

North Los Angeles County Regional Center
eBilling
Frequently Asked Questions

1) If I select the Invoices tab, there are no open invoices listed.

You must hit the Search button to display your invoices.

2) Can I re-use the same password when my password expires?

Yes, you can re-use the same password. Currently, there are no limitations on the number of times you can re-use the same password.

3) Is there a limit on how many eBilling users can work on the same invoice simultaneously?

There is no limit on how many eBilling users can work on the same invoice simultaneously. However, only one user can work on the same invoice line at a time.

4) Can I run a report for multiple vendor numbers?

No, the current reports available on eBilling can only be run for one vendor number at a time.

5) Is there a regular time that the eBilling system is shut down for maintenance?

No, currently the eBilling system does not have a regular scheduled maintenance time.

6) Is eBilling compatible with MAC computers?

No, it is only compatible with the PC.

7) What web browsers are eBilling compatible with?

eBilling is compatible with Internet Explorer and Mozilla Firefox.

8) How long will historical data be kept in eBilling?

The amount of time that data will be kept in eBilling has not yet been determined by the Department of Developmental Services (DDS).