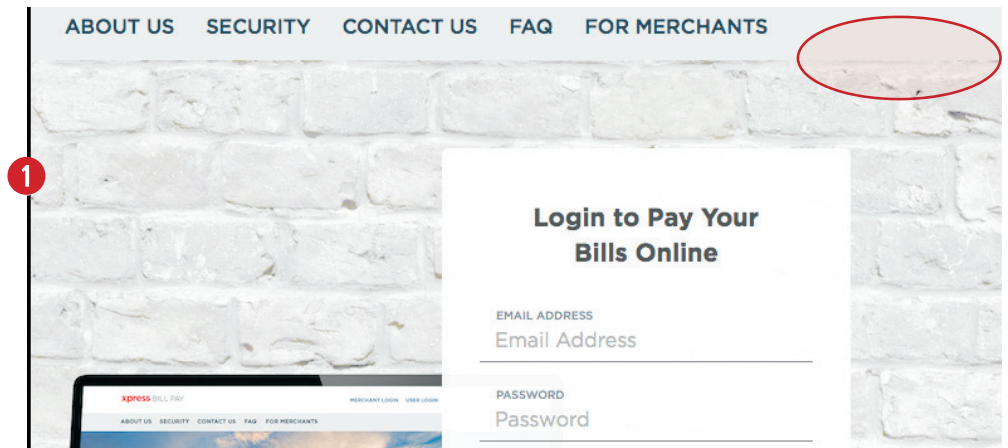


## INSTRUCTIONS FOR FIRST TIME USERS

**1** Contact the Finance Dept. at (541)387-5260 to get your Unique Account Pin Number, then go to [xpressbillpay.com](http://xpressbillpay.com). Click the “**SIGN UP**” button at the top of the screen. (NOTE: If you already use XpressBillPay.com to pay your Hood River utility bills, skip to **step number 1** on the next page.



ABOUT US SECURITY CONTACT US FAQ FOR MERCHANTS

**1**

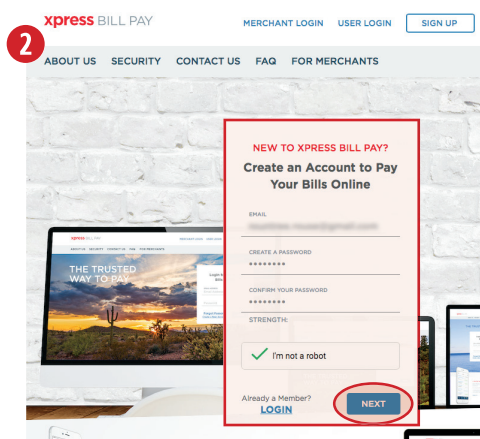
**Login to Pay Your Bills Online**

EMAIL ADDRESS  
Email Address

PASSWORD  
Password

## CREATE A NEW ACCOUNT

**2** Fill in the email address and password fields, click the box “I’m not a robot” and follow instructions as prompted. Click the “**NEXT**” button.



xpressBILL PAY MERCHANT LOGIN USER LOGIN SIGN UP

ABOUT US SECURITY CONTACT US FAQ FOR MERCHANTS

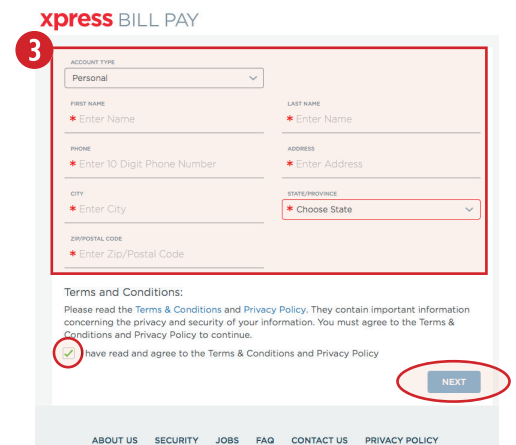
**2**

**NEW TO XPRESS BILL PAY?**  
Create an Account to Pay Your Bills Online

EMAIL  
Create a Password  
Confirm Your Password  
I'm not a robot

Already a Member? **LOGIN** **NEXT**

**3** Fill in the form with all required information. Read the terms and conditions and the privacy policy. Select the box indicating that you have read and agree to the terms and conditions and privacy policy. When completed click the “**NEXT**” button.



xpressBILL PAY

**3**

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

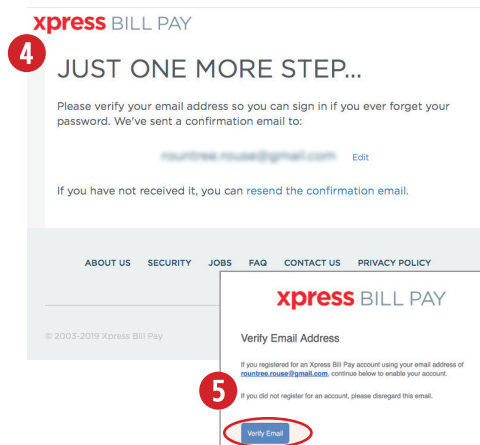
Terms and Conditions:  
Please read the Terms & Conditions and Privacy Policy. They contain important information concerning the privacy and security of your information. You must agree to the Terms & Conditions and Privacy Policy to continue.

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

**NEXT**

ABOUT US SECURITY JOBS FAQ CONTACT US PRIVACY POLICY

**4** You will receive a message that you’ll need to **verify your email address**. Please log in to your email account and open the email “Verify email address for Xpress Bill Pay” from [no-reply@xpressbillpay.com](mailto:no-reply@xpressbillpay.com).



xpressBILL PAY

**4**

**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:

[no-reply@xpressbillpay.com](mailto:no-reply@xpressbillpay.com) Edit

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

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**xpressBILL PAY**

Verify Email Address

If you registered for an Xpress Bill Pay account using your email address of [no-reply@xpressbillpay.com](mailto:no-reply@xpressbillpay.com), continue below to enable your account.

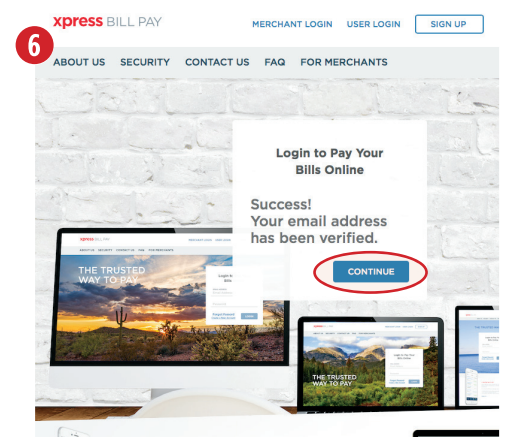
If you did not register for an account, please disregard this email.

**5**

**Verify Email**

**5** In the email, click the “**Verify Email**” button.

**6** You will be automatically be directed to screen 6 at right where you can click the “**CONTINUE**” button to log in.



xpressBILL PAY MERCHANT LOGIN USER LOGIN SIGN UP

ABOUT US SECURITY CONTACT US FAQ FOR MERCHANTS

**6**

**Login to Pay Your Bills Online**

Success!  
Your email address has been verified.

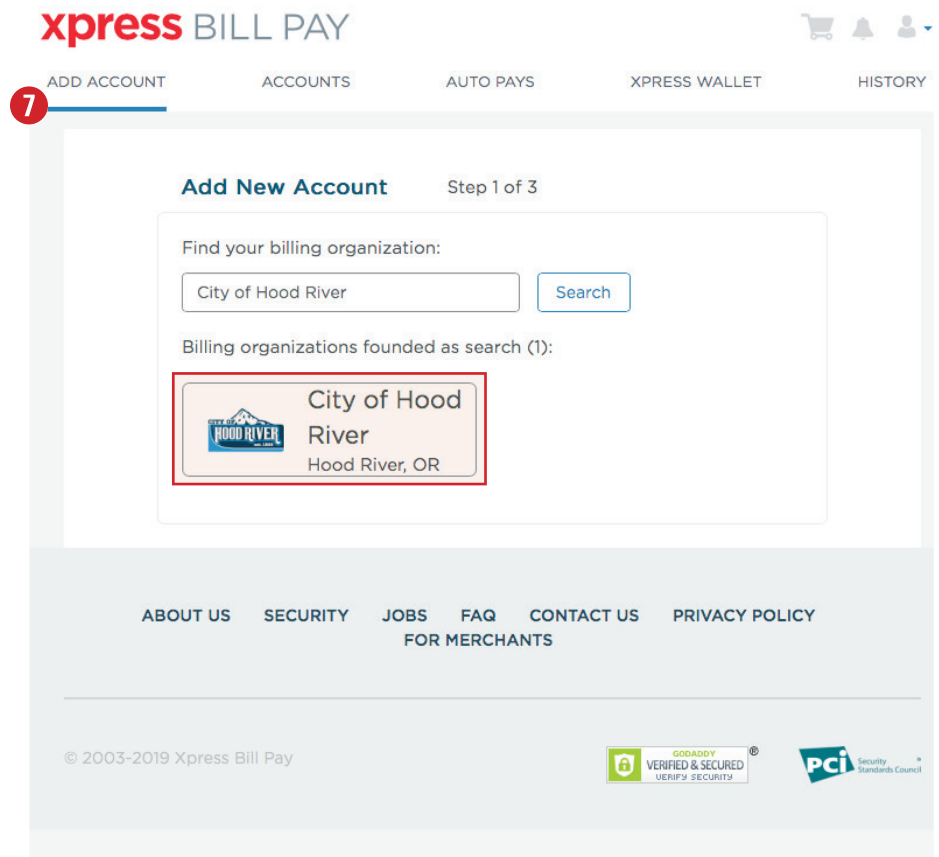
**CONTINUE**

## LOCATE BILLING ORGANIZATION

**7** Xpress Bill pay provides you the ability to view and pay bills to multiple billing organizations from an easy-to-use interface. You need to link your account with the billing organization to the new login you created with Xpress Bill Pay. The following steps will need to be completed only once per account. **Select your city** or billing organization from the list of organizations on the page. If your organization is not listed, type the name in the field below **“Find your billing organization”** and select **“Search.”**

**8** Enter the requested information on the **“Add New Account”** screen. You are required to have your account number and your unique pin. Click the **“Locate Account”** Button. When the account is located, the information concerning the account is displayed. Please verify that your information is correct. Select **“Add New Account”** if the account information matches. Select **“Back”** if it does not. If you receive any other message when you perform the account search, reference the error and contact the Finance Department at (541) 387-5260 if an account is not found.

You now have successfully linked your first account to your new login. If you have other accounts that you want to like, select **“Add Accounts”** and follow the previous steps.



**xpress BILL PAY**

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET HISTORY

**7**

**Add New Account** Step 1 of 3

Find your billing organization:

City of Hood River Search

Billing organizations founded as search (1):

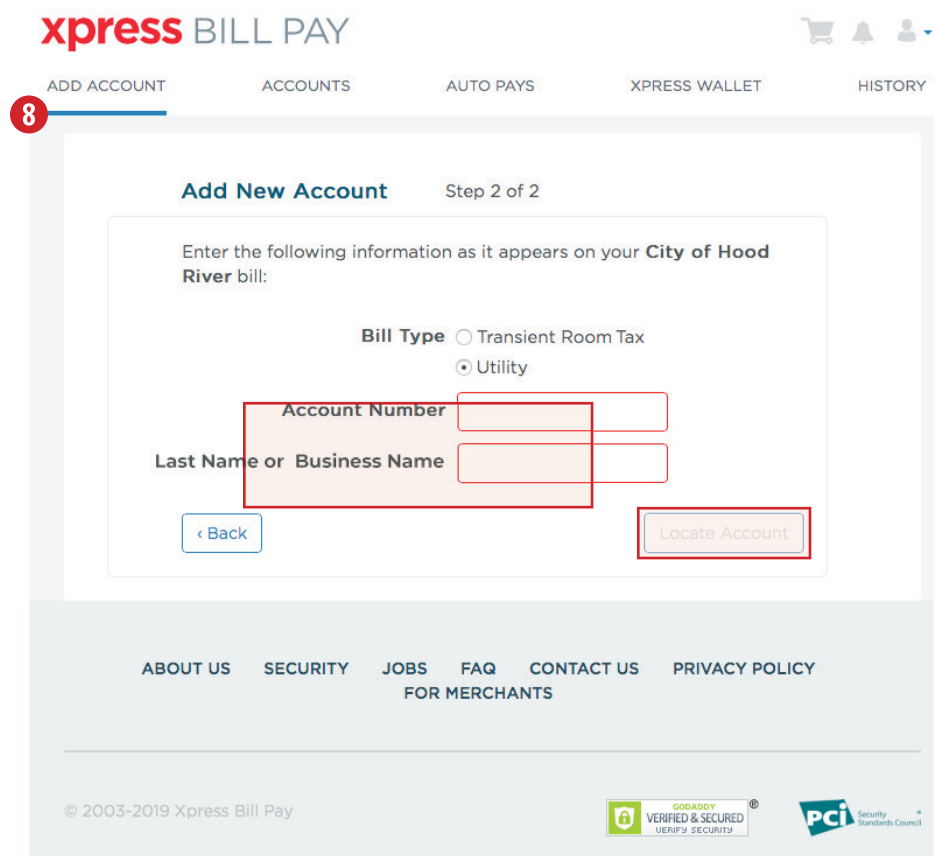
**City of Hood River**  
Hood River, OR

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GOADDY VERIFIED & SECURED VERIFY SECURITY

PCI Security Standards Council



**xpress BILL PAY**

ADD ACCOUNT ACCOUNTS AUTO PAYS XPRESS WALLET HISTORY

**8**

**Add New Account** Step 2 of 2

Enter the following information as it appears on your **City of Hood River** bill:

**Bill Type** ☐ Transient Room Tax ☒ Utility

**Account Number**

**Last Name or Business Name**

Back Locate Account

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PCI Security Standards Council