

E-Bill Express Quick Reference

Enrolling in E-Bill Express

1. Access E-Bill Express by clicking on “Bill Pay” on the www.KiscoSeniorLiving.com website or enter www.kiscobillpay.com into your browser. It is recommended that you use Internet Explorer if possible.
2. Click ‘Enroll’.
3. Enter your resident account number (note this is not your apt number) and resident name (as shown on your monthly paper statement) in the Enroll column. Click ‘Validate’.
4. Enter information in required fields indicated by a red star. Click ‘Continue to Login & Payment’.
5. Choose Login ID, Password, select security image and label, select security questions (NOTE: should you need a password reset you will be asked to reply correctly to your security questions. You may wish to keep a copy of them on file for that purpose) and fill in answers, check on terms of service. Click ‘Continue to Billing and Payment’.
6. Select Payment Method at the top of the page and click ‘Continue to Step 3B’.
7. Enter Payment Account information, check the I Agree box. Click ‘Finish Enrollment’.
8. Go to your email account and open the email just sent to you. Click on the ‘Activate’ button or hyperlink. NOTE: Your access is not activated until you click on the ‘Activate’ button and you will not be able to make payments

Logging into E-Bill Express

1. After you activate, you may log in to pay your bill.
2. Enter your Login ID and Password in the designated fields. Click ‘Login’. **Please note that log ins and passwords are case sensitive.**
3. On the Home page, click ‘Pay My Bills’ hyperlink on the top of the screen to pay certain bills.
4. Click the check box in the beginning of each row to select the bill you want to pay, enter or change the Payment Amount, select the Payment Method on the right hand side of the screen, select the payment date. Click ‘Continue to Payment’.
5. Confirm payment information and check the box “By Checking this box...” agreeing to the Terms and Conditions. Click ‘Make Payment’.
6. The confirmation page will display. Click ‘Return to Pay My Bills’ or ‘Log Out’
7. **Note:** The E-Bill Website is a payment portal not the billing system for each resident’s account. Payments made outside of the website may not be reflected on the previously uploaded statements. Therefore you may DISREGARD the Total Balance Due amount shown on the home page. To obtain your current balance due you can consult your most recent statement or contact the Resident Relations Director at your community of residence.

Forgot Login ID

1. On the Welcome page, click on ‘Forgot Login ID’ in the Login column.
2. Enter your account number and email address used during enrollment and click ‘Send Login ID’
3. An email will be sent to your email address with your login ID.

Forgot Password

1. On the Welcome page, click ‘Password Help?’
2. Enter your Login ID and email address used during enrollment and click ‘Send My Password’.
3. An email will be sent to you with a temporary password.
4. Enter your Login ID and copy and paste the temporary password from your email into the Password field on the Welcome page and click ‘Login’.
5. On the next page, paste the same temporary password into the ‘Old Password’ field and enter a new password in the ‘New Password’ fields.
6. Answer the security questions and click ‘Submit’

Locked Out

1. The password is case sensitive. If you enter your password incorrectly three times, the system will lock you out.
1. Click on ‘Contact Us’ on the bottom of the Welcome page for contact information and ask your biller to unlock you. You do not have to change your password unless you cannot remember it.