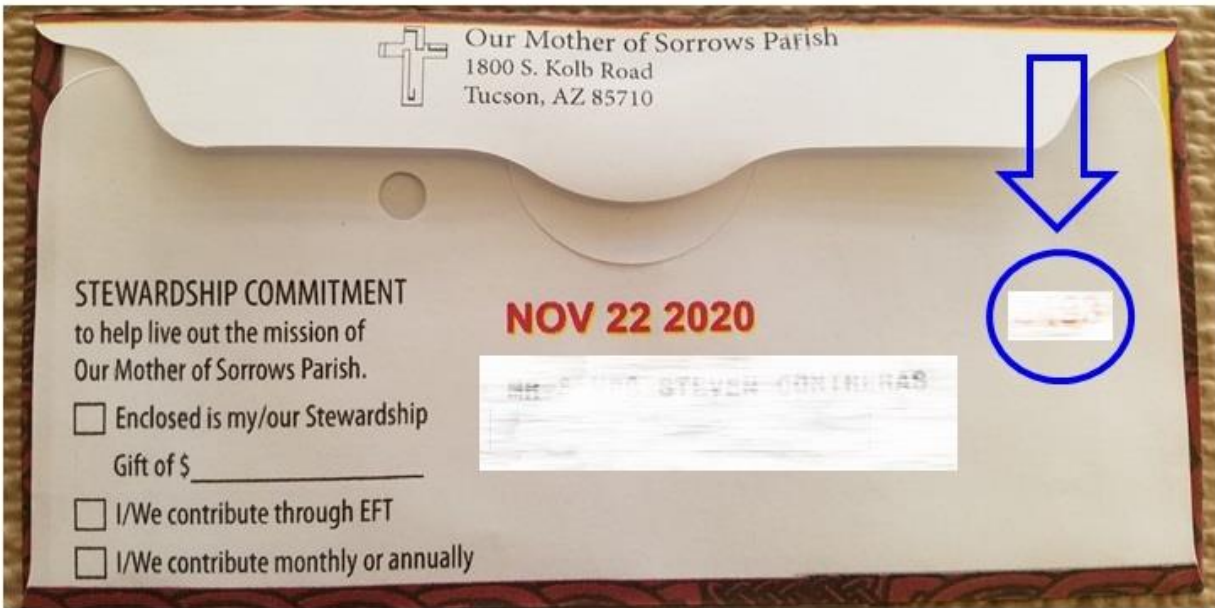


## Frequently Asked Questions

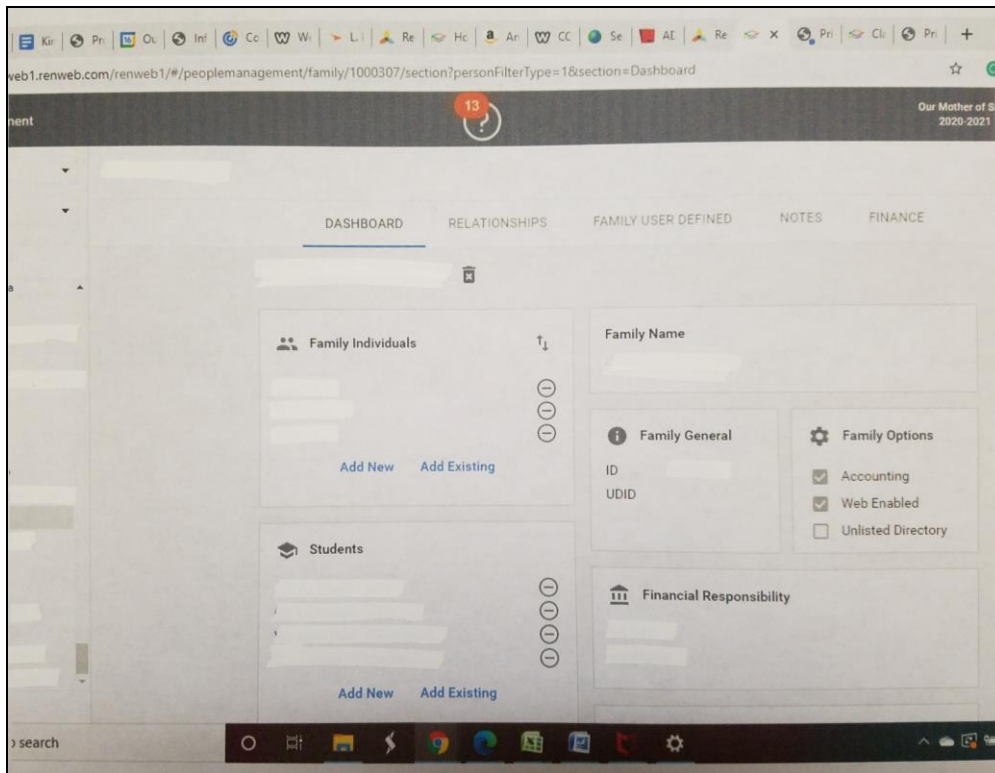
**Q: Where do I find my Parish Envelope#?**

**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.

LOGIN MAKE A PAYMENT

Welcome to E-Bill Express from Our Mother of Sorrows Parish and School

Parish Envelope #/Family #  
1234

Confirm Parish Envelope #/Family #  
1234

Make a Payment

**A SAFE WAY TO PAY**  
The safety and security of your private information is our top priority. This site is hosted and encrypted with SecureTrust for your added payment processing security.

**WHAT IS THIS FOR?**  
Use this secure, fast and convenient portal for stewardship, second collections, religious education fees, school payments, and many other things!

**HAVE QUESTIONS?**  
Check out our frequently asked questions to find out where to locate your Envelope# or your Family# and anything else you may have questions regarding this site and making payments.

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Once you on the home page:

Home

Home

Name: Mike Johnson Phone: 888-555-1234 Mobile

Email: mike.johnson@email.com

Payment Amount: \$ 500.00

Payment Towards: 16-School-Tuition

Payment Method: Add A Payment Method

Pay Date: 11/10/2020

Continue to Payment

1. Enter in the required information, Name, Phone and Email.
2. Enter in your Payment Amount.
3. Select the item an item in the drop down menu that you want to make a payment/donation towards.
4. Use the notepad to identify any additional payment information. Like who the school tuition should be applied to.
5. Click on the "Add A Payment Method" link to add your credit or debit card number.
6. Click on the "Continue to Payment" button to take the next step in the payment process.

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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.

By clicking the **Make Payment** button I, **mike johnson**, confirm that today, Tuesday November 10, 2020, I am authorizing a one-time debit from my MasterCard account ending in \*\*\*\*8880 in the amount of \$500.00 USD to be remitted to Our Mother of Sorrows Roman Catholic Parish-Tucson. This debit will occur on or after Tuesday November 10, 2020.

If you have any questions regarding this transaction request, please call 520-747-1027.

Your payment has been processed!

**Confirmation**

**Thank You!** Your payment has been made.

[Print Confirmation Page](#)

Mike Johnson	Payment Date	11/10/2020
	Payment Method	MasterCard ****8880
	Total Payment	\$500.00

You have been provided a confirmation number. Please save this page for your records.

Payments confirmed before Tuesday, November 10, 2020 5:00 PM PT will be posted on Tuesday, November 10, 2020. Payments confirmed after Tuesday, November 10, 2020 5:00 PM PT will be posted on Thursday, November 12, 2020.

If you have any further questions about payments to Our Mother of Sorrows Roman Catholic Parish-Tucson, please contact our office at 520-747-1027 .

Account Number	Confirmation #	Payment Amount
1234	3100160885	\$500.00

[Enroll With Your Current Information](#)   [Return to Home](#)   [Log Out](#)

**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.

**Confirmation**

**Thank You!** Your payment has been made.

[Print Confirmation Page](#)

Mike Johnson	Payment Date	11/10/2020
	Payment Method	MasterCard ****8880
	Total Payment	\$500.00

You have been provided a confirmation number. Please save this page for your records.

Payments confirmed before Tuesday, November 10, 2020 5:00 PM PT will be posted on Tuesday, November 10, 2020. Payments confirmed after Tuesday, November 10, 2020 5:00 PM PT will be posted on Thursday, November 12, 2020.

If you have any further questions about payments to Our Mother of Sorrows Roman Catholic Parish-Tucson, please contact our office at 520-747-1027 .

Account Number	Confirmation #	Payment Amount
1234	3100160885	\$500.00

[Enroll With Your Current Information](#)   [Return to Home](#)   [Log Out](#)

**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.

The image shows a login interface. At the top, the text "Login ID" is displayed above a white rectangular input field. Below this, the text "Password" is displayed above another white rectangular input field. Underneath the password field, there are two links: "Forgot your Login ID?" and "Password Help?". To the right of these links is a green rectangular button with the text "Login" in white.

**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.