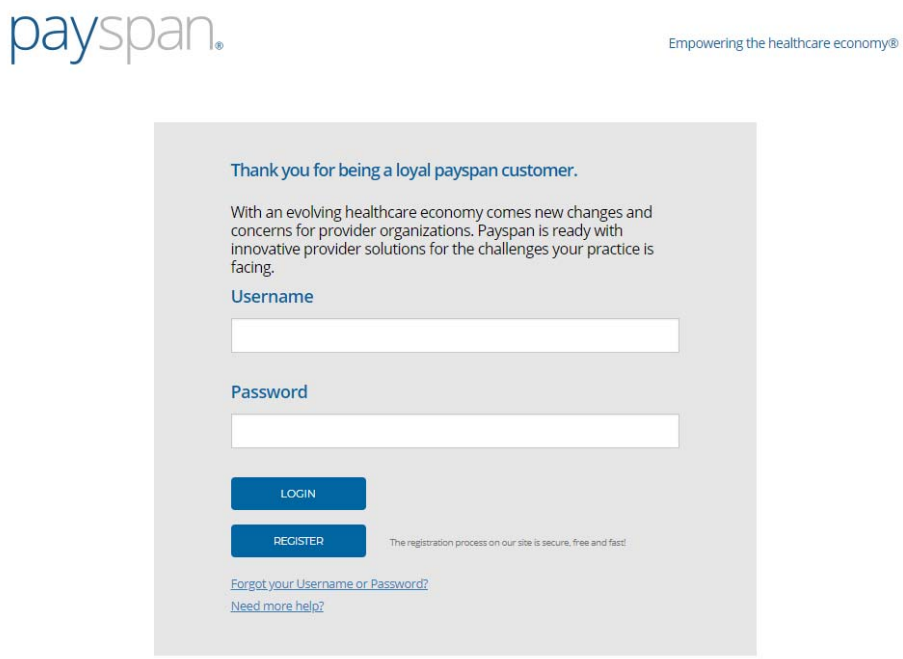
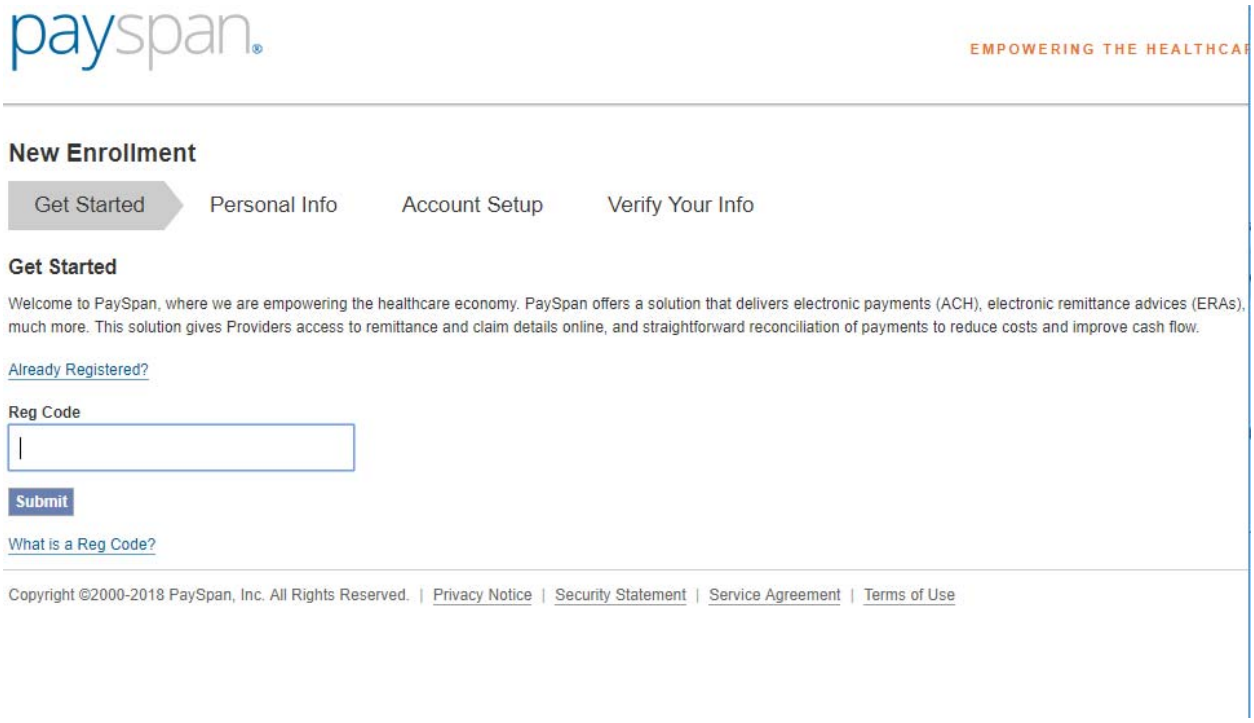
PROVIDER REGISTRATION PROCESS

To register for the first time, access the site at https://www.payspanhealth.com. An existing user can log in with a username and password.

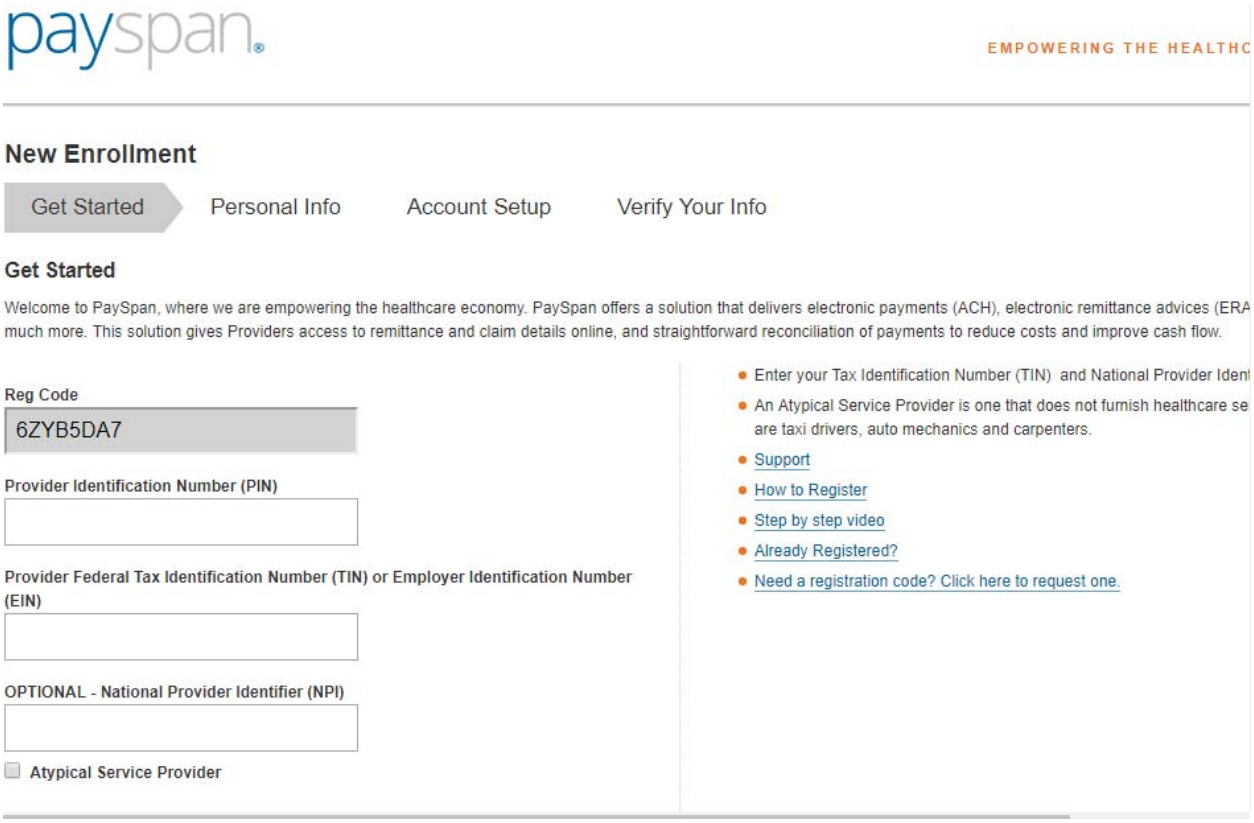
- Please Note, users will be able to register a Tax ID only one time.



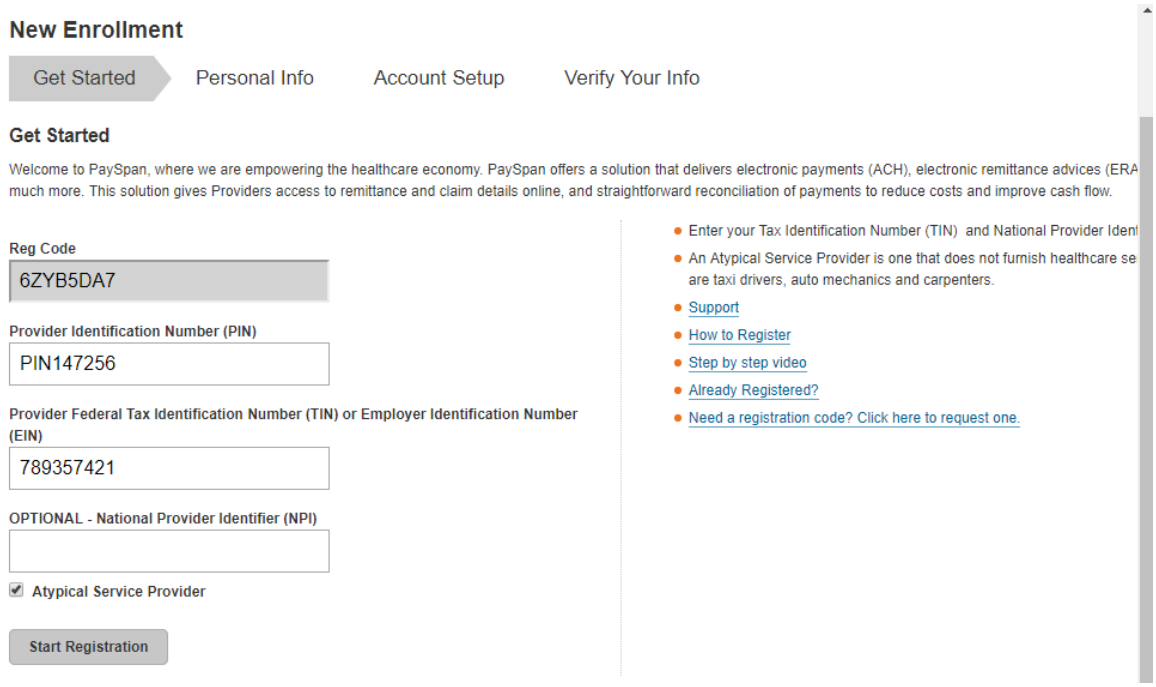
A new provider will click Register to create a new account. The enrollment process consists of 4 steps - the following screen is presented:



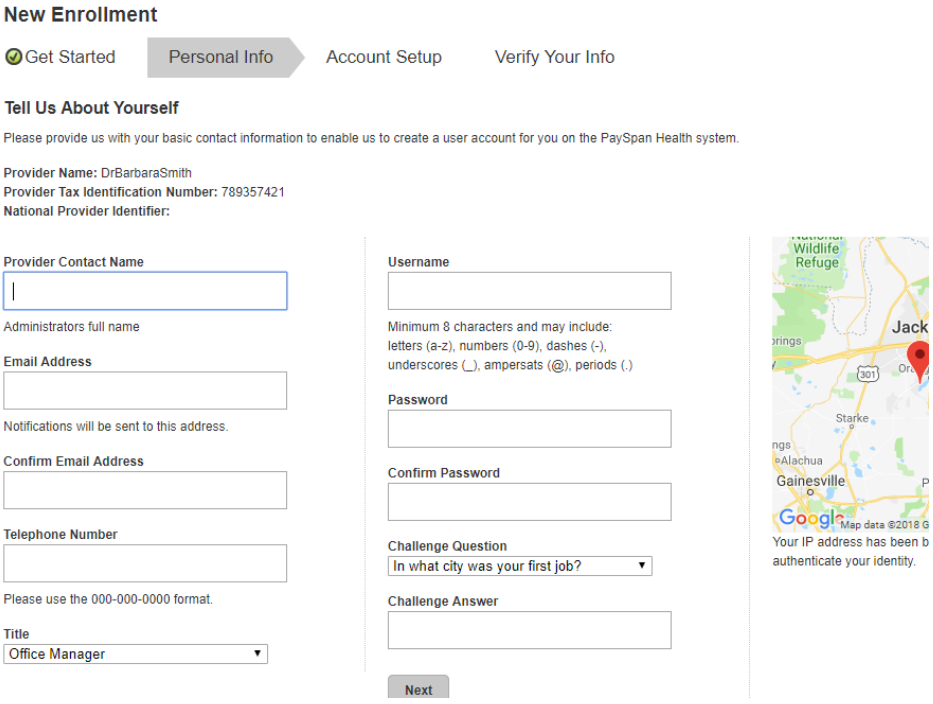
The user must enter a valid registration code. If an invalid code is entered, an error message is displayed. If the code has already been registered an error message will be displayed advising the code has already been registered. If the user enters a valid registration code, the following screen is presented:



The user must complete the remaining fields:

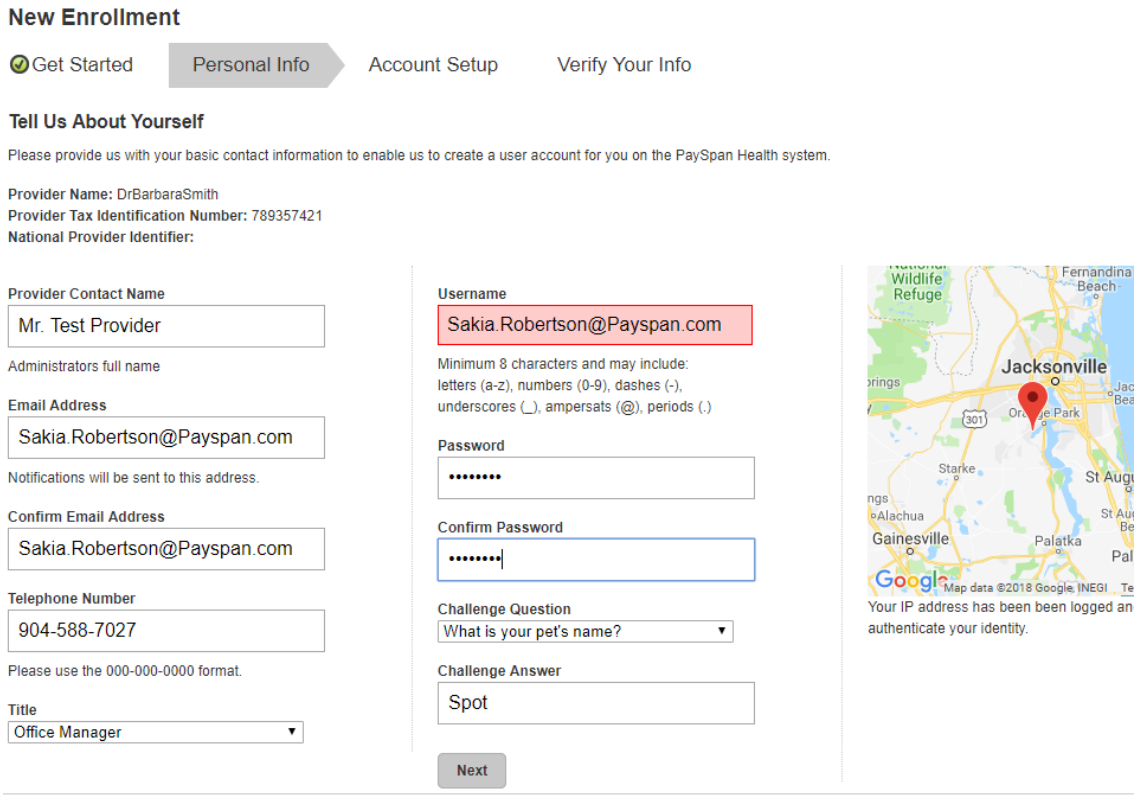


The registration code, PIN and TIN are validated. An error message is displayed if the user enters the wrong TIN#. The same applies if the user enters the wrong PIN. Once all correct information is entered, the following screen is presented:

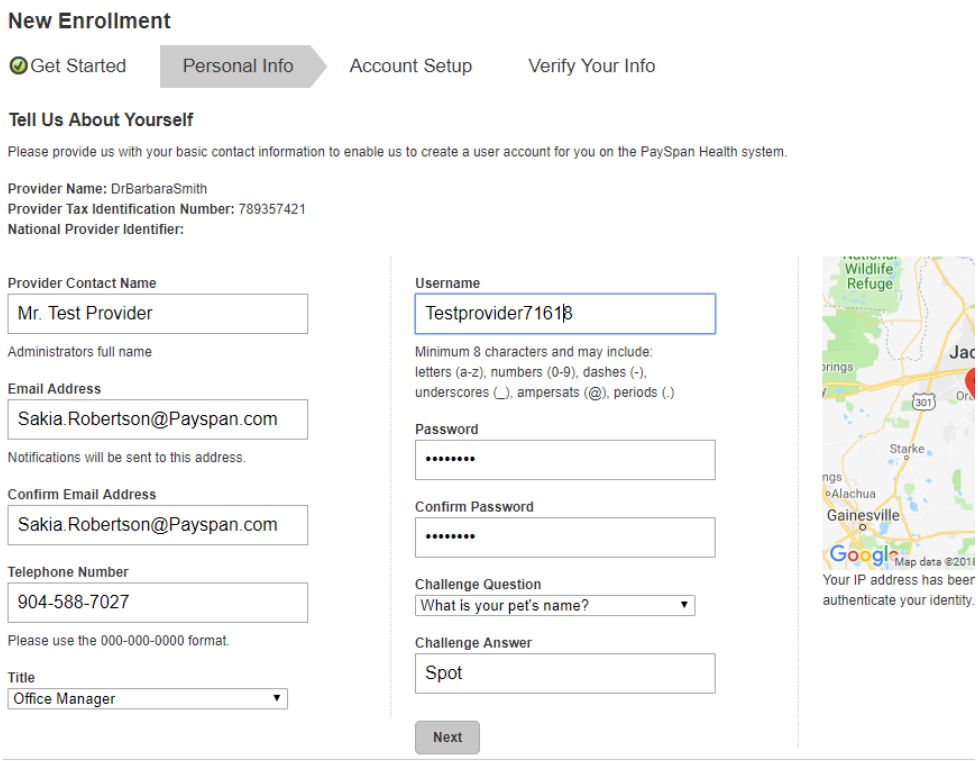


The user must complete all fields on this screen. This information will be associated with the individual user.

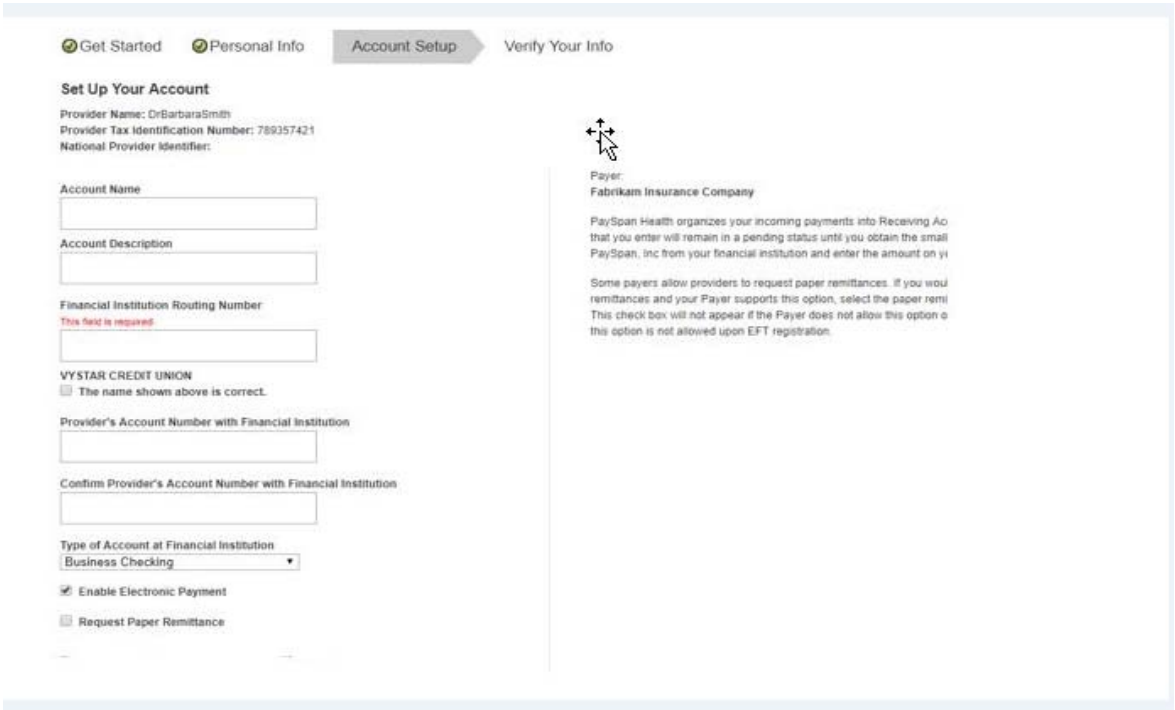
Note: The 1st person to register the practice/facility is considered an account Administrator. The user name will automatically default to the e-mail address entered. If the e-mail address entered is already being used as a username, the username will be highlighted in red:



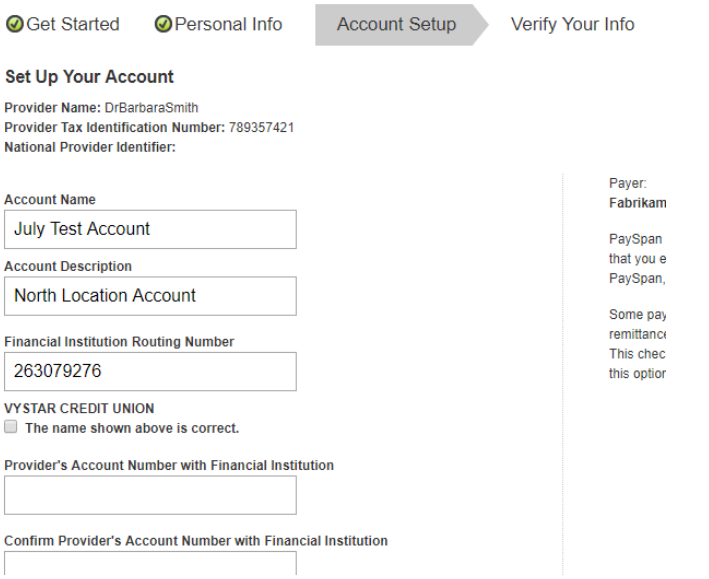
Updated screen with valid Username entered:



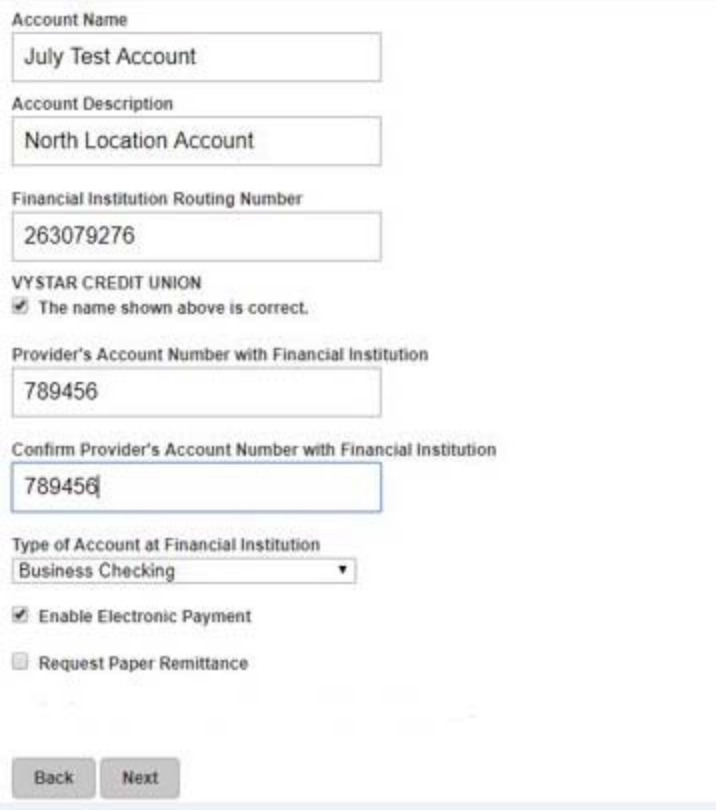
The user is then presented with the following screen:



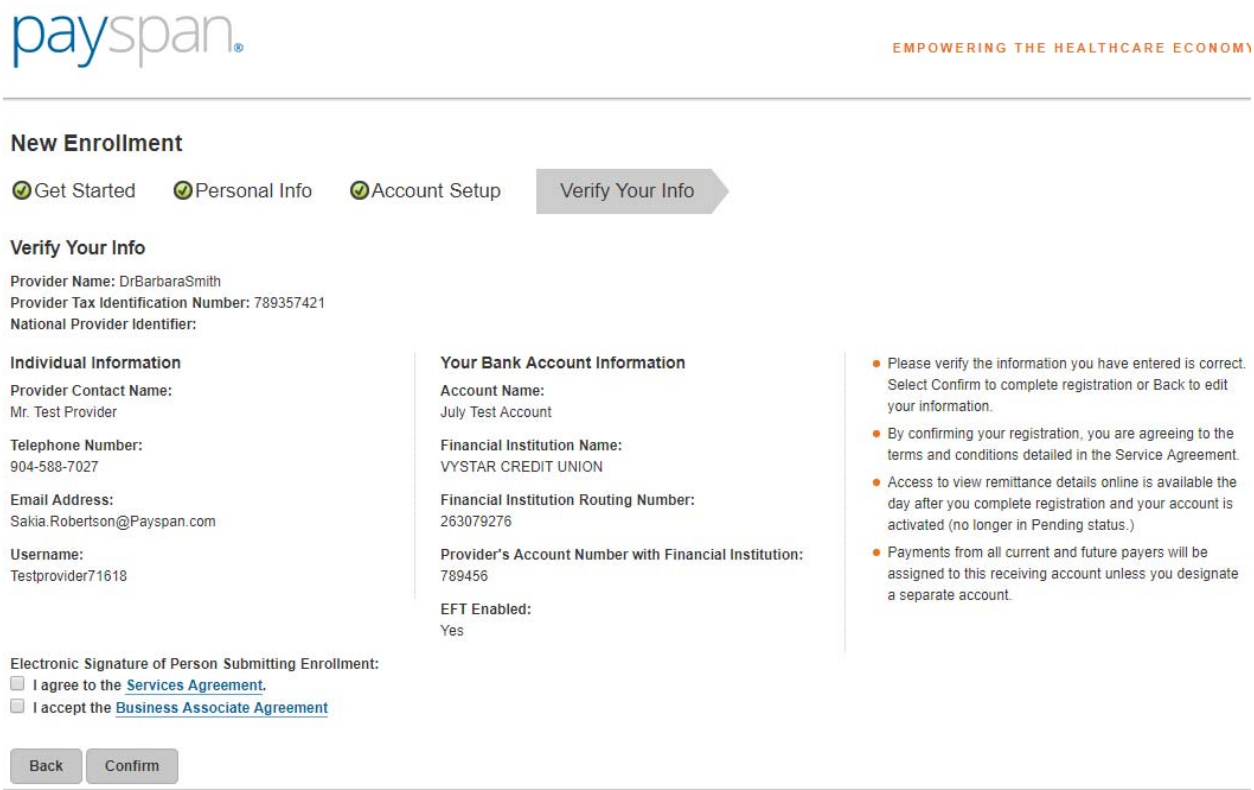
Note: The name of the Financial Institution is displayed once the routing # is entered:



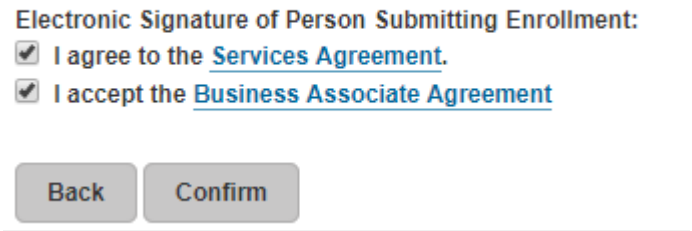
Once all information is entered, the user should click Next:



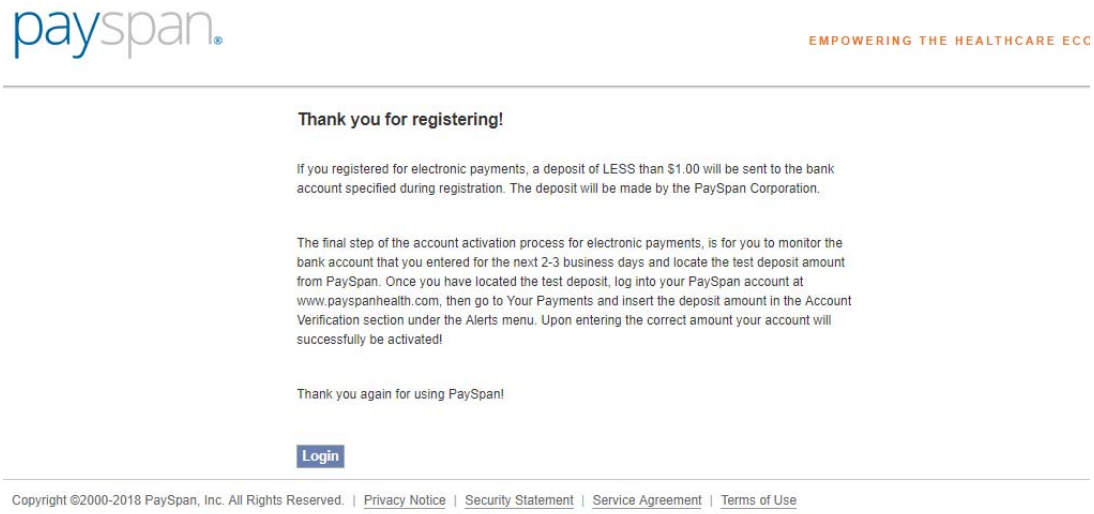
Once all steps have been completed, the following screen is displayed. The user can view all information previously entered.



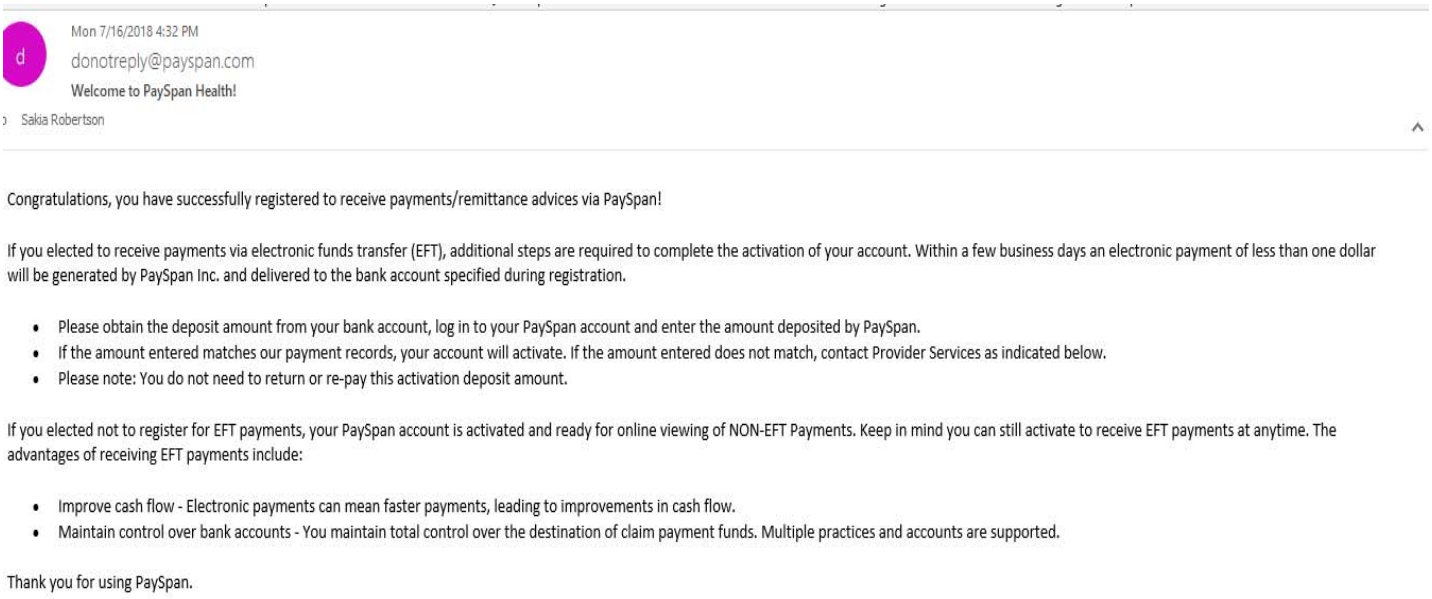
The provider must agree to the Services Agreement and Business Associate Agreement, then select Confirm to proceed.



The following screen is displayed that confirms a successful registration. The user is advised of the minimal test deposit process to complete the final step of the activation process.

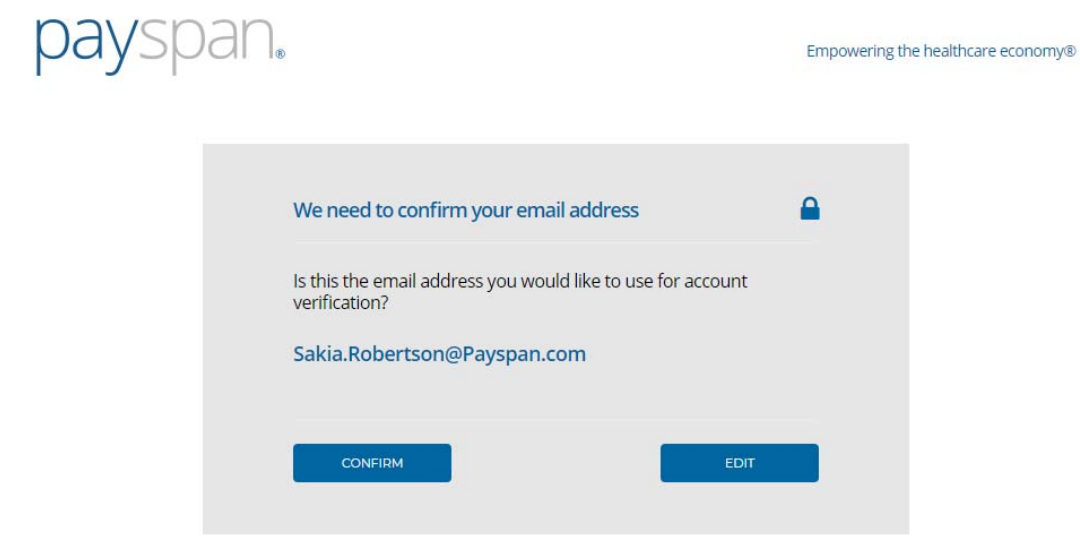


The user will also receive the following confirmation e-mail which reminds them of the Penny Drop process.

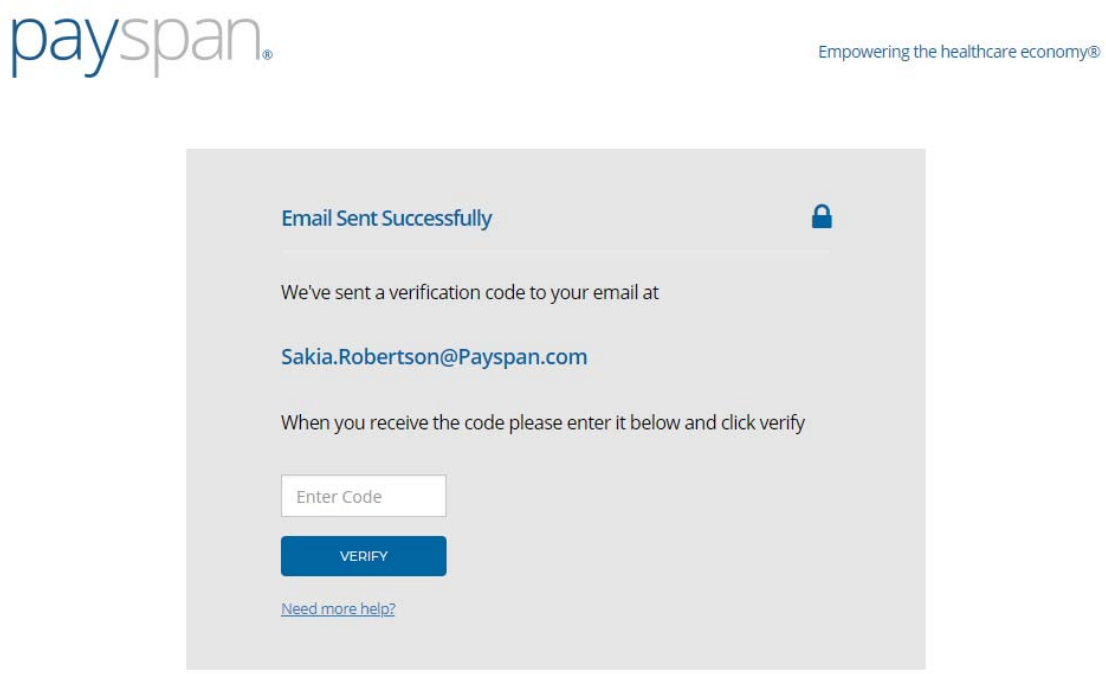


The user should check their bank account in 2-3 days to obtain the minimal test deposit amount.

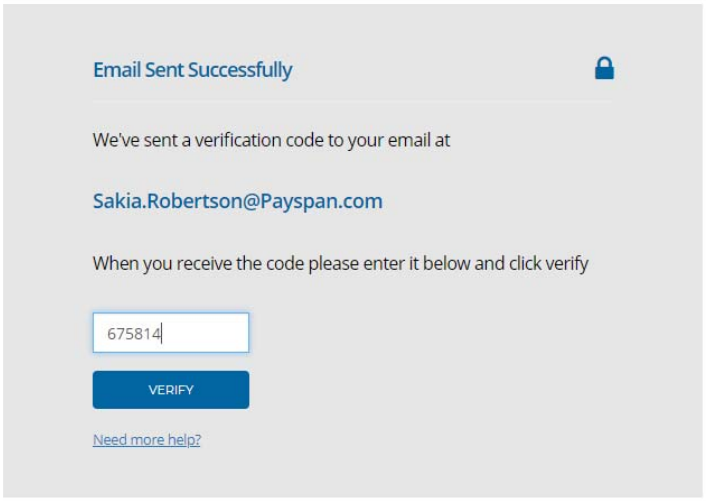
The user will be prompted for the MFA validation upon logging in for the first time after creating their new account. User will be prompted with the following MFA validation screen after attempting to log in with new credentials:



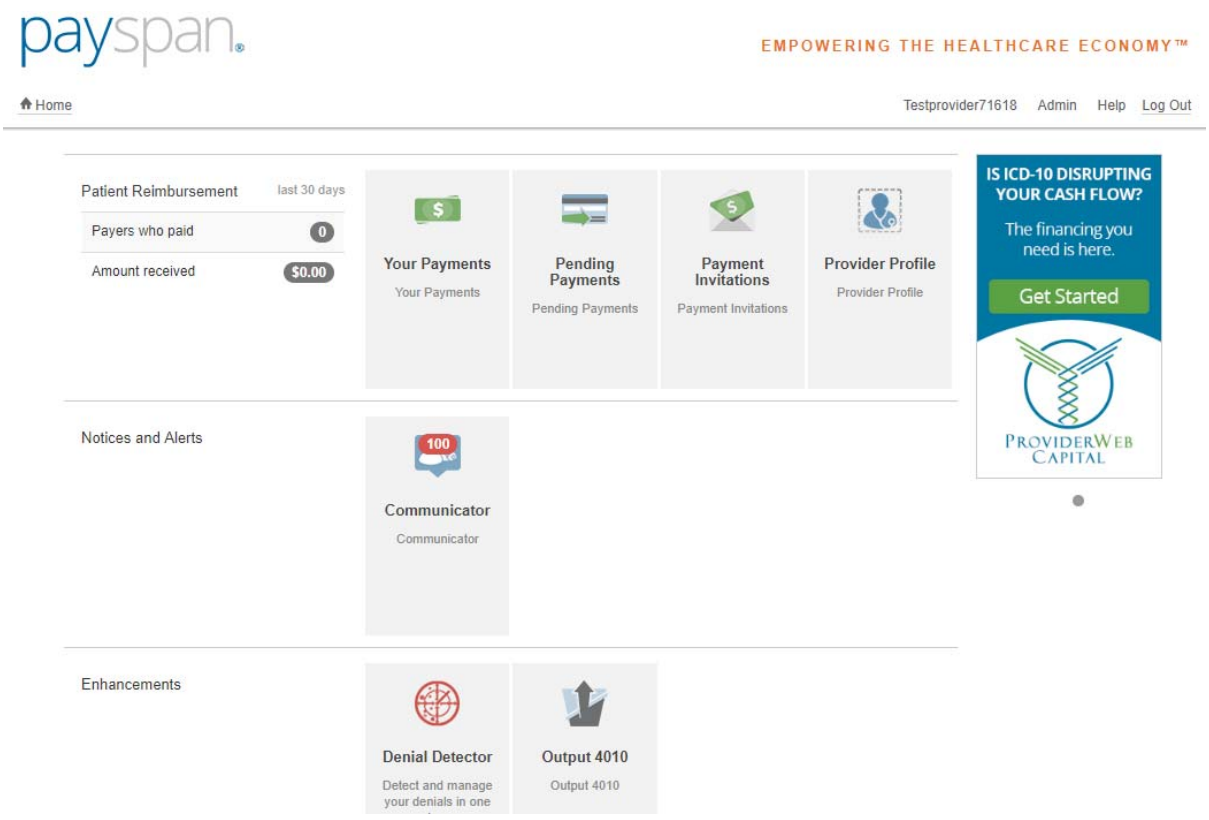
After selecting Confirm, user is presented with the following screen:



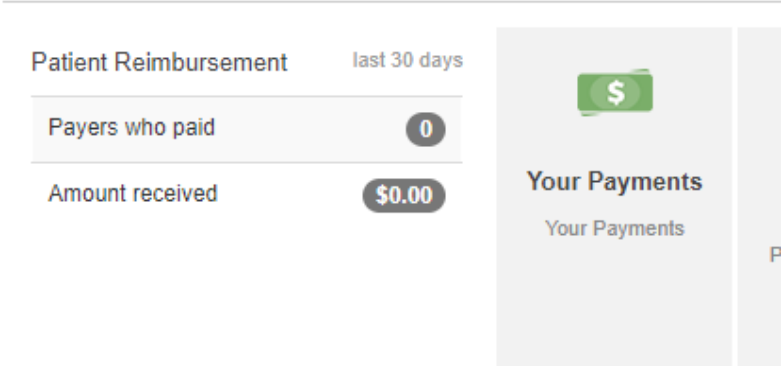
The user will receive the code via e-mail. The user will enter the code and select Verify.



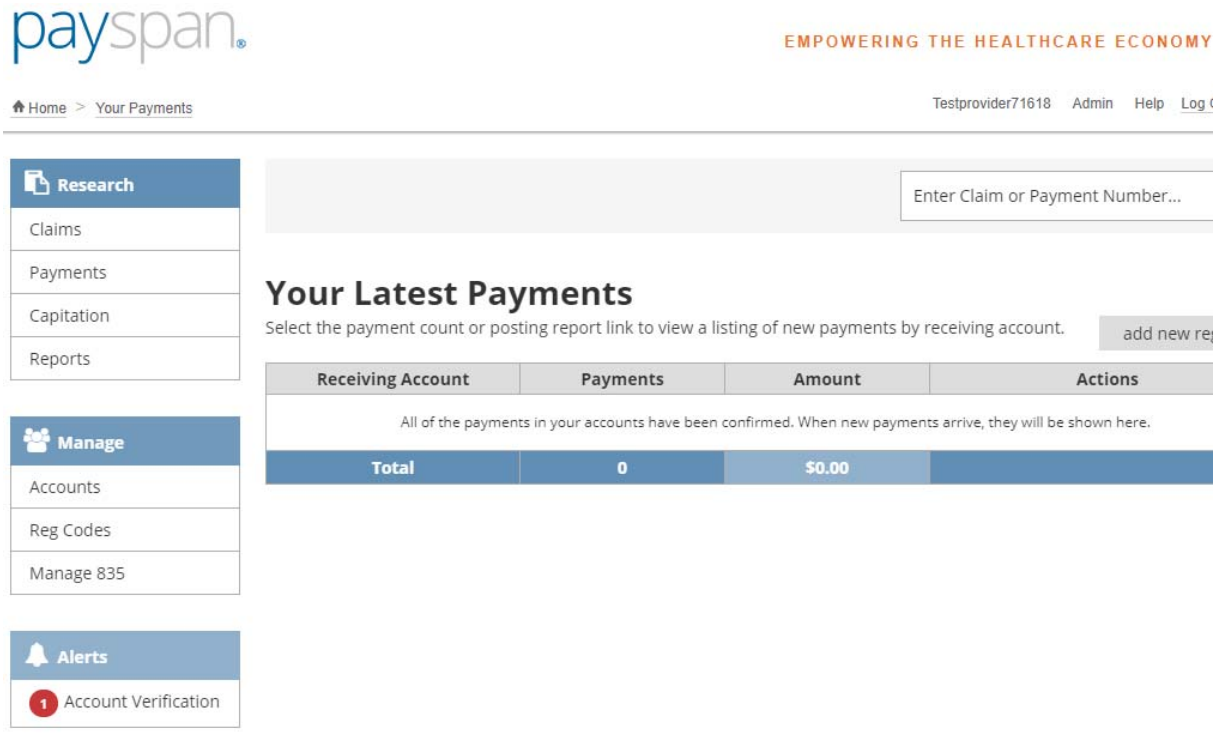
If the code is correct, the user is granted access to the Payspan provider portal – home landing page:



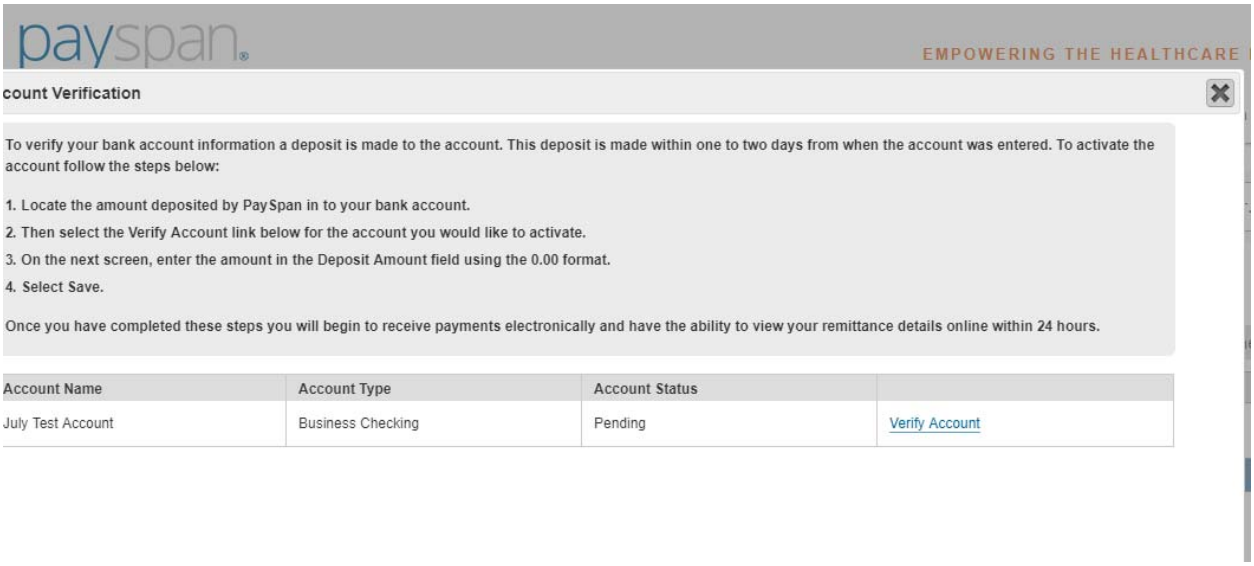
To enter the minimal test deposit (Penny Drop), the user will select Your Payments.



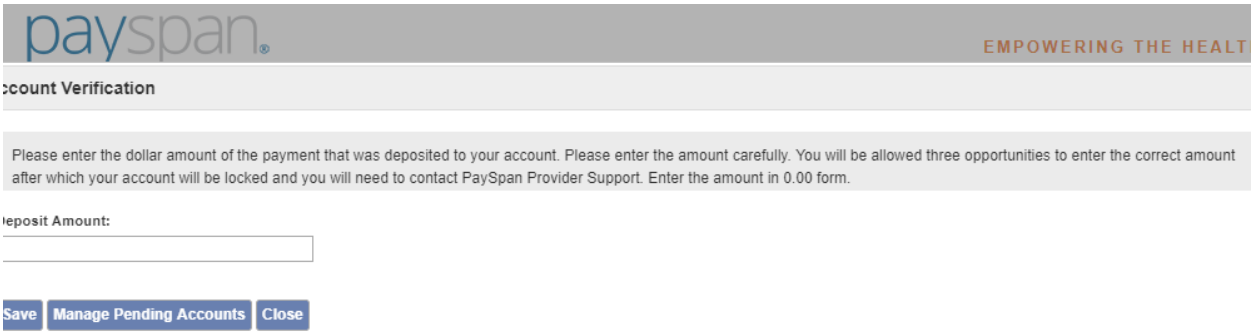
The user will see an Alerts section at the bottom left of the screen. The user will click Account Verification.



The following screen is displayed. The user will select “Verify Account”.

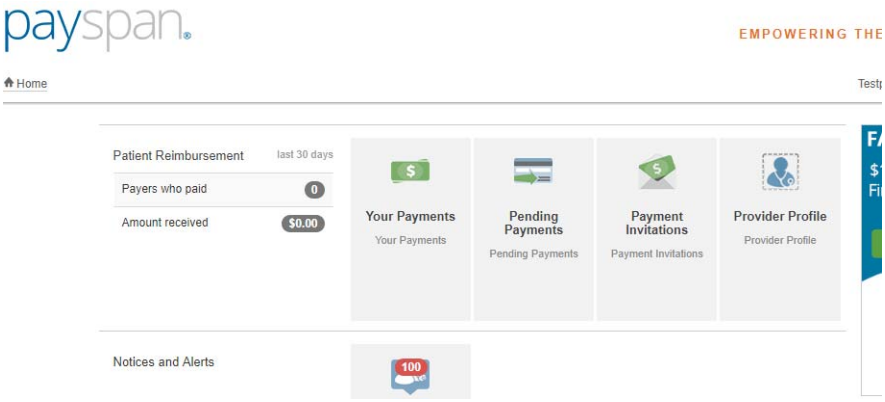


The minimal test deposit is entered here:

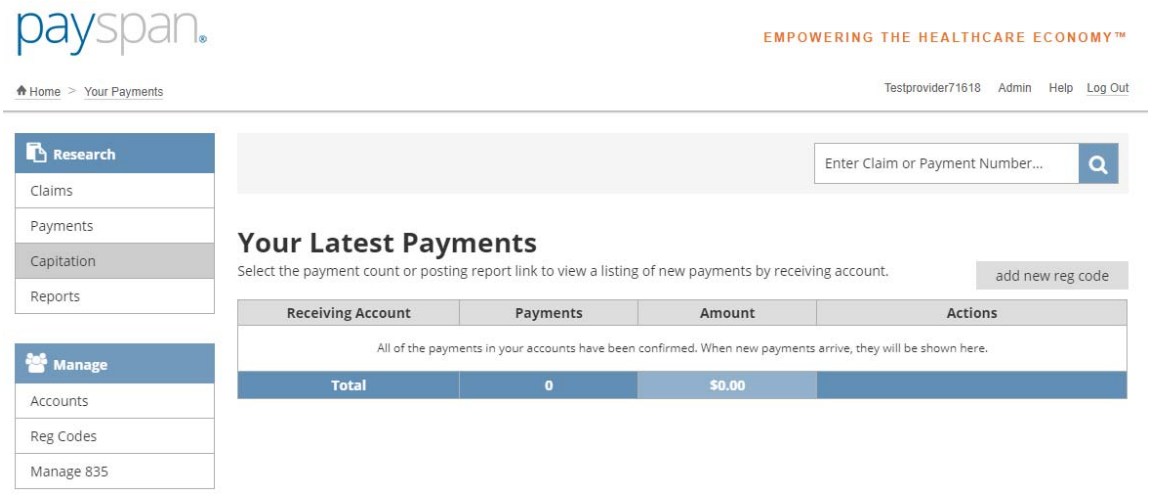


The user will select Save and close the account verification screen.

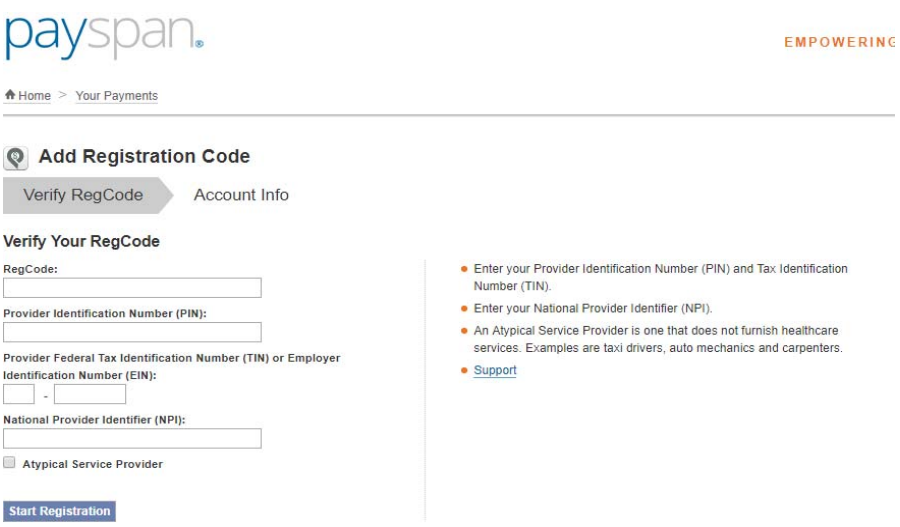
An existing provider can add a registration code to their existing account. The user will login to their Payspan account and select Your Payments.



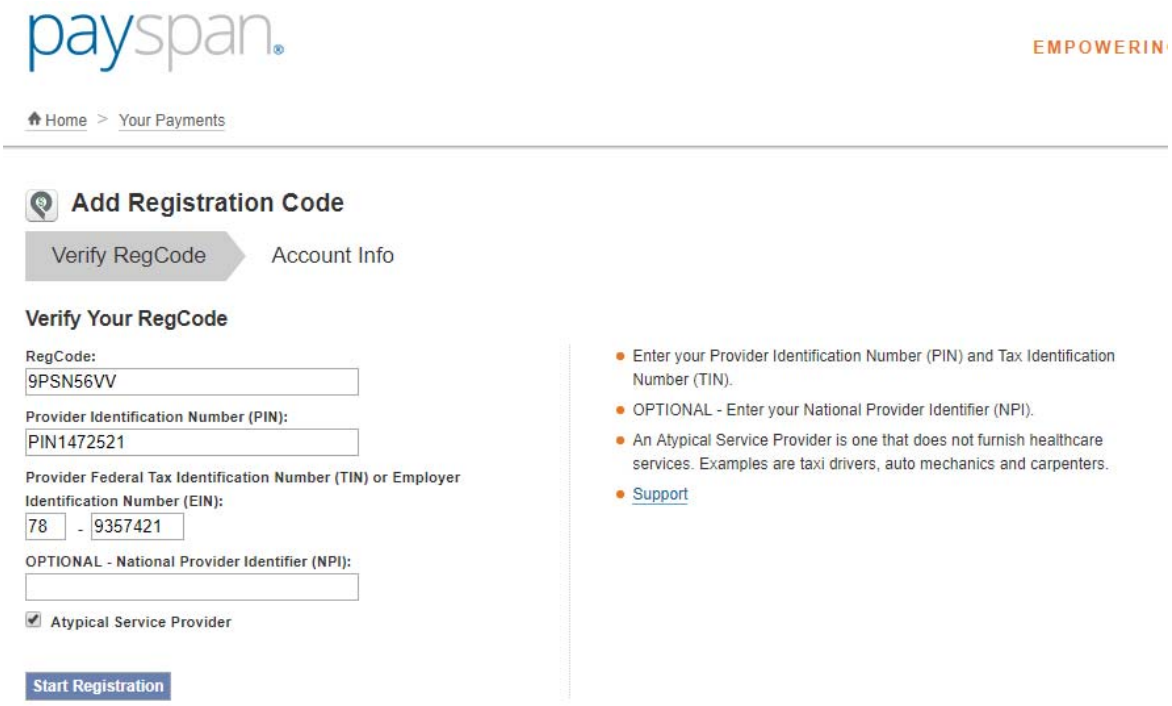
The user will select Add New Reg Code on the far right of the screen:



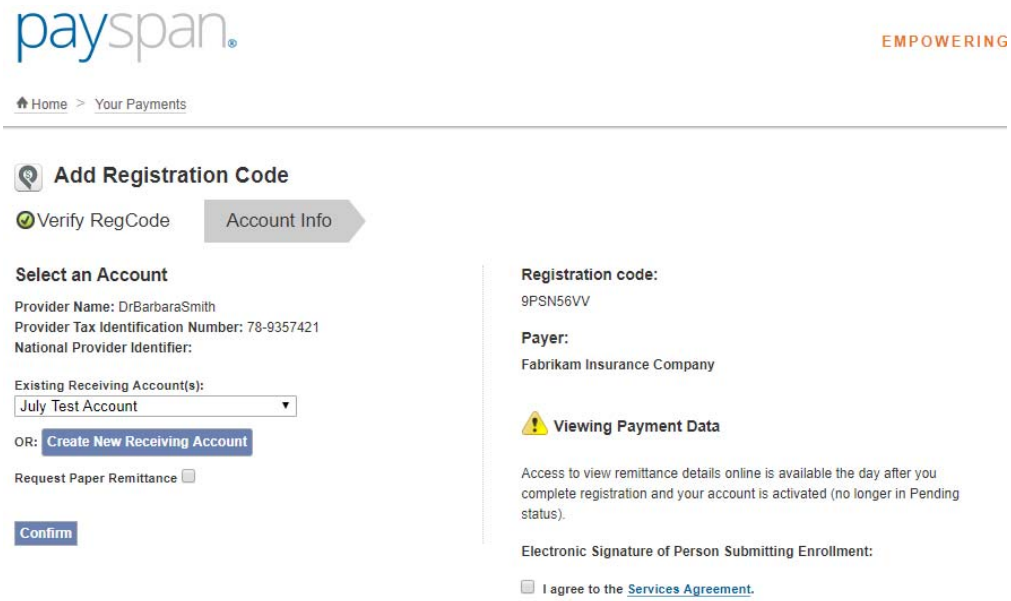
After selecting Add New Reg Code, the following screen is displayed:



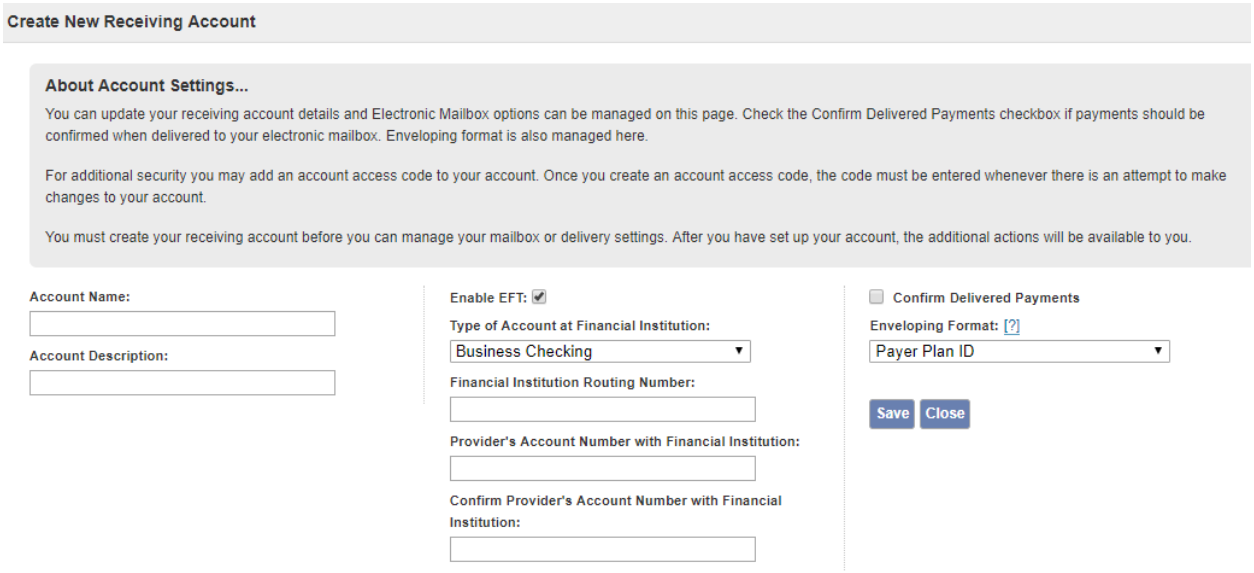
The user will be prompted to complete all fields to start the registration process for the new code. Once all fields are complete, the user will select Start Registration.



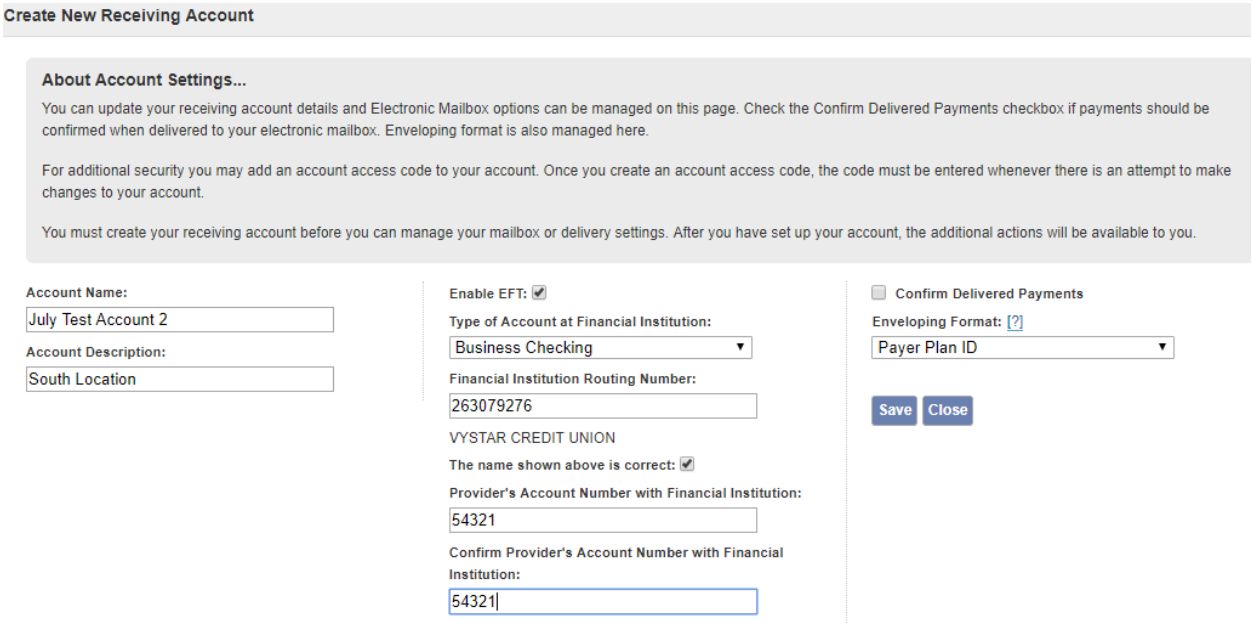
If all information entered is valid, the following screen is displayed. The user can select from an existing account, or add a new one:



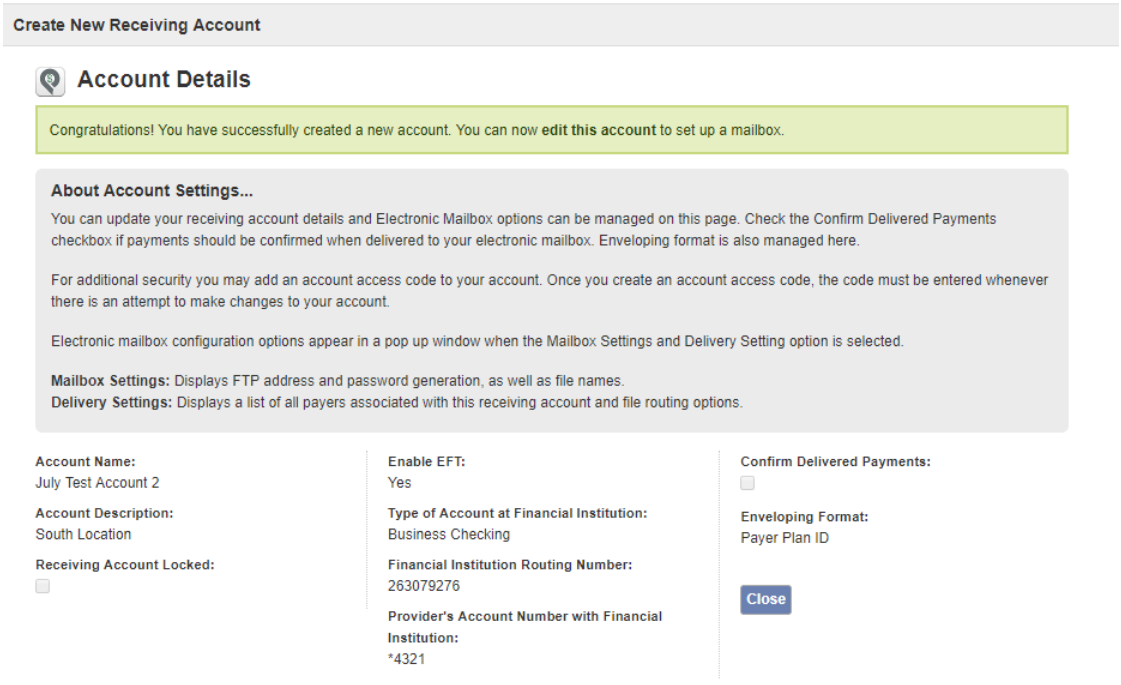
If the user chooses to add a new receiving account, the following screen is displayed:



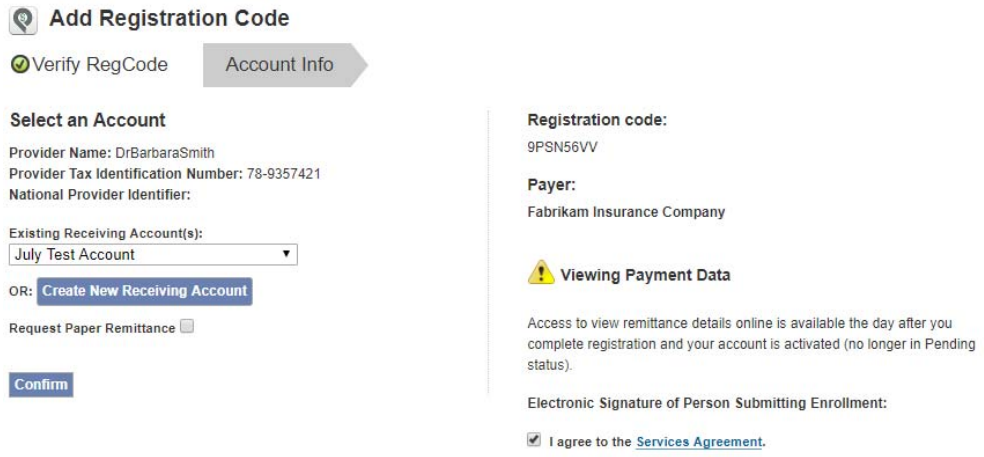
The user must complete all fields and select Save.



The following confirmation screen is presented after the new receiving account is created. The user will clock Close. The user can also choose to set up Mailbox routing for the new Receiving Account from this screen.

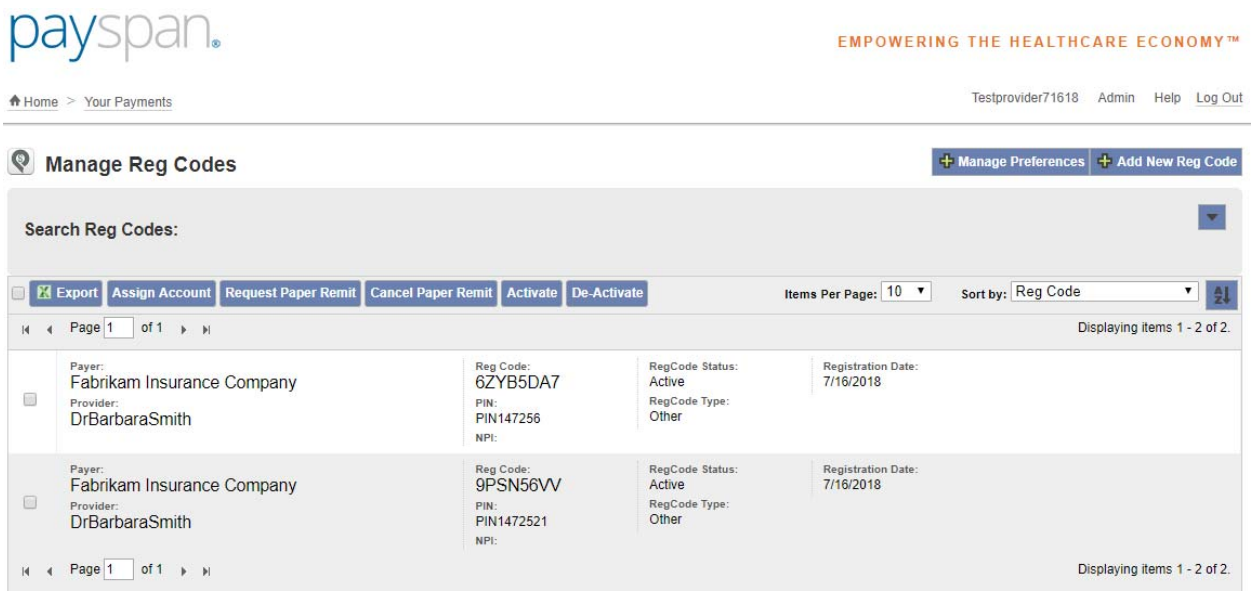


After selecting Close, the user is returned to the following screen. The user must agree to the Services Agreement.

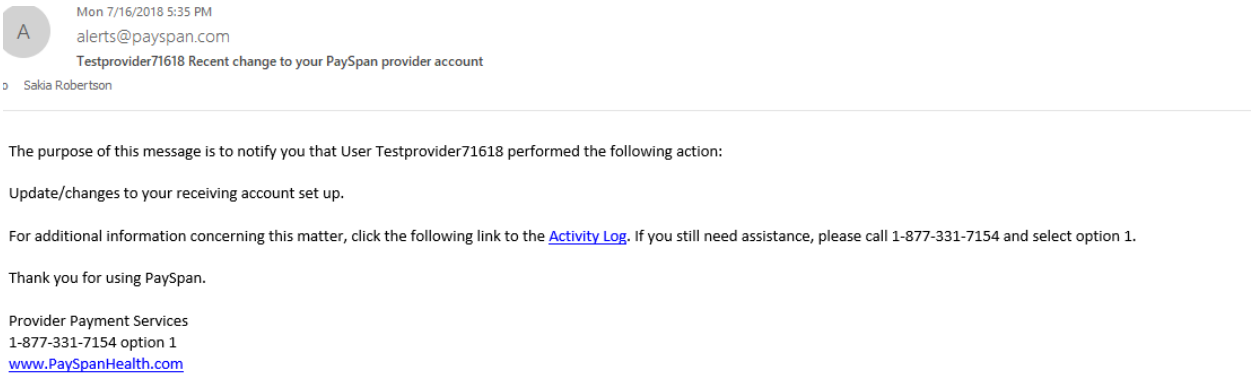
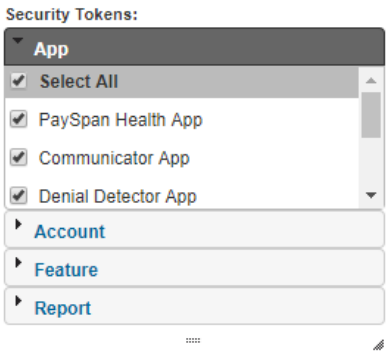


The user will then select Confirm.

User is routed to the Manage Reg Codes screen.



The user receives the following e-mail:



Below is a list of Security Tokens that can be granted to Administrators and/or Users: