

WHAT IS *eBill*?

eBill is a web-based service that gives customers 24/7 access to their campus CIT Telephone Services account data. Our *eBill* web center offers the highest level of security through “VeriSign Payment Services, Inc.” and can be accessed through Internet Explorer or Mozilla Firefox.

HOW TO ACCESS *eBill*:

You can access your CIT Telephone Services account through <http://my.geneseo.edu> and select the Telephone Services *eBill* located on the myBalances tab or click on the direct “*eBill* for Telephone Services” link below. You will be redirected to the secure PAETEC Communications customer portal. When accessing from the direct link, enter the following information where indicated and click login:

Username: Geneseo email address without “@geneseo.edu” – (ex: abc2)

Password: Password associated with Geneseo email address

MENU OPTIONS

1) my account:

Personal Data (tab)

Contains personal information such as account name and email address.

Credit Cards (tab- available to students only)

Allows for the storage of credit card information to be used when paying a telephone services bill on line. Automatic Billing is not currently available.

2) my bills:

Curr. Balance (tab)

Indicates current balance on your Telephone Services account

View bill (tab)

Allows you to access call detail and charges associated with the monthly summary email bill notice. To view or print call detail, select PDF as the “Output Method” and click on the bill date you wish to review. Select a print option to produce a paper copy.

Pay my Bill (tab- available to students only)

Option to pay your monthly Telephone Services bill on-line using Discover, MasterCard or VISA. You can select from a list of stored credit cards or enter a new account number along with the expiration date and click “Process Payment” once. In a moment, a “Transaction Identification” number will appear if the payment has been accepted and should be maintained as receipt of payment.

3) tools:

Price a Call (tab)

You can determine the cost of a call by simply entering a date for a call, the number you are calling from (remove your PBN from the field) and to – complete with area code, and enter call duration in increments of one minute (one minute is the default). Click “Price my call”. This service can also be used to accurately determine International call rates.

home, help and **logout** are self explanatory. Always remember to logout out of the system.

Any questions concerning the *ebill* web center should be directed CIT Telephone Services at ext. 5577 or email of telephone@geneseo.edu.