



**EASTERN BUSINESS BANKING®**

---

# Bill Payment Service

Quick Reference Guide

May 2026

# First-time Access

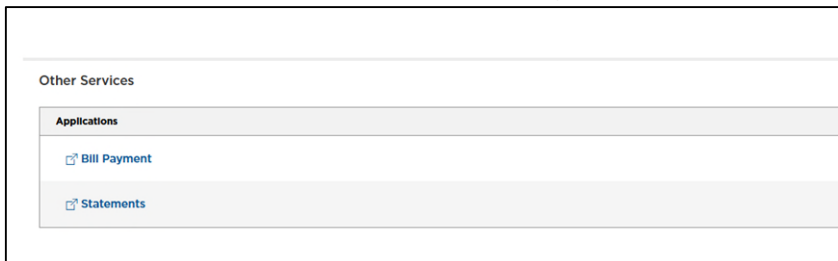
## HOW TO ACCESS YOUR BILL PAYMENT SERVICE:

If you do not see Bill Pay as you go through the process below, please call our Business Services Team at 800-333-8000 to complete your enrollment.

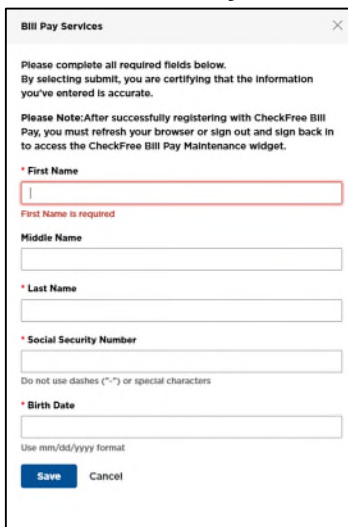
1. **Log in** to Eastern Business Banking.
2. From the Home Page, select **Accounts** from the left side of the screen.



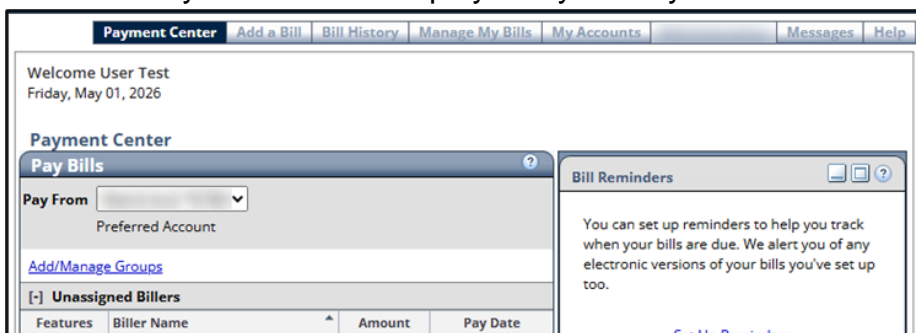
3. Scroll down to the **Other Services** widget and click **Bill Payment**.



4. For your initial access, you will be prompted to fill in the required information as shown below. **This only occurs at first access.** Once the fields are filled in, click **Submit**.

A screenshot of a "Bill Pay Services" registration form. The form has a title "Bill Pay Services" and a close button. Below the title is a message: "Please complete all required fields below. By selecting submit, you are certifying that the information you've entered is accurate." followed by a "Please Note" section. The form contains five input fields: "First Name" (with a red asterisk and a red border), "Middle Name", "Last Name" (with a red asterisk), "Social Security Number" (with a red asterisk and a note "Do not use dashes ('-') or special characters"), and "Birth Date" (with a red asterisk and a note "Use mm/dd/yyyy format"). At the bottom are "Save" and "Cancel" buttons.

5. Your Bill Payment service displays on your Payment Center screen.



**Bill Payment Functionality:**

Using the image above, below are some key sections within the Bill Payment Center that may be helpful to know.

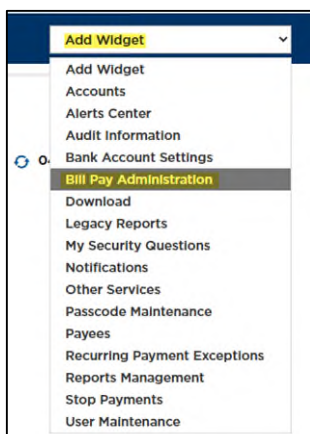
- **Add a Bill**
  - o Use this tab to add new bills & schedule payments
- **Bill History**
  - o Use this tab to view previously paid bills, upcoming scheduled/recurring bills, etc.
- **Manage My Bills**

Use this tab to schedule recurring bill payments, adjust payment schedules, etc.

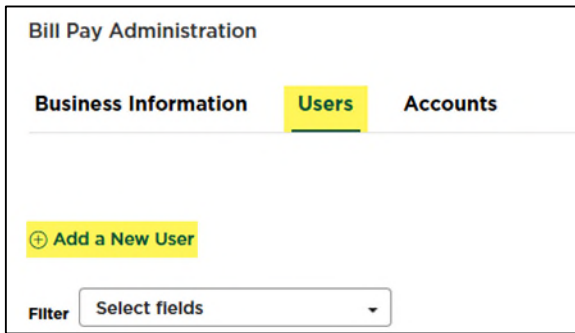
## Bill Payment User Maintenance

### ADD USERS TO BILL PAYMENT SERVICE:

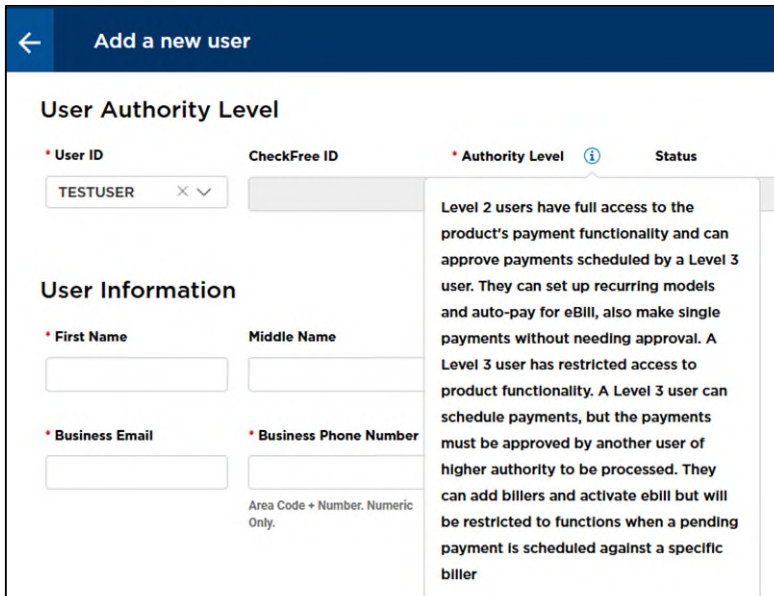
1. Only existing users can be added to the Bill Payment service. If the user you are looking to add has not been created within the User Maintenance widget, follow [this quick reference guide](#) to create an additional user.
  - a. *Note: Only the **Legal Admin/Level 1 User** can maintain bill payment users.*
2. From the Home Page, select **Bill Payment Administration** from the **Add Widget** drop down list in the upper right corner. The widget will appear at the bottom of your dashboard.
  - a. If you have just completed your initial Bill Payment access, you may need to refresh your browser to see **Bill Payment Administration** in the **Add Widget** drop down menu.



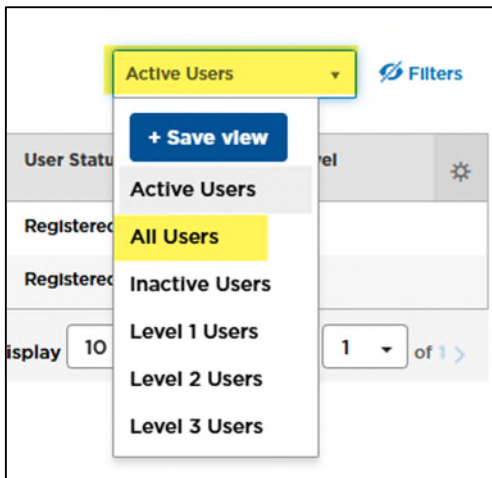
3. In the **Bill Payment Administration** widget, select **Users** and click **Add New User**.



4. Select the user access level from the drop down menu. Further information on level descriptions is available by hovering over the information ⓘ to the right of **User Level**.



5. Complete the required fields and click **Save**.
- a. *Note – users will not show in the default view under **Users** until they access the system for the first time. To view all users, both active and inactive, you can change the view to **All Users**.*

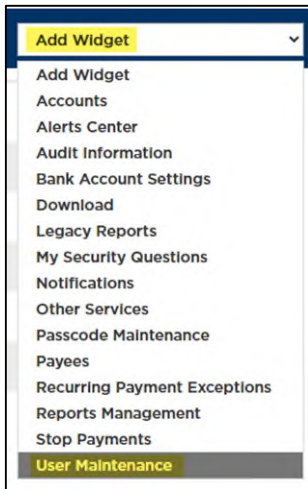


- The user will need to log into Eastern Business Banking and follow the **First-time Access** instructions above to access the service.

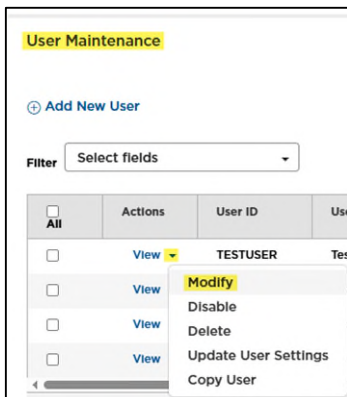
## DELETE USERS FROM BILL PAYMENT SERVICE:

### Option 1 – Remove Bill Pay Access:

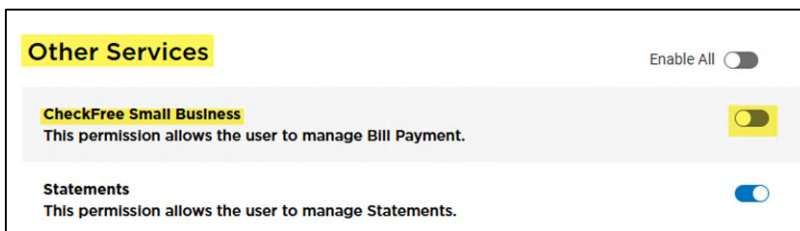
- If a user needs to be deleted from accessing Eastern Business Banking, please use [this quick reference guide](#) to delete them. The following instructions apply to users that should **ONLY** have Bill Payment access removed.
- From the Home Page, select **User Maintenance** from the Add Widget drop down list in the upper right corner. The widget will appear at the bottom of your dashboard.



- In the **User Maintenance** widget, select the drop down menu next to the user you would like to edit and select **Modify**.

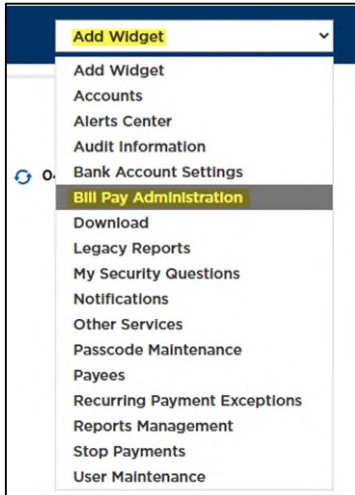


- Scroll down to **Other Services** and toggle off **CheckFree Small Business**. Scroll down and select **Save** in the lower left corner.

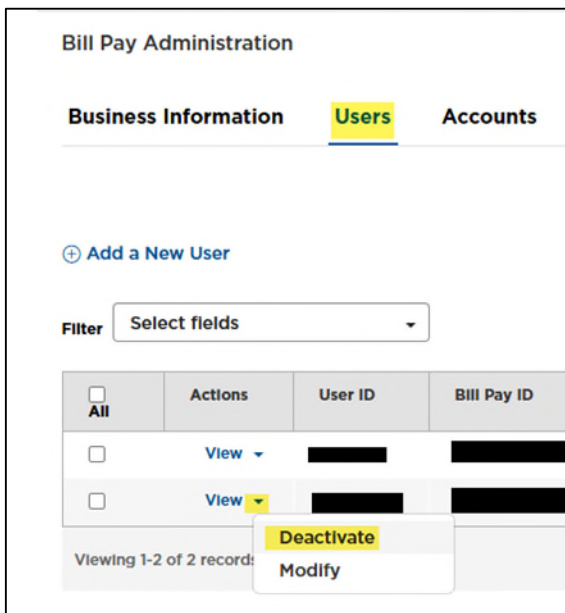


## Option 2 – Deactivate Bill Pay User:

1. If a user needs to be deleted from accessing Eastern Business Banking, please use [this quick reference guide](#) to delete them. The following instructions apply to users that should ONLY have Bill Payment access removed.
2. From the Home Page, select **Bill Payment Administration** from the Add Widget drop down list in the upper right corner. The widget will appear at the bottom of your dashboard.



3. In the **Bill Payment Administration** widget, select **Users**. Select the drop down arrow next to the user that should be removed and select **Deactivate**. A pop-up will appear for you to confirm you would like to proceed with deactivating the user. Click **Yes** to complete the process.
  - a. Note: users can be reactivated as needed.

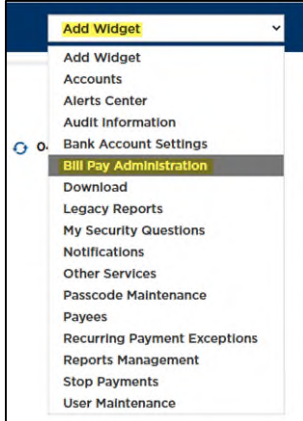


4. The user will no longer have access to the Bill Payment service. To remove the link from their dashboard entirely, follow [this quick reference guide](#) to remove the permissions from their Eastern Business Banking user profile.

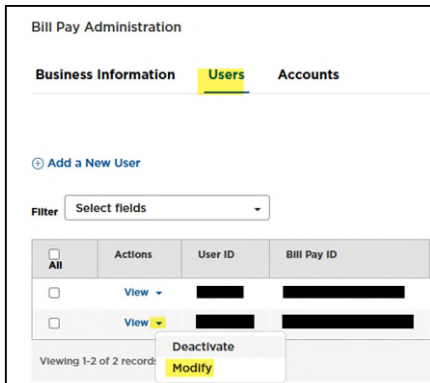
## USER MAINTENANCE – BILL PAYMENT SERVICE

The same steps can be followed for various user maintenance, including name/email/phone updates, account access updates, etc.

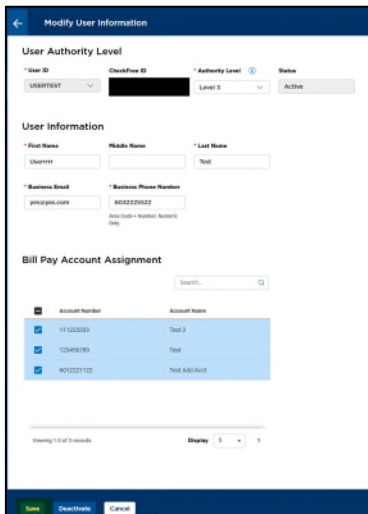
1. From the Home Page, select **Bill Payment Administration** from the Add Widget drop down list in the upper right corner. The widget will appear at the bottom of your dashboard.



2. In the **Bill Payment Administration** widget, select **Users**. Select the drop down arrow next to the user and select **Modify**.



3. The fields available to edit will be **white**. Once edits are complete, hit **Save**.



## Bill Payment Business Maintenance

### HOW TO UPDATE BUSINESS INFORMATION FOR BILL PAY:

1. From the Home Page, select **Bill Payment Administration** from the Add Widget drop down list in the upper right corner. The widget will appear at the bottom of your dashboard.
2. In the **Bill Payment Administration** widget, select **Business Information**.
3. To view the existing business information, select **View** next to the business name.
4. If information needs to be updated, select **Modify** at the bottom of the screen. The fields that allow for user modification will become fillable. Once information has been updated, select **Save**.
  - a. Any information that is not fillable can be updated by the bank if necessary. For assistance with this, please call our Business Services Team at 800-333-8000.

## Bill Payment Account Maintenance

### HOW TO UPDATE ACCOUNT DETAILS – BILL PAYMENT SERVICE:

1. From the Home Page, select **Bill Payment Administration** from the Add Widget drop down list in the upper right corner. The widget will appear at the bottom of your dashboard.
2. In the **Bill Payment Administration** widget, select **Accounts**.
3. To view the existing account information, select **View** next to the account name.
4. If information needs to be updated, select **Modify** at the bottom of the screen. The fields that allow for user modification will become fillable. Once information has been updated, select **Save**.

[Member FDIC](#)