

Patient Portal New User

New User Patient Portal Invitation

An email invitation will be sent to patients/guarantors to become a New User. The Patient Portal address will be included in the email. You will need to follow the link and the directions in order to create a User.

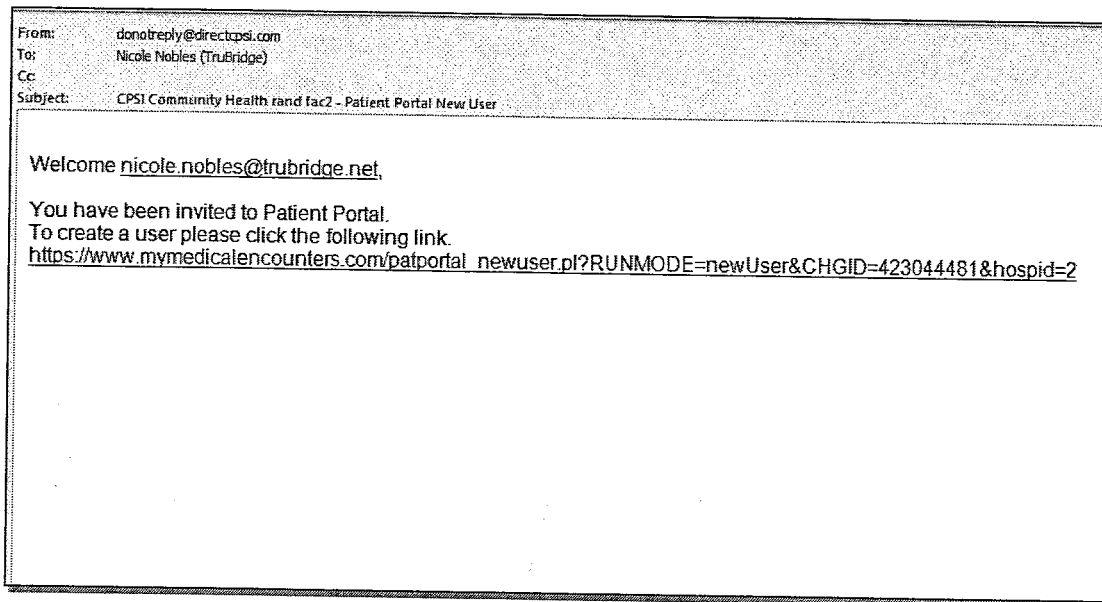


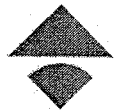
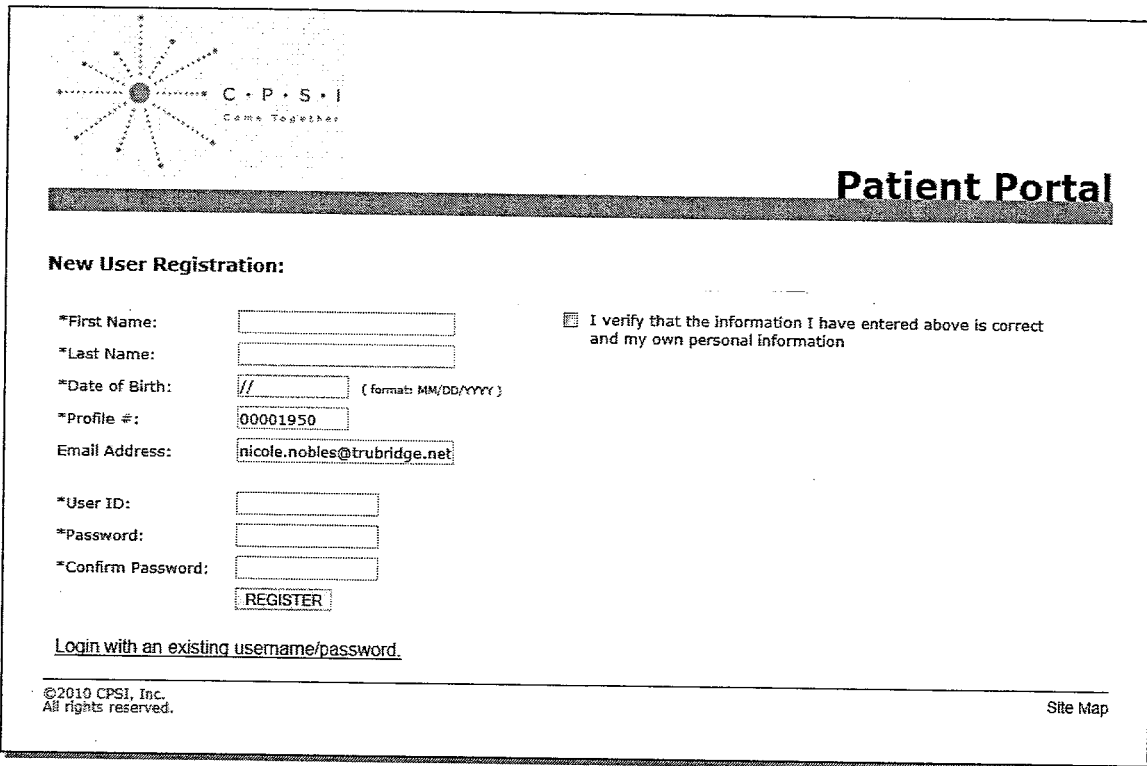
Figure 1: Patient Portal New User Invitation

New User Registration

The link within the email will lead you to a New User Registration screen. From there, you will need to enter the following information:

- **First Name:** Patient information
- **Last Name:** Patient information
- **Date of Birth:** Patient information
- **Profile #:** This will already be filled in when you use the link within the email.
- **Email Address:** User's email address where the invitation and receipt are going to

Once the above information is filled in, you will then need to enter a **User ID** of your choice as well as a **Password** of your choice. Once the password is chosen, re-enter the same password in the **Confirm** field. In order to complete this process, you will also need to check the box verifying the information is correct, otherwise an error will occur. After this information has been entered, select **Register**.

C · P · S · I
Come Together

Patient Portal

New User Registration:

*First Name:

*Last Name:

*Date of Birth: (format: MM/DD/YYYY)

*Profile #:

Email Address:

*User ID:

*Password:

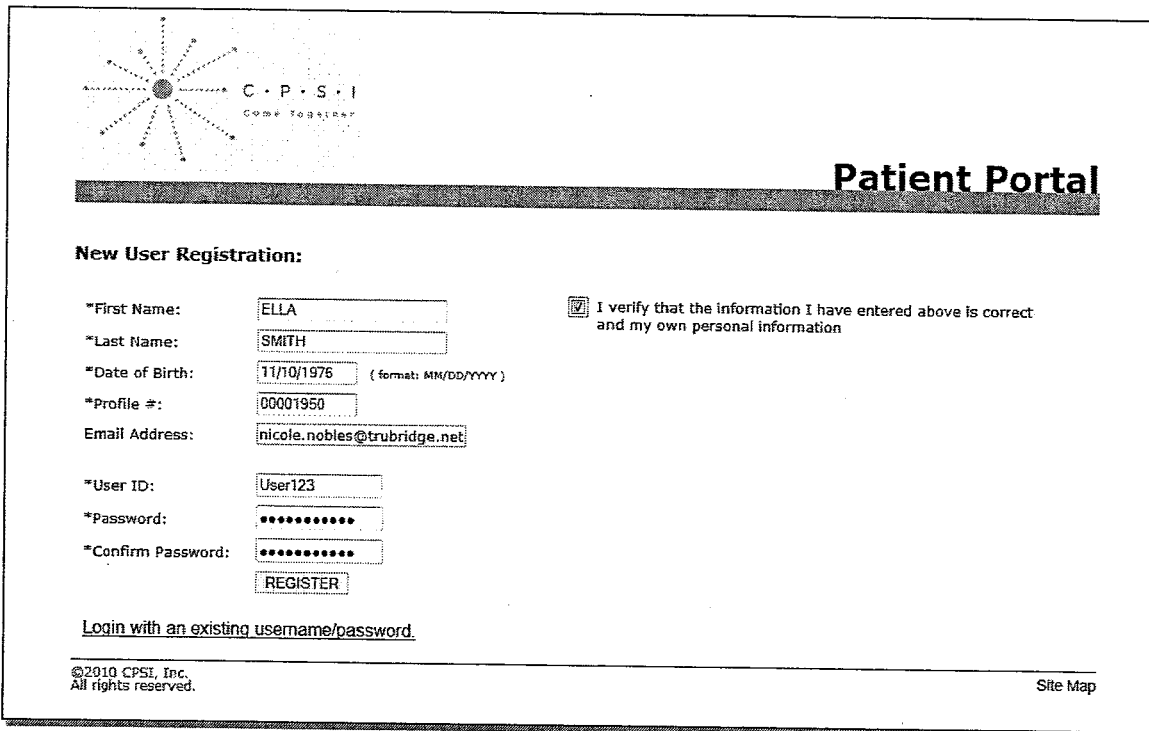
*Confirm Password:

I verify that the information I have entered above is correct and my own personal information

[Login with an existing username/password.](#)

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Figure 2: New User Registration Screen Blank



C · P · S · I
Come Together

Patient Portal

New User Registration:

*First Name:

*Last Name:

*Date of Birth: (format: MM/DD/YYYY)

*Profile #:

Email Address:

*User ID:

*Password:

*Confirm Password:

I verify that the information I have entered above is correct and my own personal information

[Login with an existing username/password.](#)

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Figure 3: New User Registration Screen Complete



New User Security Questions

After getting logged into your account, you will be asked to set up security questions in order to be able to verify information in case the User Name or Password is forgotten.

There are three questions that need to be setup for this process. Choose each question and enter an answer of your choice. This is meant to be personal to each user and should be easy to answer if prompted in the future.

Home | Logout

Patient Portal

ELLA SMITH,

Please update your security questions to better protect your information. Please select at least 3 security questions.

Security Question 1:

Security Question 2:

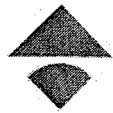
Security Question 3:

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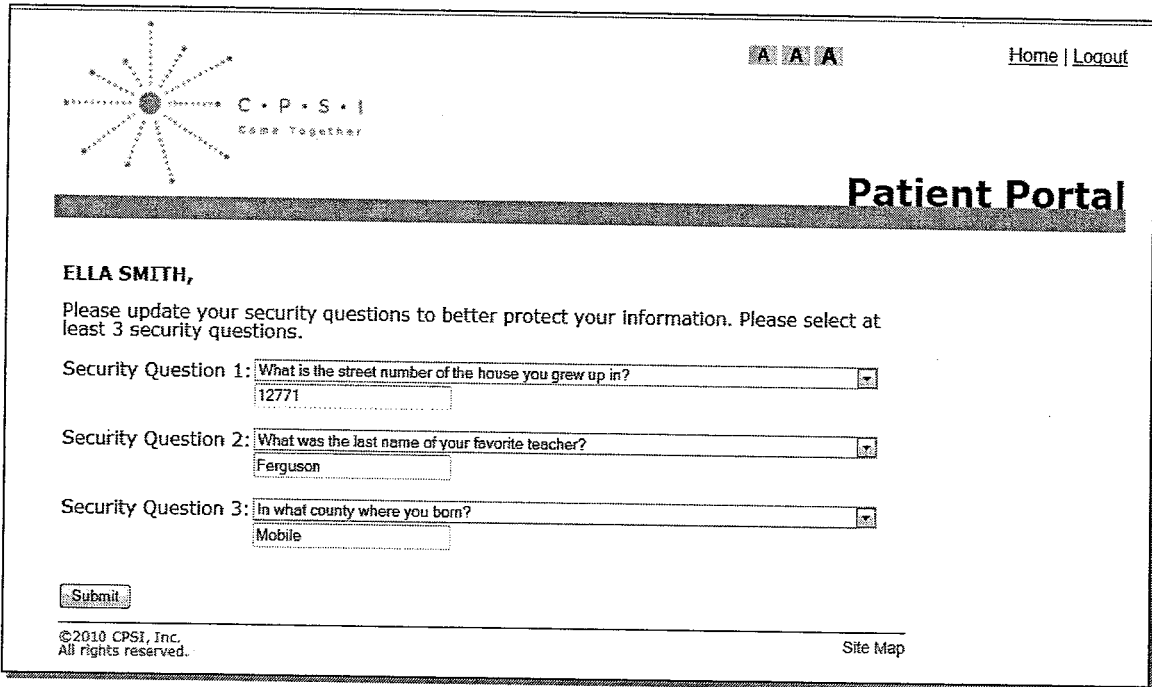
Map

- Please select one of the following security questions
- In what city did you meet your spouse/significant other?
- What is the name of your favorite childhood friend?
- What is your oldest sibling's birthday month and year?(e.g., January 1900)
- What is the middle name of your oldest child?
- What is your oldest sibling's middle name?
- What was the last name of your favorite teacher?
- In what city does your nearest sibling live?
- What is your spouse's mother's maiden name?
- To what city did you go on your honeymoon?
- What is the street number of the house you grew up in?
- In what county where you born?
- What is your mother's middle name?
- What was your high school mascot?
- What year did you graduate from High School?
- What is the name of the first school you attended?
- What is the name of a college you applied to but didn't attend?
- What was your career of choice when you were a child?
- What is your favorite actor's name?
- What was your favorite food when you were a child?
- What is the one item you would bring with you if you were abandoned on a desert island?

Figure 4: Security Question Drop-down Choices



An area for the each answer is located just below each question. Answer each question in the box that corresponds to the question. This process will need to be repeated for all three questions. They all must be different questions and answers.



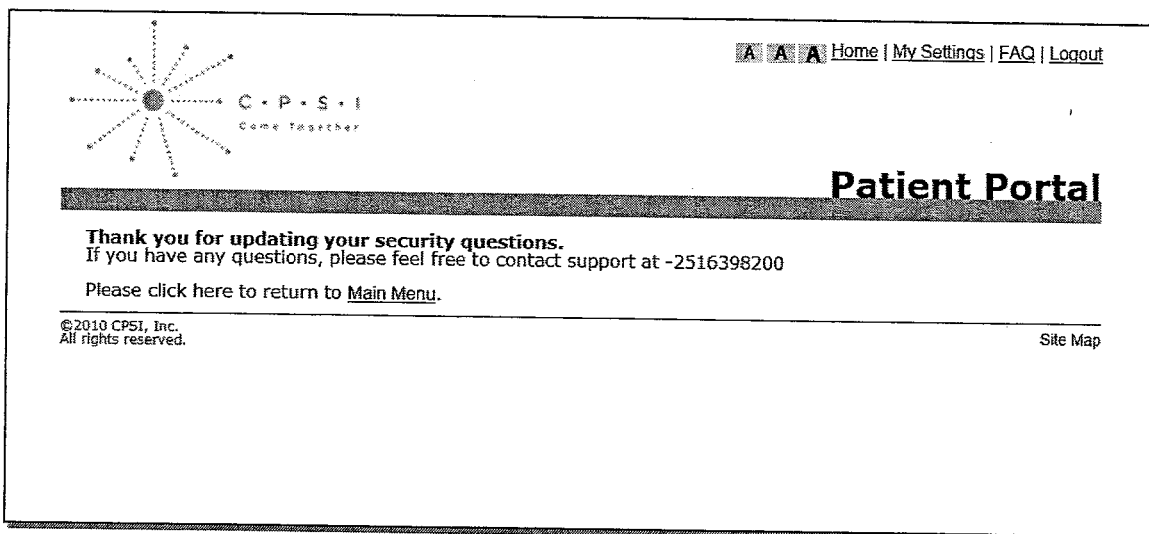
The screenshot shows the Patient Portal interface. At the top left is the CPSI logo with the tagline "Come Together". At the top right are accessibility icons (A A A) and links for "Home" and "Logout". The main heading is "Patient Portal". Below this, the user's name "ELLA SMITH," is displayed. A message asks the user to update their security questions. Three questions are listed, each with a dropdown menu and a text input field:

- Security Question 1: "What is the street number of the house you grew up in?" with the answer "12771".
- Security Question 2: "What was the last name of your favorite teacher?" with the answer "Ferguson".
- Security Question 3: "In what county where you born?" with the answer "Mobile".

 A "Submit" button is at the bottom left. Footer text includes "©2010 CPSI, Inc. All rights reserved." and a "Site Map" link.

Figure 5: Security Question with Answers

A screen will appear showing that the security portion of New User registration is completed. In order to move into the user's account, select **Main Menu**.



The screenshot shows the Patient Portal interface after security questions are completed. It features the same CPSI logo and navigation links as Figure 5. The main heading is "Patient Portal". The central message reads:

Thank you for updating your security questions.
 If you have any questions, please feel free to contact support at -2516398200
 Please click here to return to [Main Menu](#).

 The footer contains "©2010 CPSI, Inc. All rights reserved." and a "Site Map" link.

Figure 6: Completed Security Questions

Using Patient Portal

Current User Login

If you are a returning user, the login screen will only require the **User Id** and **Password**. If you have forgotten either the **User Id** or **Password**, they can be retrieved by answering the Security Questions that were setup for the New User.

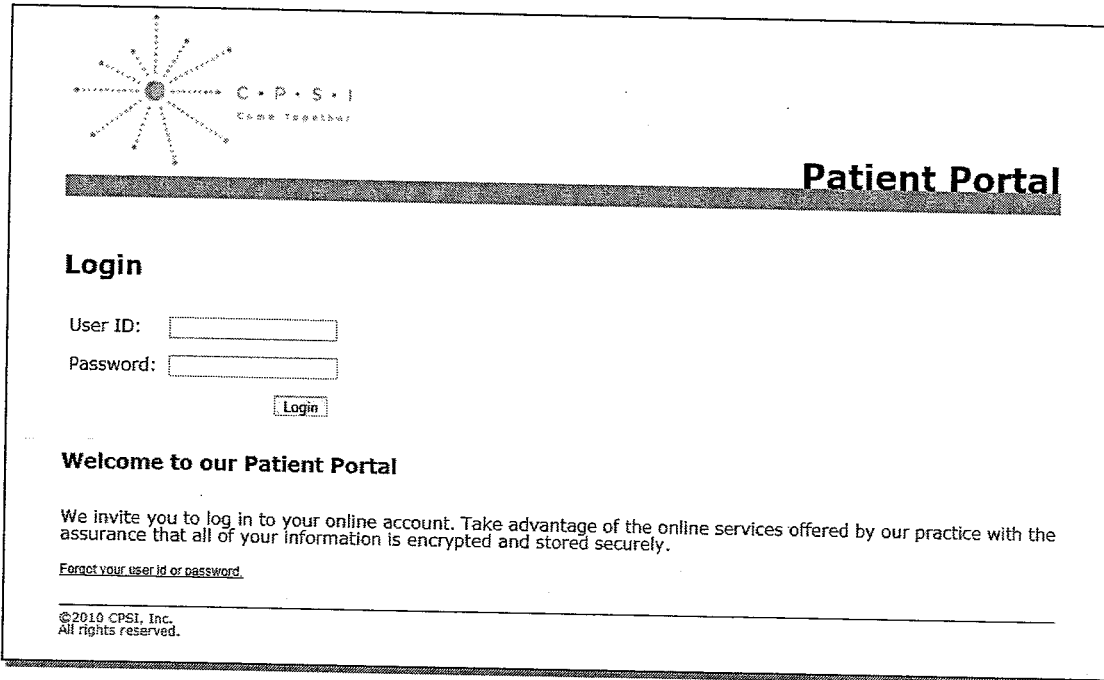


Figure 7: Current User Login Screen

Once logged into the account, find the **Pay Your Bill** option.

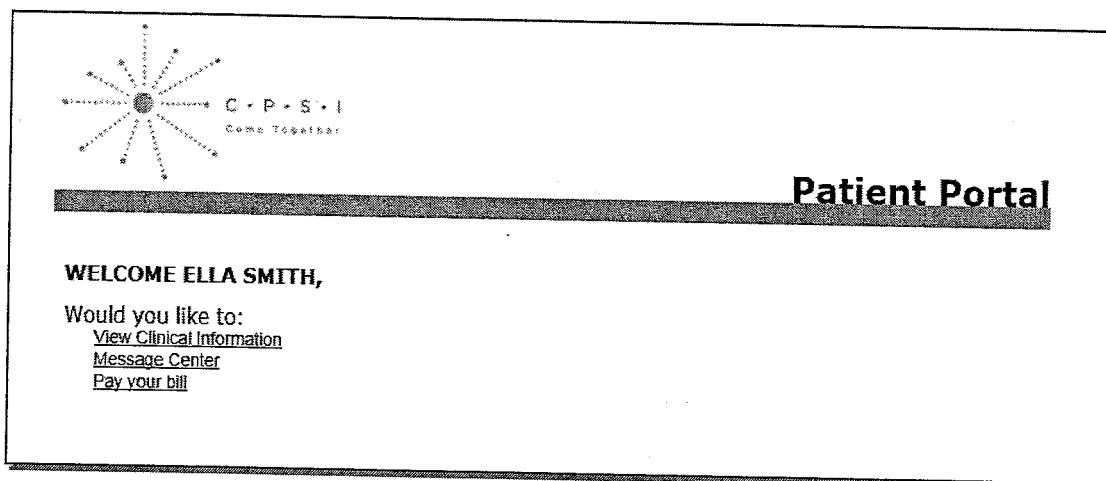
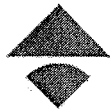


Figure 8: Viewing Options



Reviewing Accounts

Once you select **Pay Your Bill**, a screen will show the open account numbers and total amount due for each account.

The screenshot shows a web interface for 'Bill Pay'. At the top left is the CPSI logo with the tagline 'Come Together'. At the top right are navigation links: Home | My Settings | FAQ | Logout. Below the logo is a navigation bar with 'Clinical Information', 'Pay Your Bill', and 'Message Center'. The main heading is 'Bill Pay'. Underneath, it says 'ELLA SMITH's accounts'. A table lists five accounts with columns for Account Number, Admit Date, Discharge Date, Amount Due, and Payment. The first three accounts are 'PENDING'. The fourth account (356936) has an amount due of \$568.30. The fifth account (2190053) has an amount due of \$206.30. Below the table, there is a 'Total Amount \$' field showing '0.00'. At the bottom, there are two steps: 'Step 1: Enter Payment' and 'Step 2: Submit Payment'. The footer contains copyright information for CPSI, Inc. and a 'Site Map' link.

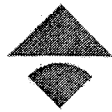
Account Number	Admit Date	Discharge Date	Amount Due	Payment	Pay a bill
357076	08/24/2011	08/27/2011	PENDING		<input type="checkbox"/>
20000510	07/15/2013	00/00/0000	PENDING		<input type="checkbox"/>
20000006	07/29/2013	00/00/0000	PENDING		<input type="checkbox"/>
356936	08/22/2011	08/22/2011	\$568.30	\$	<input type="checkbox"/>
2190053	01/21/2014	05/15/2014	\$206.30	\$	<input type="checkbox"/>

Total Amount \$

● Step 1: Enter Payment ● Step 2: Submit Payment ➔

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Figure 9: View of Open Accounts



Step 1: Enter Payment

From this screen, one or more accounts can have partial payments or full payments created. If you would like to pay an account in full, you do not need to enter the payment amount, simply check **Pay in Full**. If you choose to make a partial payment, enter the amount to pay on that particular account.

Once the amounts are entered for the account(s) for payment, move to Step 2 by selecting the green arrow pointing to the right.

The screenshot shows a web interface for bill payment. At the top right, there are navigation links: Home | My Settings | FAQ | Logout. The main heading is "Bill Pay". Below it, there's a navigation bar with "Clinical Information", "Pay Your Bill", and "Message Center". The user's name "ELLA SMITH's accounts" is displayed. A table lists accounts with columns for Account Number, Admit Date, Discharge Date, Amount Due, and Payment. The table contains five rows of data. Below the table, there is a "Total Amount" field showing \$593.30. At the bottom, there are two steps: "Step 1: Enter Payment" (selected) and "Step 2: Submit Payment" with a right-pointing arrow. Copyright information "©2010 CPSI, Inc. All rights reserved." and a "Site Map" link are also visible.

Account Number	Admit Date	Discharge Date	Amount Due	Payment	Pay in Full <input type="checkbox"/>
357076	08/24/2011	08/27/2011	PENDING		
20000510	07/15/2013	00/00/0000	PENDING		
20000006	07/29/2013	00/00/0000	PENDING		
356936	08/22/2011	08/22/2011	\$568.30	\$568.30	<input checked="" type="checkbox"/>
2190053	01/21/2014	05/15/2014	\$206.30	\$25.00	<input type="checkbox"/>

Total Amount \$ 593.30

● Step 1: Enter Payment ● Step 2: Submit Payment ➔

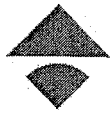
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Figure 10: Enter Payment Amount

Step 2: Choose Payment Options and Submit Payment

In this screen, the user will enter the following information:

- **Cardholder Name**
 - This is the credit/debit card holder's name, not the patient's name.
- **Cardholder Address 1**
 - This is the credit/debit card holder's address, not the patient's address.
- **Cardholder Address 2 (optional)**
 - This line is used so that if the address is too long for the first address line.
- **Cardholder City**
 - This is the credit/debit card holder's city, not the patient's city.
- **Cardholder State**
 - This is the credit/debit card holder's state, not the patient's state.



- **Cardholder Zip Code**
 - This is the credit/debit card holder's zip code, not the patient's zip code.
- **Credit/Debit Card Number**
 - The system will recognize the credit card company according to the number entered.
- **Expiration Date**
 - The drop-downs will allow for the date to be in the correct format.
- **CCV2**
 - This number is the three digit code on the back of MasterCard, Visa and Discover. It is not the pin number or part of the credit card number on the front of the card.
 - For American Express, this is a four digit code on the front of the card that is not part of the credit card number.
- **Authorized Amount**
 - This amount will be populated according to the amount entered on Step 1.

The screenshot shows a web interface for 'Bill Pay'. At the top right, there are links for 'Home', 'My Settings', 'FAQ', and 'Logout'. The main heading is 'Bill Pay'. Below it, there's a navigation bar with 'Clinical Information', 'Pay Your Bill', and 'Message Center'. The 'Payment Options' section contains several form fields:

- * Cardholder Name: ELLA SMITH
- * Cardholder Address 1: 660 WALL STREET
- Cardholder Address 2: SUITE A
- * Cardholder City: MOBILE
- * Cardholder State: AL
- * Cardholder Zip Code: 36695
- *Credit/Debit Card #: 1234567812345678
- *Expiration Month/Year: May / 15
- *CCV2: 123
- *Authorized Amount: 593.30

 A 'Submit Payment' button is present, with a note 'PLEASE CLICK BUTTON ONLY ONCE:'. Below the form, there are navigation arrows and a progress indicator showing 'Step 1: Enter Payment' and 'Step 2: Submit Payment'. The footer includes '©2010 CPSI, Inc. All rights reserved.' and a 'Site Map' link.

Figure 11: Enter Payment Type and Information

If you not ready to submit this payment or would like to make changes in Step 1, select the green arrow to the left to go back.

Once the information has been entered in all of the fields required to authorize the payment, **Submit Payment** must be selected. If this is not, the payment will not process.

Receipt

Once the payment has processed, a confirmation will be emailed to your email address. This will include the **Confirmation Number** and the amount charged to the credit card.