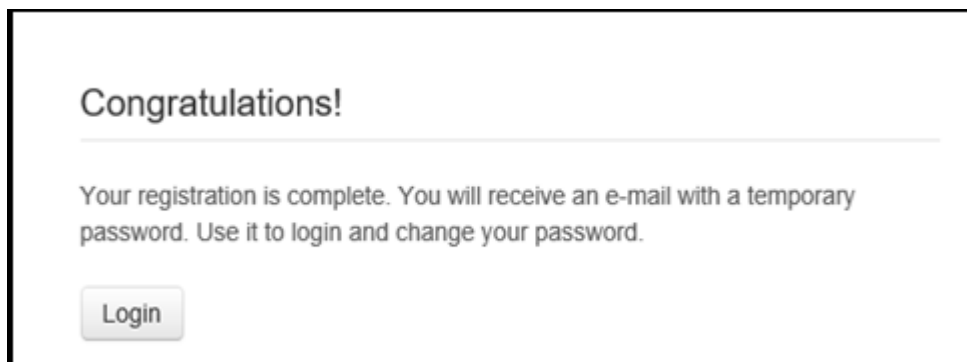
Click submit

Please answer the following about the account that you are trying to register in order to protect you against identity theft.

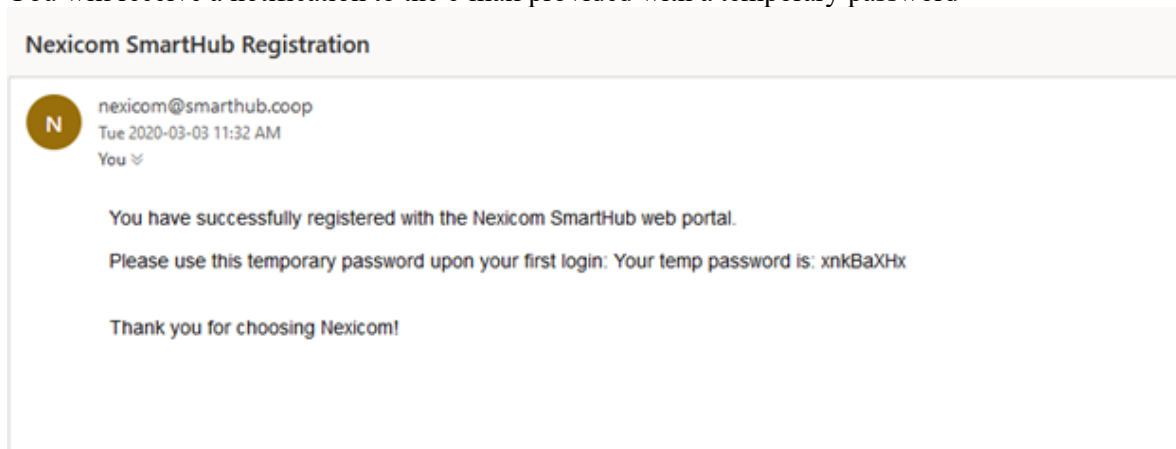
Security Question 1		Answer
<input style="width: 90%; height: 25px;" type="text" value="Most Recent Bill Amount"/>	▼	<input style="width: 90%; height: 25px;" type="text"/>
Security Question 2		Answer
<input style="width: 90%; height: 25px;" type="text" value="Postal Code"/>	▼	<input style="width: 90%; height: 25px;" type="text"/>

I'm not a robot reCAPTCHA
[Privacy](#) • [Terms](#)

The following screen will appear



You will receive a notification to the e-mail provided with a temporary password



After logging in for the first time, you will be asked to reset your password. Once completed, click submit.

Please change your password

E-Mail Address	<input type="text" value="██████████@hotmail.com"/>	
Current Password	<input type="password"/>	
New Password	<input type="password"/>	Password Strength:
		6-character minimum; 15-character maximum
Confirm Password	<input type="password"/>	
	<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>

Registration and first login is now complete.