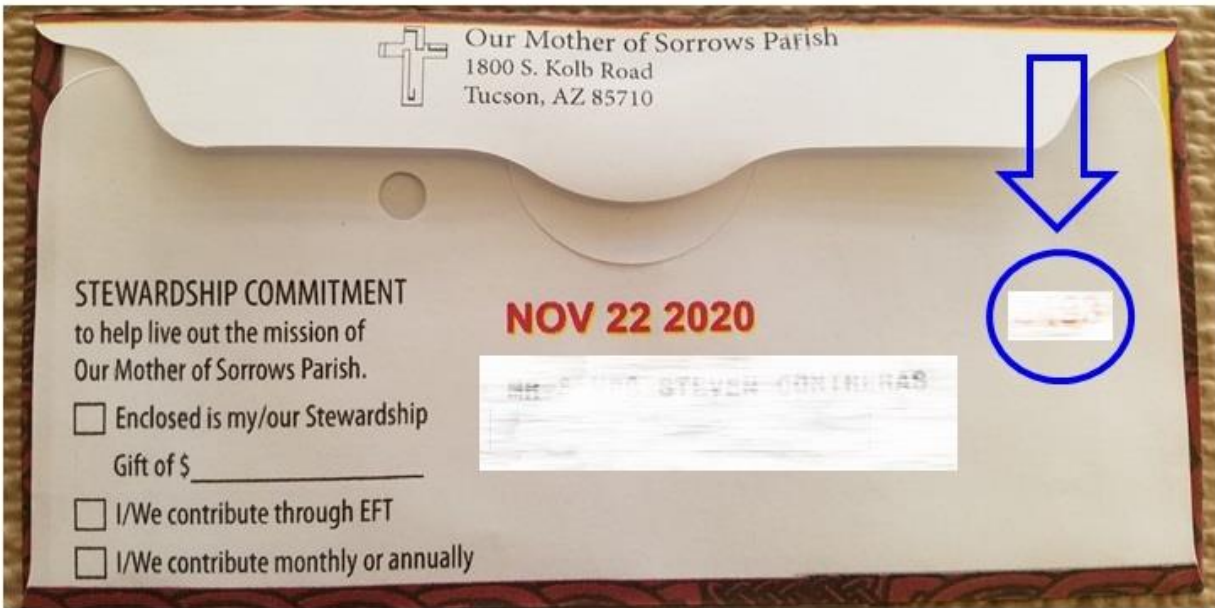# Frequently Asked Questions

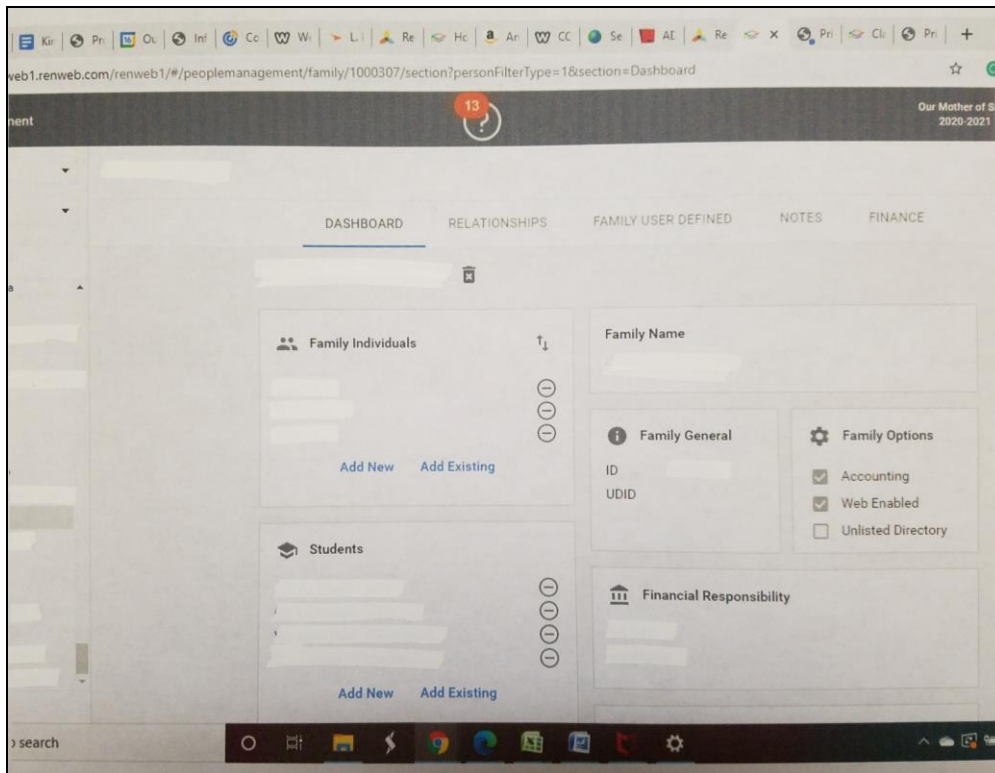**Q: Where do I find my Parish Envelope#?**
A: Please see the image below.

Q: Where do I find my Family#?
A: Please see the image below.

Q: How do I process a payment?
A: From the landing page, enter in either your Parish Envelope# or your Family# then click the "Make a Payment" button.

Once you on the home page:

When adding your payment method:

Once you have clicked the "Continue to Payment" button, you will be directed to the "Verify Payment" page. Check your payment information. If it is correct, click the "Make Payment" button.

Your payment has been processed!

Q: How do I enroll?
A: To enroll you will have to make a one-time payment. Once you have made a one-time payment and you are on the confirmation page, there is a link named "Enroll with Your Current Information". See the image below.

Q: Do I need any special hardware or software to sign up for this E-Bill Express payment service?
A: No special hardware or software is required to use this service. You will only need Web access and your browser.
Please note that some older browsers use 40-bit encryption. For the highest level of security available, we suggest you use 128-bit encryption to access the site.

Q: After enrolling in this payment service, when can I start paying my bills?
A: After you complete and submit the enrollment form and respond to the activation email, we will start your service immediately.

Q: What if I forget my password?
A: The initial screen provides the ability for you to have your password emailed the email address used when you enrolled. See image below.

Login ID

Password

Forgot your Login ID?
Password Help?   Login

Q: How am I billed for this service?
A: There is no cost for enrolling in and using this payment site. See the service Terms and Conditions for complete details.

Q: Can I view my payments?
A: Yes, as long as you enroll you will be able to see the payments you have made in the History tab of your Account. Payments will be available for a period of time, typically twelve months. You can always use your browser's print function to print the bill if you want to keep long-term records.

Q: When is the money for the payment drawn from my bank account?
A: The funds for the payment are debited from your account on the date you make the payment. Keep in mind that you should always have funds available to cover the payment on that date.