



Allscripts Payerpath® eStatements

PayMyDoctor.com User Guide

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Getting started

Payerpath eStatements PayMyDoctor.com overview

Your health care provider offers you the ability to view and pay your statements online at www.paymydoctor.com. After you enroll, you can view your statements, make payments online, view your payment history, and specify whether you want to receive your statements electronically, through the mail, or in both formats.

There are 2 options for paying your statement balance.

1. You can enroll by creating an account with a username and password. This option is useful for making payments in the future because you only need to enter all of your billing information once.
2. You can make a quick payment. This option is useful for making a single payment, and there is no need to remember a username and password.

Enroll with Payerpath eStatements PayMyDoctor.com

Enroll with Payerpath® eStatements PayMyDoctor.com to view your statements, make payments online, view your payment history, and specify whether you want to receive your statements electronically, through the mail, or in both formats.

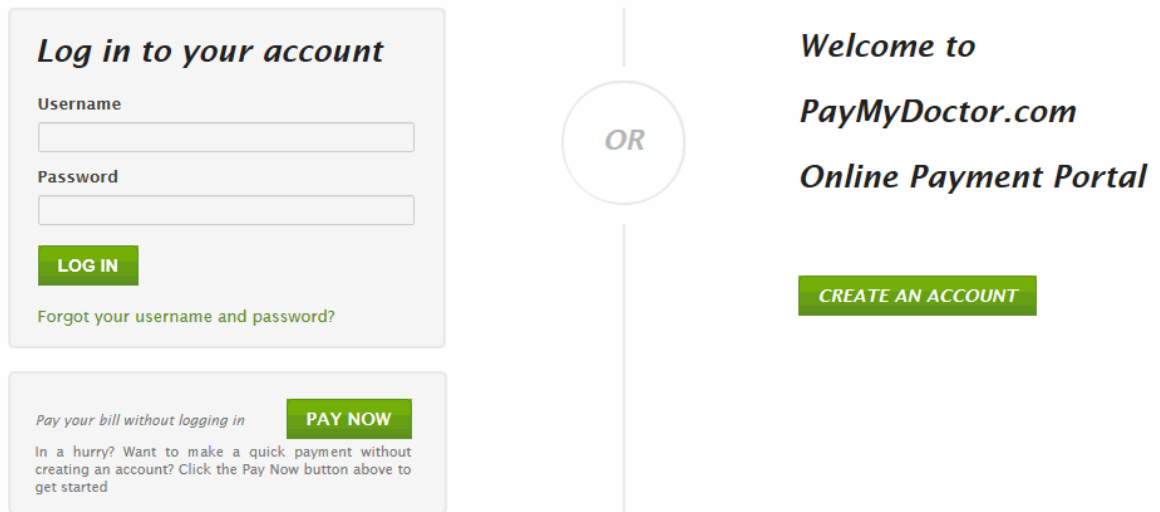
Before you begin

You must have your billing statement to perform the enrollment. You must also have Adobe Reader® installed on your computer. The software is free and is available at www.adobe.com.

This task has 10 steps.

1. Open Internet Explorer® and enter www.paymydoctor.com in the address bar. Press **Enter** on your keyboard.
The **PayMyDoctor** login page is displayed.

Getting started



Log in to your account

Username

Password

LOG IN

[Forgot your username and password?](#)

Pay your bill without logging in **PAY NOW**

In a hurry? Want to make a quick payment without creating an account? Click the Pay Now button above to get started

OR

**Welcome to
PayMyDoctor.com
Online Payment Portal**

CREATE AN ACCOUNT

2. Click **Create an Account**.
The **Online Enrollment** page is displayed.
3. For **Step 1: Specify User Info**, enter your information into the boxes.

Step 1
Specify User Info

Step 2
Personal Info

Finish
Submit

Enter your Personal Information

First Name*:

Last Name*:

Billing Address

Country*:

Address Line 1*:

Address Line 2:

City*:

State*:

Zip/Postal Code*:

Phone Number*:

Cancel

6. Click **Submit**.
7. Acknowledge the terms and conditions.
8. After you enter your information, click **Next**.
The **PayMyDoctor** login page is displayed.
9. Enter the **Username** and **Password** that you just created.
10. Click **Log In**.

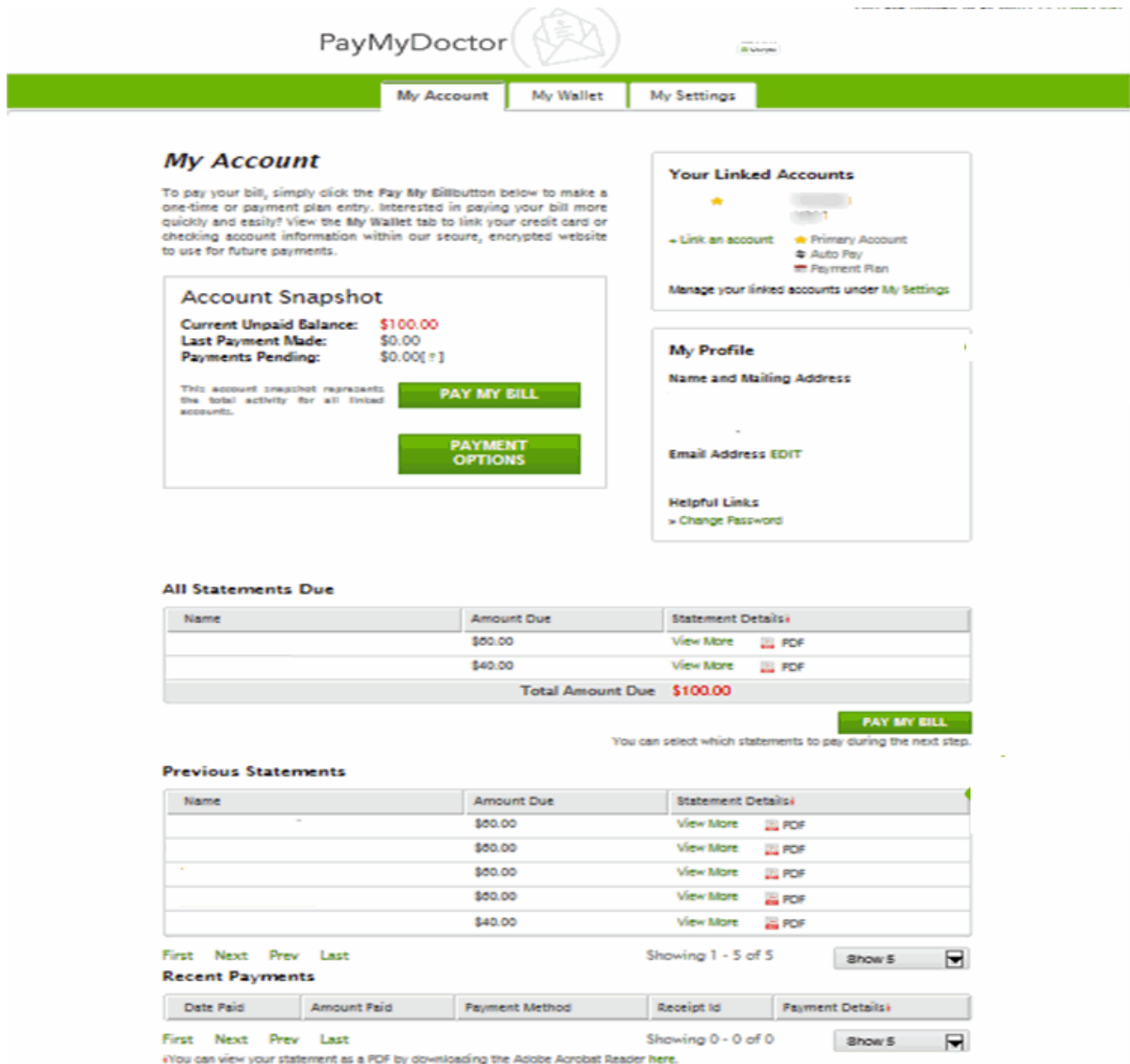
Results of this task

You are now enrolled with Payerpath® eStatements PayMyDoctor.com. After you log on to the website, the first page that is displayed is the **My Account** page.

My Account

After you log on to Payerpath® eStatements PayMyDoctor.com, the **My Account** page displays. This page shows the current status of your statements, linked accounts, profile information, and your previous statements and payments.

The Account Snapshot section shows your payment status at a glance.



The screenshot shows the PayMyDoctor website interface. At the top, there is a navigation bar with 'My Account', 'My Wallet', and 'My Settings' tabs. The main content area is titled 'My Account' and includes several sections:

- Account Snapshot:** Displays 'Current Unpaid Balance: \$100.00', 'Last Payment Made: \$0.00', and 'Payments Pending: \$0.00[+]'. It includes a 'PAY MY BILL' button and a 'PAYMENT OPTIONS' button.
- Your Linked Accounts:** Shows a list of linked accounts with options to 'Link an account', 'Primary Account', 'Auto Pay', and 'Payment Plan'. A 'Manage your linked accounts under My Settings' link is also present.
- My Profile:** Includes sections for 'Name and Mailing Address', 'Email Address EDIT', and 'Helpful Links' (e.g., 'Change Password').
- All Statements Due:** A table showing statements with columns for Name, Amount Due, and Statement Details. The total amount due is \$100.00. A 'PAY MY BILL' button is located below the table.
- Previous Statements:** A table showing a list of previous statements with columns for Name, Amount Due, and Statement Details. It includes navigation links (First, Next, Prev, Last) and a 'Showing 1 - 5 of 5' indicator.
- Recent Payments:** A table showing recent payments with columns for Date Paid, Amount Paid, Payment Method, Receipt Id, and Payment Details. It includes navigation links (First, Next, Prev, Last) and a 'Showing 0 - 0 of 0' indicator.

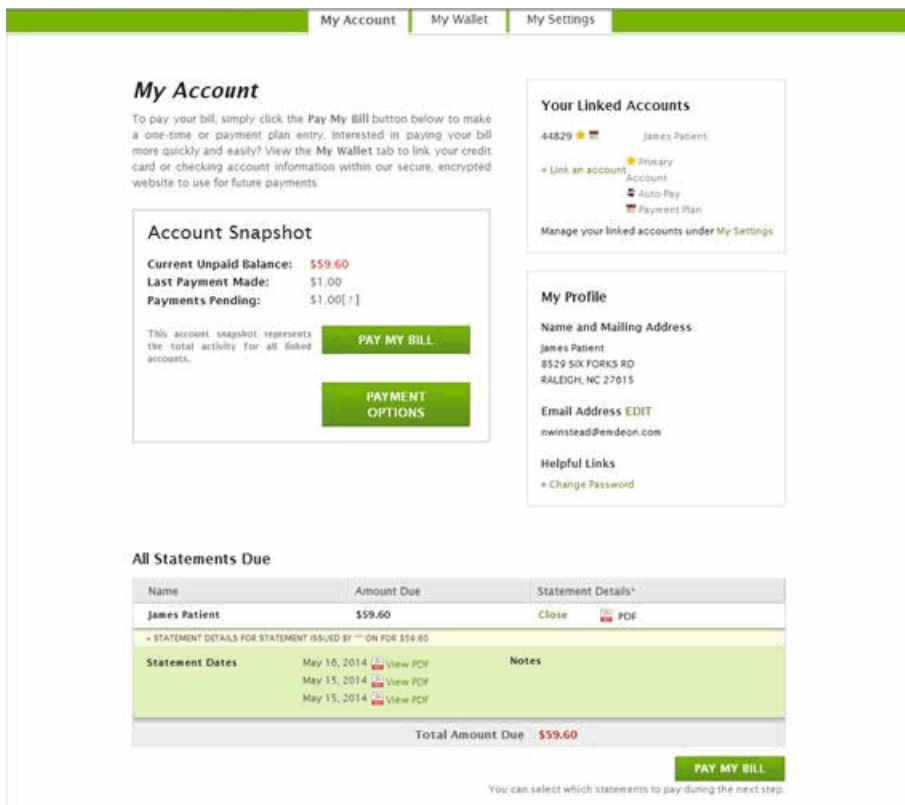
In the lower portion of the **My Account** page, you can click to view previous statements.

Link your account with other family members

As part of Payerpath® eStatements PayMyDoctor.com, you can link your account to pay bills for other family members.

If you or other family members have a doctor who also uses PayMyDoctor.com, you can link those accounts to yours and pay their bills as well.

1. Click the **My Account** tab.
2. Click **Link an account** from the Linked Accounts section.



The screenshot shows the 'My Account' page with the following sections:

- My Account** (Header): Includes a 'PAY MY BILL' button and 'PAYMENT OPTIONS'.
- Account Snapshot**: Shows 'Current Unpaid Balance: \$59.60', 'Last Payment Made: \$1.00', and 'Payments Pending: \$1.00[*]'. Includes a 'PAY MY BILL' button.
- Your Linked Accounts**: Shows '44829' for 'James Patient' with options to 'Link an account', 'Primary Account', 'Auto Pay', and 'Payment Plan'. Includes a 'Manage your linked accounts under My Settings' link.
- My Profile**: Shows 'Name and Mailing Address: James Patient, 8529 SIX FORKS RD, RALEIGH, NC 27615' and 'Email Address EDIT: mwinstead@emdeon.com'. Includes a 'Helpful Links' section with 'Change Password'.
- All Statements Due**: A table with columns 'Name', 'Amount Due', and 'Statement Details*'.

Name	Amount Due	Statement Details*
James Patient	\$59.60	Close PDF
STATEMENT DETAILS FOR STATEMENT ISSUED BY ON FOR \$59.60		
Statement Dates	May 16, 2014 View PDF	Notes
	May 15, 2014 View PDF	
	May 15, 2014 View PDF	
Total Amount Due		\$59.60

The **Link an Account** page is displayed.

3. Enter the **Client ID, Account Number, and Zip Code**.
The information is printed on your statement. You can refer to the sample displayed on your screen for assistance locating the information.
4. Click **Add**.

Results of this task

The **My Accounts** page is displayed. The person that you linked to your account is displayed in the Linked Accounts section. If that person has any statements that are due, that information is now shown in the All Statements Due section.

View your statements and recent payments

As part of Payerpath® eStatements PayMyDoctor.com, you can view statements that are due, previous statements, and recent payments.

1. Click the **My Account** tab.
2. Scroll down to the All Statements Due, Previous Statements, or Recent Payments section.



All Statements Due

Name	Amount Due	Statement Details*
James Patient	\$60.00	View More 
Total Amount Due		\$60.60

PAY MY BILL


You can select which statements to pay during the next step.

Previous Statements

Name	Amount Due	Statement Details*
James Patient	\$60.00	View More 
James Patient	\$60.60	View More 

[First](#) [Next](#) [Prev](#) [Last](#)

Showing 1 - 2 of 2


Show 5 

Recent Payments

Date Paid	Amount Paid	Payment Method	Receipt Id	Payment Details*
Mar 13, 2014	\$52.45	Online	23891	View More

[First](#) [Next](#) [Prev](#) [Last](#)

Showing 1 - 1 of 1

Show 5 

*You can view your statement as a PDF by downloading the Adobe Acrobat Reader [here](#).

3. To view a list of the different statements or recent payments, click **View More**.
4. To view a statement, click the PDF icon.
The statement is displayed in a separate window.

Make a full payment

As part of Payerpath® eStatements PayMyDoctor.com, you can make full or partial payments on statements that are currently due.

This task has 11 steps.

1. Click the **My Account** tab.
2. Click **Pay My Bill**.
The **Pay My Bill Page** is displayed.
3. Select the check box for each account whose bill you want to pay.
4. Click **Pay in Full** and select continue.
5. For **Select a Payment Method**, click one of the following.
 - > **Credit Card or Debit Card**
 - > **Use this Card from My Wallet** (This option is only available if you enter your card information on the **My Wallet** tab. In the lower portion of the page, there is a check box that you can select to add a new card to **My Wallet** for future use.)
 - > **Use a new card**
6. For **Use a new credit card**, enter the following:
 - a) For **Payment Method**, select the brand of card.
 - b) For **Card Number**, enter your card number.
 - c) For **Name on Card**, enter the name of the cardholder. By default, the name of the person on the statement is entered.
 - d) For **Expiration Date**, select the card's expiration date.
 - e) For **CVV**, enter the CVV number on your card.
To learn how to locate your CVV number, click the ? (question mark) icon.
7. For **Billing Address**, enter the following.
 - a) Enter your billing address information. By default, the address of the person on the statement is entered.
 - b) For **Email Address**, enter the email address where you want your receipts delivered.
 - c) For **Phone Number**, enter the phone number.
8. (Optional) For **Preferences**, you can select the check boxes to add the card to **My Wallet** and use the card by default for future payments. You can also enter a **Card Nickname** to distinguish the card from any other cards saved to **My Wallet**.
9. Click **Review Your Payment**.
10. Verify that the information you provided is accurate.
If you need to change the information, click **Edit**.

11. Click **Submit Payment**.

Results of this task

Your payment is submitted and applied against your total balance due. Please click **Print** to print a copy for your records.

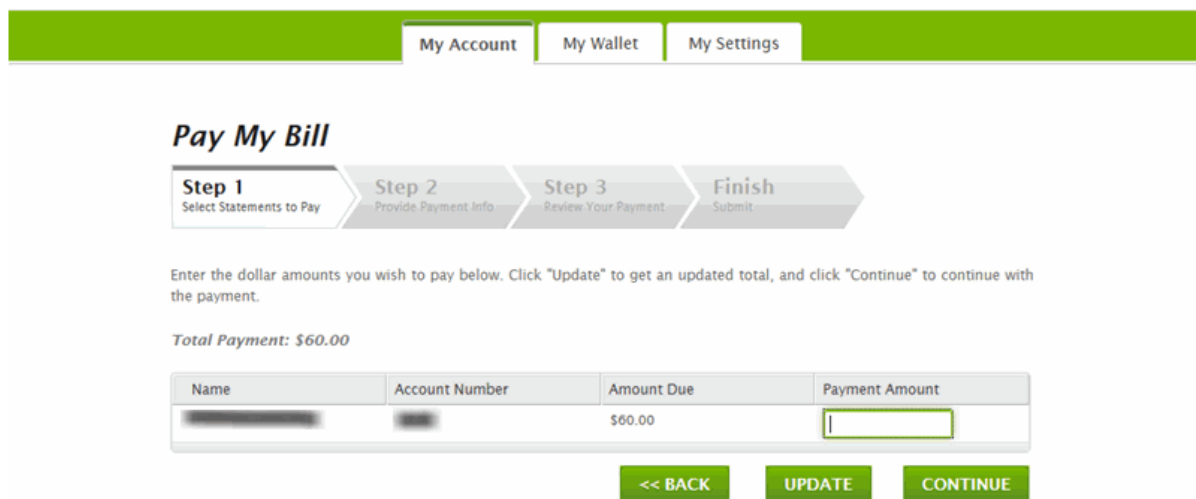
Note: After you click **Print**, a separate window opens to display your receipt in a printer-friendly format. For this reason, you must have your pop-up blocker feature turned off in Internet Explorer®.

Make a partial payment

As part of Payerpath® eStatements PayMyDoctor.com, you can make a partial payment against your total balance.

This task has 12 steps.

1. Click the **My Account** tab.
2. Click **Pay My Bill**.
The **Pay My Bill Page** is displayed.
3. Click **Partial Payment**.
The **Select Statements to Pay** tab is displayed.



My Account My Wallet My Settings

Pay My Bill

Step 1
Select Statements to Pay
Step 2
Provide Payment Info
Step 3
Review Your Payment
Finish
Submit

Enter the dollar amounts you wish to pay below. Click "Update" to get an updated total, and click "Continue" to continue with the payment.

Total Payment: \$60.00

Name	Account Number	Amount Due	Payment Amount
██████████	██████	\$60.00	<input style="width: 80%;" type="text"/>

<< BACK
UPDATE
CONTINUE

4. For **Payment Amount**, enter the dollar amount that you want to submit for payment.
5. Click **Continue**.
6. For **Select a Payment Method**, click one of the following.
 - > **Credit Card or Debit Card**

- > **Use this Card from My Wallet** This option is only available if you enter your card information on the **My Wallet** tab. In the lower portion of the page, there is a check box that you can select to add a new card to **My Wallet** for future use.
 - > **Use a new card**
7. For **Use a new credit card**, enter the following:
 - a) For **Payment Method**, select the brand of card.
 - b) For **Card Number**, enter your card number.
 - c) For **Name on Card**, enter the name of the cardholder. By default, the name of the person on the statement is entered.
 - d) For **Expiration Date**, select the card's expiration date.
 - e) For **CVV**, enter the CVV number on your card.
To learn how to locate your CVV number, click the ? (question mark) icon.
 8. For **Billing Address**, enter the following.
 - a) Enter your billing address information. By default, the address of the person on the statement is entered.
 - b) For **Email Address**, enter the email address where you want your receipts delivered.
 - c) For **Phone Number**, enter the phone number.
 9. (Optional) For **Preferences**, you can select the check boxes to add the card to **My Wallet** and use the card by default for future payments. You can also enter a **Card Nickname** to distinguish the card from any other cards saved to **My Wallet**.
 10. Click **Review Your Payment**.
 11. Verify that the information you provided is accurate.
If you need to change the information, click **Edit**.
 12. Click **Submit Payment**.

Results of this task

Your payment is submitted and applied against your total balance due. You will receive an email message containing your receipt.

Customer Receipt Number: [REDACTED]
Merchant ID: [REDACTED]
Auth Code: [REDACTED]
Transaction ID: [REDACTED]

Account Number	Account Name	Payment Amount	Trans Type
123	TestPayment	\$1.00	Sale

Payment Received: \$1.00

Payment Information
 Date of Payment: 4/16/2014 16:03:41 CDT
 Payment Type: Visa
 Credit Card Number: [REDACTED]
 Phone Number:

Thank you for your payment
 Please save this receipt for your records.

[Printable Version](#) [Back](#)

To continue using your account, click **Return to Account**.

Note: To print a copy of your receipt, click **Printable Version**. A separate window opens to display your receipt in a printer-friendly format. For this reason, you must have your pop-up blocker feature turned off in Internet Explorer®.

Set up a payment plan

As part of Payerpath® eStatements PayMyDoctor.com, you can schedule a payment plan to make partial payments on your balance. You will specify the dates to make the payments, the payment amounts, and provide your credit or debit card information.

Before you begin

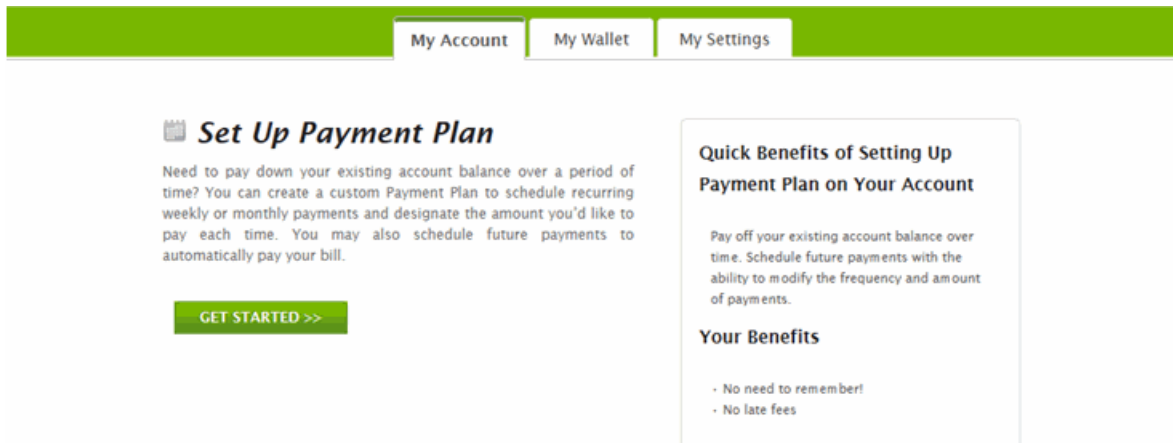
Note: You must have a balance of \$50.00 or more to set up a payment plan. If your balance is less than \$50.00, the payment plan option is not available to select. In addition, you cannot set up a payment plan for less than \$25.00 per month.

This task has 20 steps.

1. Click the **My Account** tab.
2. Click **Pay My Bill**.
The **Pay My Bill Page** is displayed.
3. Select the check box for each account whose bill you want to pay.
4. Click **Set Up a Payment Plan**.

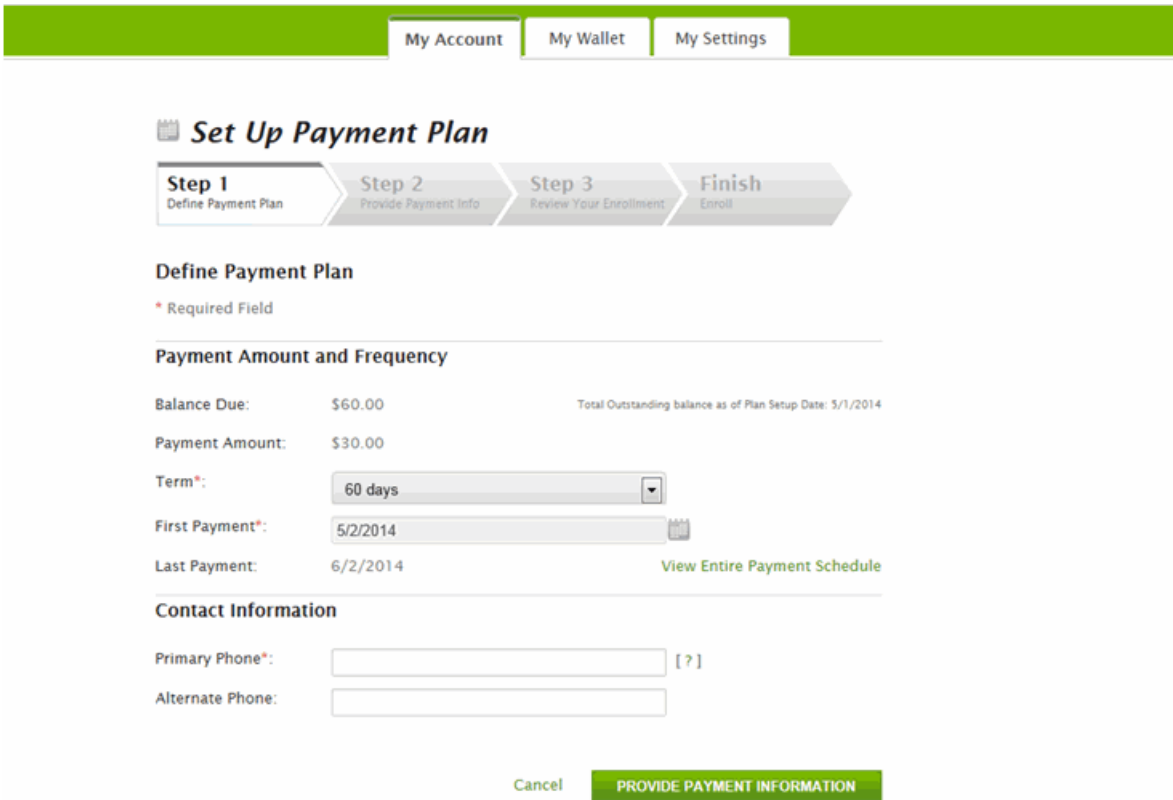
Getting started

The **Set Up a Payment Plan** page is displayed.



5. Click Get Started.

The **Define Payment Plan** step is displayed.



6. For Term, select the amount of time that you want to allocate for making your payments.

The options for your term depend on your balance due.

7. For **First Payment**, click the calendar icon and select a date for your initial payment. The **Last Payment** date is calculated for you.
8. (Optional) To view your scheduled payments, click **View Entire Payment Schedule**. The information is displayed for you to review. That same information will be delivered to your email address after you finish setting up your payment plan.
9. For **Primary Phone**, enter your contact telephone number.
10. (Optional) For **Alternate Phone**, enter an additional contact telephone number.
11. Click **Update Payment Plan**.
You are redirected to a secure payment site, and the **Provide Payment Info** step is displayed.
12. For **Select a Payment Method**, click one of the following.
 - > **Credit Card or Debit Card**
 - > **Use this Card from My Wallet** This option is only available if you enter your card information on the **My Wallet** tab. In the lower portion of the page, there is a check box that you can select to add a new card to **My Wallet** for future use.
 - > **Use a new card**
13. For **Use a new credit card**, enter the following:
 - a) For **Payment Method**, select the brand of card.
 - b) For **Card Number**, enter your card number.
 - c) For **Name on Card**, enter the name of the cardholder. By default, the name of the person on the statement is entered.
 - d) For **Expiration Date**, select the card's expiration date.
 - e) For **CVV**, enter the CVV number on your card.
To learn how to locate your CVV number, click the ? (question mark) icon.
14. For **Billing Address**, enter the following.
 - a) Enter your billing address information. By default, the address of the person on the statement is entered.
 - b) For **Email Address**, enter the email address where you want your receipts delivered.
 - c) For **Phone Number**, enter the phone number.
15. (Optional) For **Preferences**, you can select the check boxes to add the card to **My Wallet** and use the card by default for future payments. You can also enter a **Card Nickname** to distinguish the card from any other cards saved to **My Wallet**.
16. Click **Review Your Enrollment**.
The **Review Your Enrollment** tab is displayed.
17. Verify that the information you provided is accurate.
If you need to change the information, click **Edit**. To view your scheduled payments, click **View Entire Payment Schedule**.

Getting started

18. For **Terms & Conditions**, review the information and select the check box to confirm your agreement. If you choose not to accept the terms and conditions, click **Cancel** to cancel your payment plan.
19. (Optional) To print the page for your records, click **Print**.
20. Click **Submit Information**.

Results of this task

Your payment plan is now finished and active.

Set up automatic payments

As part of Payerpath® eStatements PayMyDoctor.com, you can set up automatic payments. Payments are made 10 days after a statement is sent to you. You will be notified in advance before the payment is made. In addition, you can specify the maximum amount to charge.

This task has 13 steps.

1. Click the **My Account** tab.
2. Click **Pay My Bill**.
The **Pay My Bill Page** is displayed.
3. Click **Create AutoPay**.
The **Create an AutoPay Plan** page is displayed.
4. Click **Get Started**.
The **Provide Payment Information** step is displayed.
5. For **Select a Payment Method**, click one of the following.
 - > **Credit Card or Debit Card**
 - > **Use this Card from My Wallet** This option is only available if you enter your card information on the **My Wallet** tab. In the lower portion of the page, there is a check box that you can select to add a new card to **My Wallet** for future use.
 - > **Use a new card**
6. For **Use a new credit card**, enter the following:
 - a) For **Payment Method**, select the brand of card.
 - b) For **Card Number**, enter your card number.
 - c) For **Name on Card**, enter the name of the cardholder. By default, the name of the person on the statement is entered.
 - d) For **Expiration Date**, select the card's expiration date.
 - e) For **CVV**, enter the CVV number on your card.
To learn how to locate your CVV number, click the ? (question mark) icon.

7. For **Max Payment Amount**, enter the maximum dollar amount that you want to be charged to your card.
8. For **End Date**, enter the date that you want to cease making the automatic payments.
9. For **Billing Address**, enter the following.
 - a) Enter your billing address information. By default, the address of the person on the statement is entered.
 - b) For **Email Address**, enter the email address where you want your receipts delivered.
 - c) For **Phone Number**, enter the phone number.
10. Click **Review Your Payment**.
11. Verify that the information you provided is accurate.
If you need to change the information, click **Edit**.
12. Click the checkbox to agree to the terms and conditions.
13. Click **Submit Information**.

Results of this task

Your automatic payments are now set up and active.



Getting started

Additional payment options

Make a payment without creating an account (Pay Now)

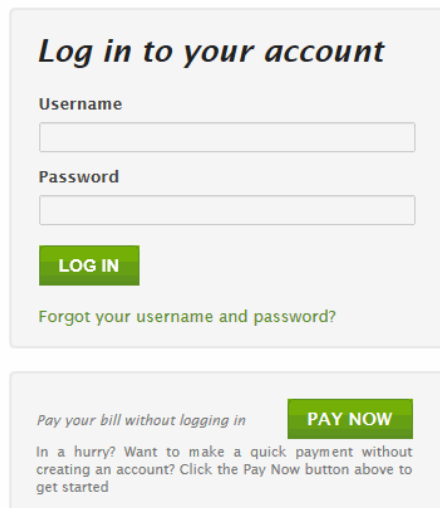
As part of Payerpath® eStatements PayMyDoctor.com, you can submit a payment without creating an account. The Pay Now method enables you to make a payment instantly, and you do not have to remember a username or password.

Before you begin

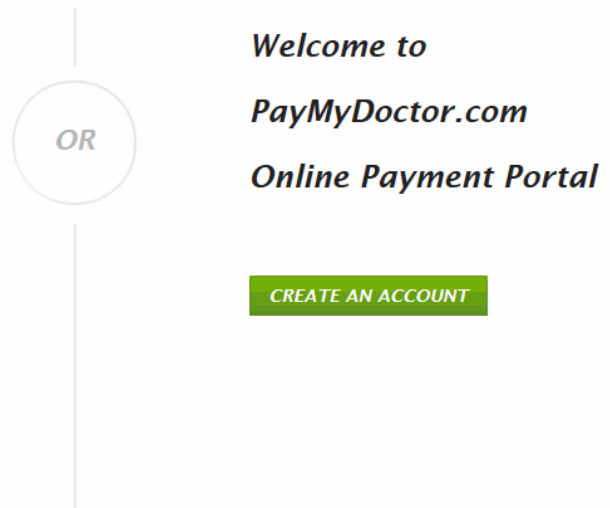
You must have your billing statement to make a payment.

This task has 13 steps.

1. Open Internet Explorer® and enter <http://www.paymydoctor.com> in the address bar. Press **Enter** on your keyboard.
The **PayMyDoctor** login page is displayed.



The screenshot shows the login page with the heading "Log in to your account". It features two input fields for "Username" and "Password", a green "LOG IN" button, and a link for "Forgot your username and password?". Below this is a "Pay Now" section with the text "Pay your bill without logging in" and a green "PAY NOW" button. A small explanatory text below the button reads: "In a hurry? Want to make a quick payment without creating an account? Click the Pay Now button above to get started".



The screenshot shows the welcome page with the heading "Welcome to PayMyDoctor.com Online Payment Portal". It features a green "CREATE AN ACCOUNT" button. A large "OR" is positioned between the login and create account sections.

2. Click **Pay Now**.
3. Enter your **Client ID, Account Number, and Five Digit Zip Code**.

Tip: In the lower portion of the page, a sample billing statement is displayed to help you locate the necessary information on your billing statement. You can click and drag the sample statement to different locations on the page, as necessary.

4. Click **Continue**.
The **Pay My Bill Page** is displayed.
5. For **Payment Amount**, enter the dollar amount that you want to submit for payment.
6. Click **Continue**.
7. For **Select a Payment Method**, click **Credit Card or Debit Card**.
8. For **Use a new credit card**, enter the following:
 - a) For **Payment Method**, select the brand of card.
 - b) For **Card Number**, enter your card number.
 - c) For **Name on Card**, enter the name of the cardholder. By default, the name of the person on the statement is entered.
 - d) For **Expiration Date**, select the card's expiration date.
 - e) For **CVV**, enter the CVV number on your card.
To learn how to locate your CVV number, click the ? (question mark) icon.
9. For **Billing Address**, enter the following.
 - a) Enter the billing address information.
 - b) For **Email Address**, enter the email address where you want your receipts delivered.
 - c) For **Phone Number**, enter the phone number.
10. Click **Review Your Payment**.
11. Verify that the information you provided is accurate.
If you need to change the information, click **Edit**.
12. For **Payment Authorization**, enter the code that is displayed in the gray rectangle into the adjacent box.
13. Click **Submit Payment**.

Results of this task

Your payment is submitted and applied against your total balance due. You will receive an email message containing your receipt.

To return to the **PayMyDoctor** login page to make additional payments, click **Return to Home**. To print your Summary of Statements Paid, click **Print**.

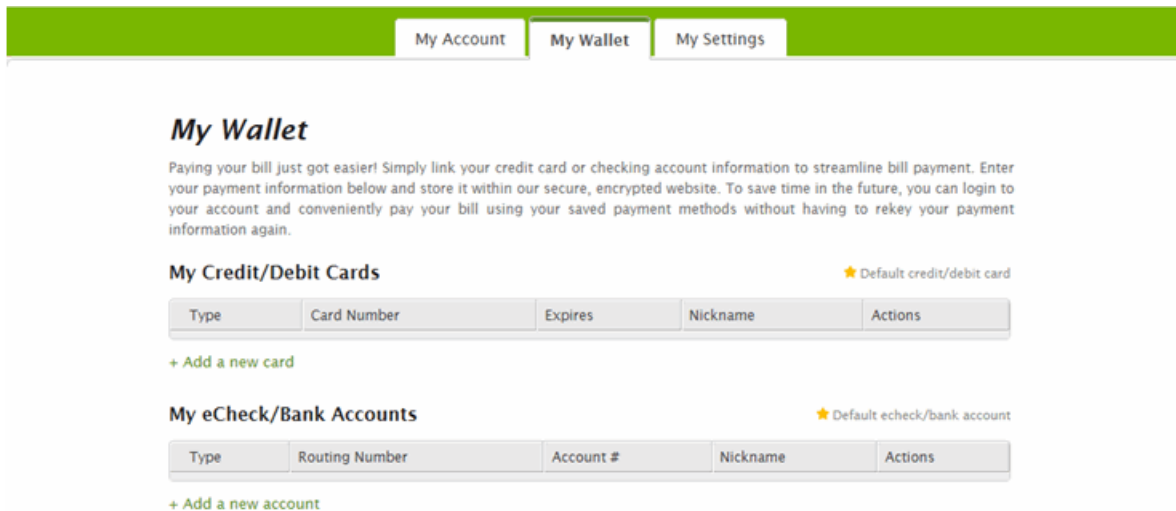
Note: After you click **Print**, a separate window opens to display your receipt in a printer-friendly format. For this reason, you must allow pop-up windows for this site, or have your pop-up blocker feature turned off, in Internet Explorer®.

Other features

Use My Wallet

As part of Payerpath® eStatements PayMyDoctor.com, you can use **My Wallet** to add, edit, or delete your credit or debit card information. If your card is close to expiring, My Wallet will send you an email notification that you must update your card information.

1. Click the **My Wallet** tab.
2. The **My Wallet** page is displayed.



The screenshot shows the 'My Wallet' page with a navigation bar containing 'My Account', 'My Wallet', and 'My Settings'. Below the navigation bar, the page title is 'My Wallet'. A descriptive paragraph explains that users can link credit or checking accounts to streamline bill payment. There are two main sections: 'My Credit/Debit Cards' and 'My eCheck/Bank Accounts'. Each section has a table with columns for Type, Card Number/Routing Number, Expires/Account #, Nickname, and Actions. A star icon indicates the default card or account. Below each table is a '+ Add a new card/account' link.

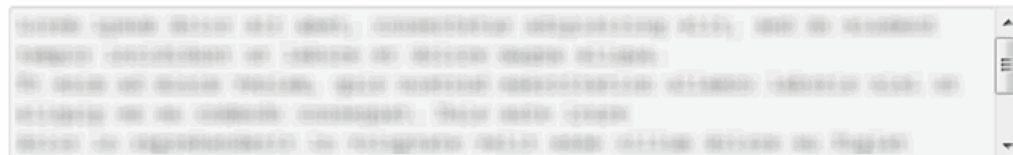
The following information is displayed for each card that you have added to My Wallet.

- > Type
 - > Card Number
 - > Expires
 - > Nickname
3. You can do any of the following from the **My Wallet** page.
 - Click **Edit** to update your card information.
 - Click **Remove** to delete a card.

Other features

Click **Add a new card** to enter information for a new card. When you add a new card, you must accept the Terms and Conditions as part of the process.

Terms & Conditions

A screenshot of a scrollable text area containing terms and conditions. The text is too small to read but appears to be a standard legal disclaimer.

By saving this card to my wallet, so you can reuse it for later payments, you are agreeing to the above terms & conditions

Print

Cancel

ADD CARD

If your card is close to expiring, My Wallet will send you an email notification that you must update your card information.

Update your settings

As part of Payerpath® eStatements PayMyDoctor.com, you can update your personal information. This includes your profile, your linked accounts, and your billing preferences. You can also update your automatic payment or payment plan information.

This task has 6 steps.

1. Click the **My Settings** tab.
The **My Settings** page is displayed.

My Account
My Wallet
My Settings

My Settings

Need to update your insurance information? Want to opt out of paper bills and go green? From this **My Settings** page, you can quickly and easily update your account preferences such as:

- Mailing and email addresses
- Insurance information
- Add or remove linked accounts
- Enroll in paperless billing
- Enroll in Auto Pay to schedule future payments
- Create a Payment Plan or update payment schedule preferences

Profile Information EDIT

Name and Mailing Address

Email Address

Password *****

2. To update your profile information (name, address, email address, or password), click **Edit**.
3. To update your linked accounts, click **Delete** to remove a linked account or **Link An Account** to set up a new linked account.
4. Click **Sign Up Now**, under Preferences, to enroll in paperless billing. Select the **Sign Up Now** checkbox, click to accept the terms and conditions, and then click **Save Settings**.
5. To update your auto-pay settings, click **Edit** or **Delete**. To set up a new automatic payment, click **Add**.
6. To update your payment plan settings, click **View More** or **Delete**. To set up a new payment plan, click **Add**.

Enroll in paperless billing

As part of Payerpath® eStatements PayMyDoctor.com, you can enroll in paperless billing if you do not want to receive paper statements through the mail.

This task has 5 steps.

1. Click the **My Account** tab.
The **My Account** page is displayed.
2. Under Preferences, click **Sign Up Now**.

Other features


Linked Accounts

★ Primary Account

Account Number	Name	Date Linked
★		May 01, 2014

+ Link An Account

Preferences



You are NOT enrolled in Paperless Billing

Click here to enroll in paperless billing. It's free, fast, easy and secure! With paperless billing, you can conveniently access and pay your bill online 24/7.

[SIGN UP NOW](#)

Auto Pay

You currently don't have any auto pay setup. If you want to setup an auto pay, please click [here](#).

Payment Plans

You currently don't have any payment plans setup. If you want to setup a payment plan, please click [here](#).

The **Paperless Billing** page is displayed.



Paperless Billing



Did you know that you can save time and eliminate waste by registering for paperless billing? With paperless billing, you will receive an email notification when your paperless statement is ready to be viewed online. With paperless billing, you can conveniently access and pay your bill online 24/7. Paperless billing is fast, easy, safe and secure.

Please verify that you have a valid email-address before opting to receive your statements via email only. To change your email address, please click [here](#).

Do you want to enroll in paperless billing?

Yes

Your statements will be emailed to you.

No

Your statements will be sent to you in the mail.

Cancel

[SAVE SETTINGS](#)

3. Select **Yes**.
The Terms and Conditions are displayed.
4. Click the check box to indicate that you accept the Terms and Conditions.
5. Click **Save Settings**.

Request your username or a new password

As part of Payerpath® eStatements PayMyDoctor.com, you can request your username or request a new password in the event that you cannot remember it.

1. From the welcome page, click **Forgot your username and password?**.
The **Lost Username or Password** page is displayed.
2. Click **Forgot Password** or **Forgot Username**, as applicable.
3. If you forgot your password, do the following on the **Reset Password** page.
 - a) Enter your username.
 - b) Enter your email address.
 - c) Click **Submit**.

You will receive an email that contains a temporary password. Use that password to log on to PayMyDoctor.com. You will then need to create a new password for yourself on the **Change My Password** page. To do so, enter your temporary password in the **Current Password** box. Enter your new password in the **New Password** and **Confirm New Password** boxes, and then click **Submit Changes**.



Change My Password

To change your password, please complete the fields below and click the "submit changes" button.

Your password must be at least 8 characters, containing at least 2 letters and 2 numbers and cannot repeat any of your previous four passwords.

Current Password*:

New Password*:

Confirm New Password*:

SUBMIT CHANGES



Other features

4. If you forgot your username, do the following on the **Lost Username** page.

a) Enter your email address.

b) Click **Submit**.

You will receive an email that contains your username.