

FORTIS Ebilling REPORT ISSUE

Account Name _____

Contract Account # _____

Date _____

How are you connecting to the Internet?

- Dial up connection High Speed connection

What Operating system are you using?

- Windows XP Macintosh OS X v10.8 (Mountain Lion)
 Windows 7 Macintosh OS X v10.7 (Lion)
 Windows 8 Macintosh OS X v10.6 (Snow Leopard)
 OTHER: _____

What Internet Browser are you using?

- Mozilla Firefox Safari
 Google Chrome Opera
 Internet Explorer OTHER: _____

Please provide the Browser version used: _____

Please provide the Acrobat Adobe Reader version used: _____

Please select from the list below, the process in which you are experiencing issues:

- Initial registration process
 Initial registration email not received
 Accessing link from email provided to complete my registration
 Email notifications of eBills not being received
 Logging in to view my eBills
 Viewing my eBills
 OTHER: _____

Please provide a brief description of the issue you are experiencing: *(1000 character max)*