

VoPay Set Up

Please have the following information on hand before you start:

- Your usual access to FEMS
- Your usual bank account credentials (personal account or business account – it should correlate to your choice specified in your FEMS profile page for Settlement Account).
- You may need the bank account number and your bank’s transit number, depending on your bank. We suggest having this information handy in case you require it during set up.
- Note that the VoPay sign-up can only be completed using the **FEMS Desktop version** (not via the mobile option).

Ensuring the Payment Method is set to Direct Deposit (via VoPay)

1. Sign in to FEMS as usual.
2. Select the button in the top right corner Welcome (your name).
3. Select the My Account” option.

The screenshot shows the FEMS desktop interface. At the top left is the Facility Engagement logo. A 'Test Environment' button is visible. In the top right, a 'Welcome Dr. Physician' dropdown menu is open, with 'My Account' selected. A 'Sign Out' button is also visible. Below the navigation bar, there are two main sections: 'Engagement Activities' and 'Claims'. The 'Engagement Activities' section has a 'Create Engagement Activity' button and a table with columns for NAME and BUDGET. The 'Claims' section has 'Submit a Claim' and 'Submit an Expense' buttons and a table with columns for DATE, STATUS, CLAIM NUMBER, and TOTAL. Red arrows point from text boxes to the 'Welcome Dr. Physician' dropdown and the 'My Account' option.

NAME	BUDGET
ARHCC Dobb Managed EA - FEMSPRO-66	\$2,342.19
Bring the Tri-cities together	\$1,977.96
Coquitlam Shark Test	\$2,000.00
DoBC Managed EA - Keith 2	\$0.00

DATE	STATUS	CLAIM NUMBER	TOTAL
Jun 18, 2020	Pending Review	5WLEKX	\$6,269.54
May 07, 2019	Payment Problem	5D6DJ5	\$33.69
Mar 28, 2019	Payment Problem	54Z2L5	\$5.30
Mar 27, 2019	Paid	XPY6J5	\$136.77

- On the My Account page, verify that the email address specified is active and can receive emails. Update the email address as needed by clicking on the Pencil Edit icon.
- Scroll down to the Payment Details section and click on the Pencil Edit icon.

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

- MSP Number: 1234A
- Email Address: tshum.bayleaf+TestPhysician@gmail.com
- Profession: General Practitioner
- Medical Practice Type: Cardiac Surgery
- Facility: Abbotsford Regional Hospital & Cancer Centre, Michelle's Test Facility
- CONTACT DETAILS: 10 Main, Vancouver, BC V6J 5A4, Canada
- SIGN-IN DETAILS: Password: *****
- PAYMENT DETAILS: Payment Method: VersaPay, Settle to: My personal bank account

Callouts indicate: 1. Confirm this is your correct email address. 2. Scroll down to the Payment Details section. 3. Click on the Edit icon.



- The Payment Details pop-up shows and indicates your current payment choice (this may already be set to **Direct Deposit (via VoPay)**). If it is set to Direct Deposit (via VersaPay) then change it to **Direct Deposit (via VoPay)** and click Save.

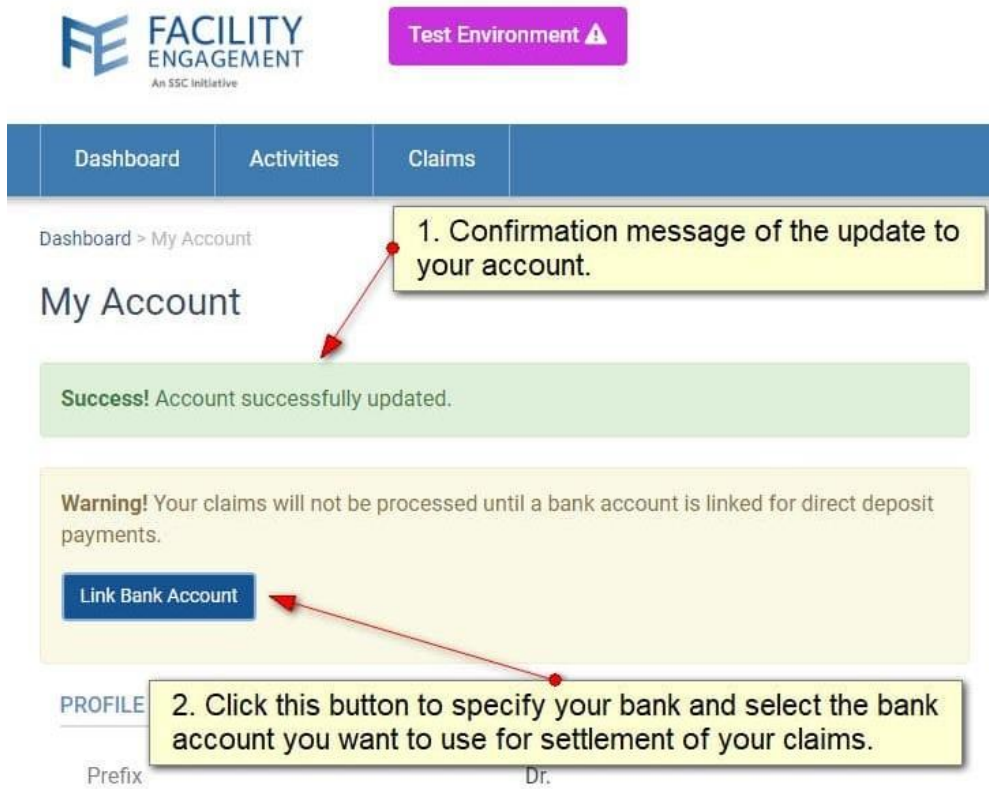
PLEASE NOTE: IF THIS OPTION IS GRAYED OUT, IT IS BECAUSE A PHYSICIAN SOCIETY OF WHICH YOU ARE A MEMBER HAS NOT YET MADE THIS OPTION AVAILABLE TO THEIR MEMBERS. PLEASE CONTACT YOUR PHYSICIAN SOCIETY ADMINISTRATOR FOR MORE INFORMATION.

The screenshot shows the 'Payment Details' pop-up with the following information:

- Abbotsford Regional Hospital & Cancer Centre
- Payment Method: Direct Deposit (via VersaPay)
- Payment Method options: Direct Deposit (via VersaPay), Direct Deposit (via VoPay), My company bank account
- Buttons: Save, Cancel

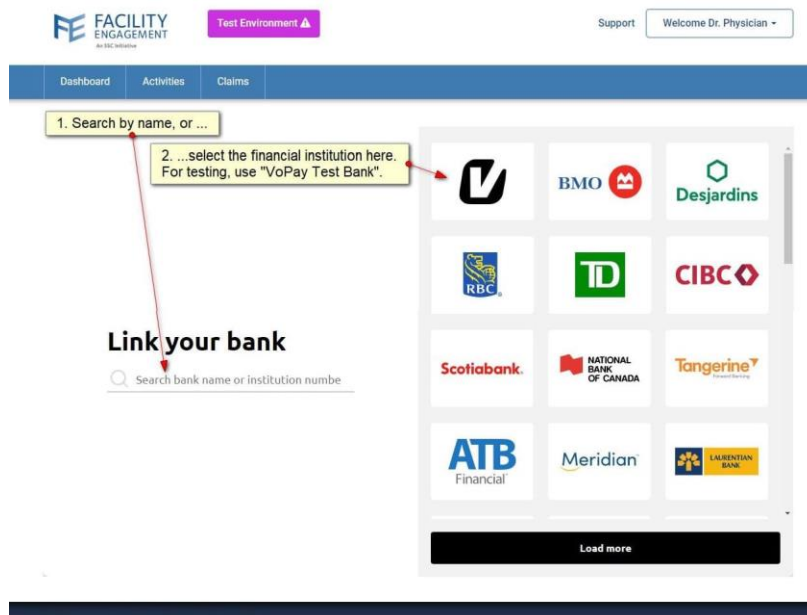
Callouts indicate: 1. Payment Details section, 2. Current payment method, 3. Select "Direct Deposit (VoPay)".

- There will be a confirmation message of the change and a warning message indicating that you still need to create the link to your financial institution and specific bank account. **Click on the button “Link Bank Account”**.

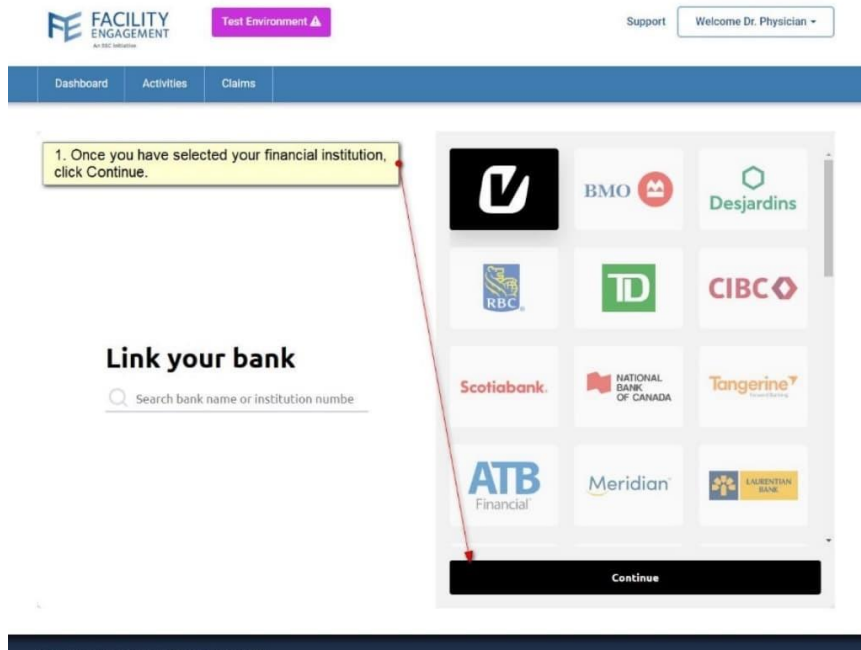


Linking Your Bank Account

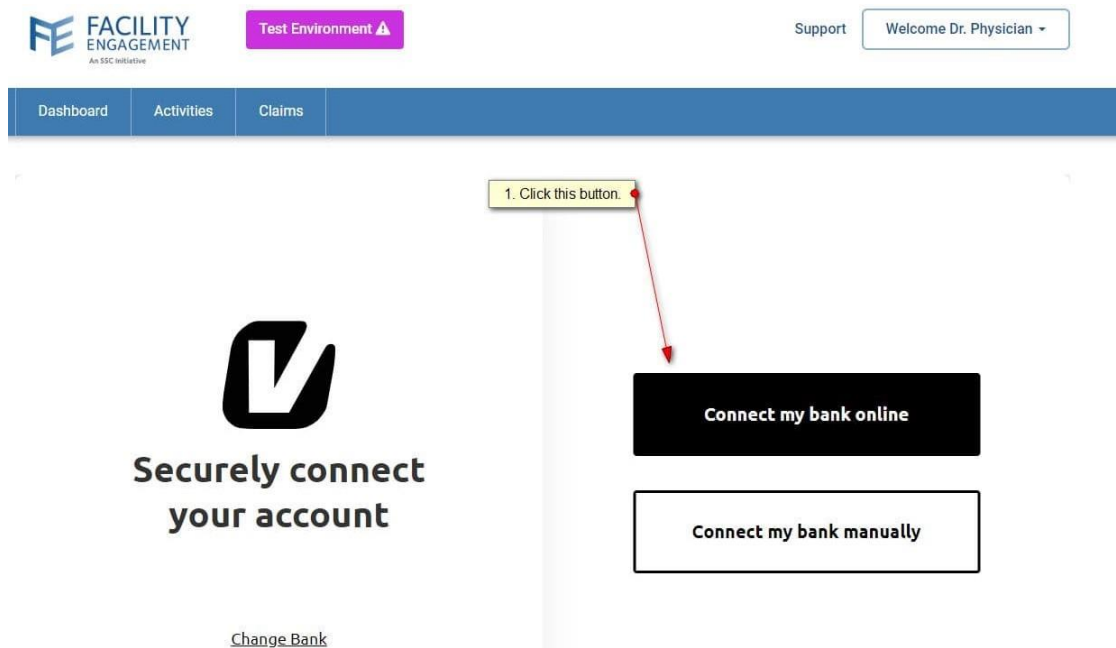
- A list of banks will show, or you can use the search box to find your specific financial institution.



9. Select the financial institution and click Continue.

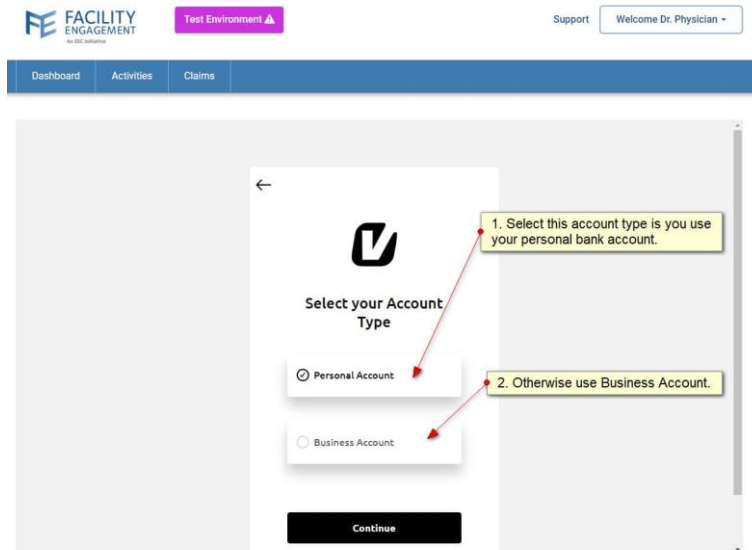


- a. Click the option “Connect my bank online”. **Note: Sometimes this option does not work depending on your bank’s set up. If it appears you cannot connect online then proceed with Option 2 on page 8 to “Connect my bank manually”, where you will need to enter your financial institution’s transit number and your account number manually. However, no sign-in to your financial institution is needed.**



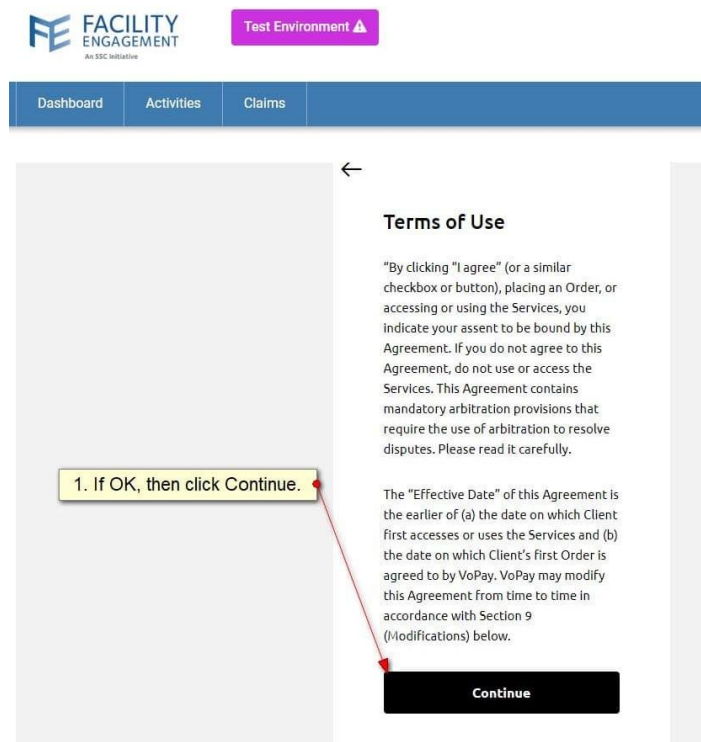
10. Choose the type of bank account that you will use for settlement and click continue.

- for most physicians, the type will be Personal Account.
- if you use an incorporated company and an associated bank account, then please select Business Account.

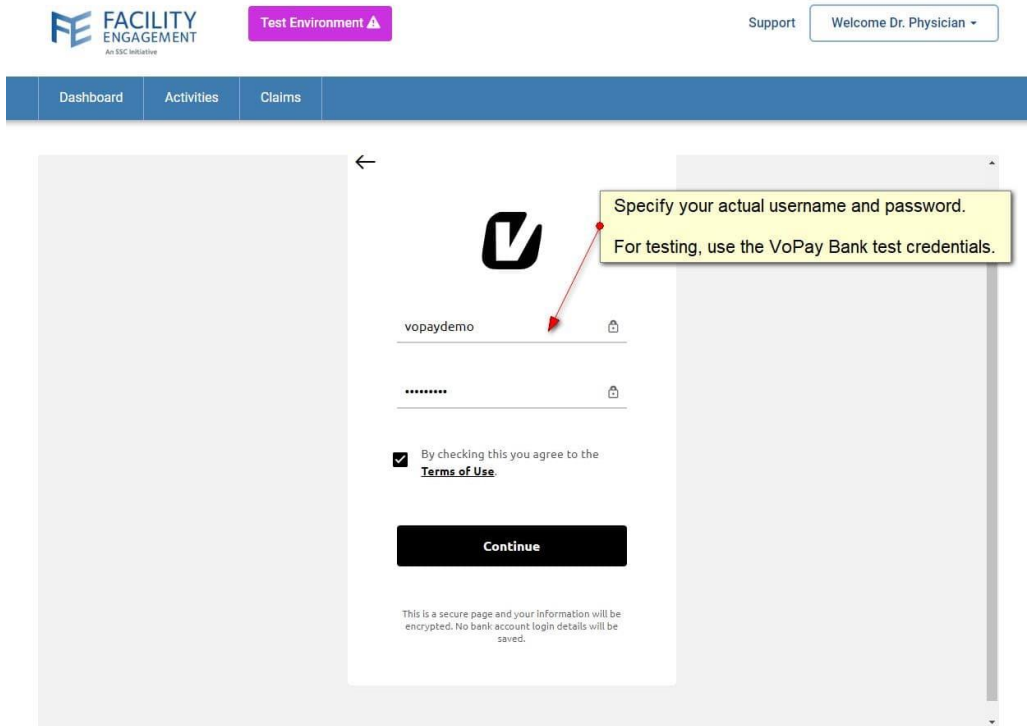


11. The Terms of Use are displayed. If OK, click Continue.

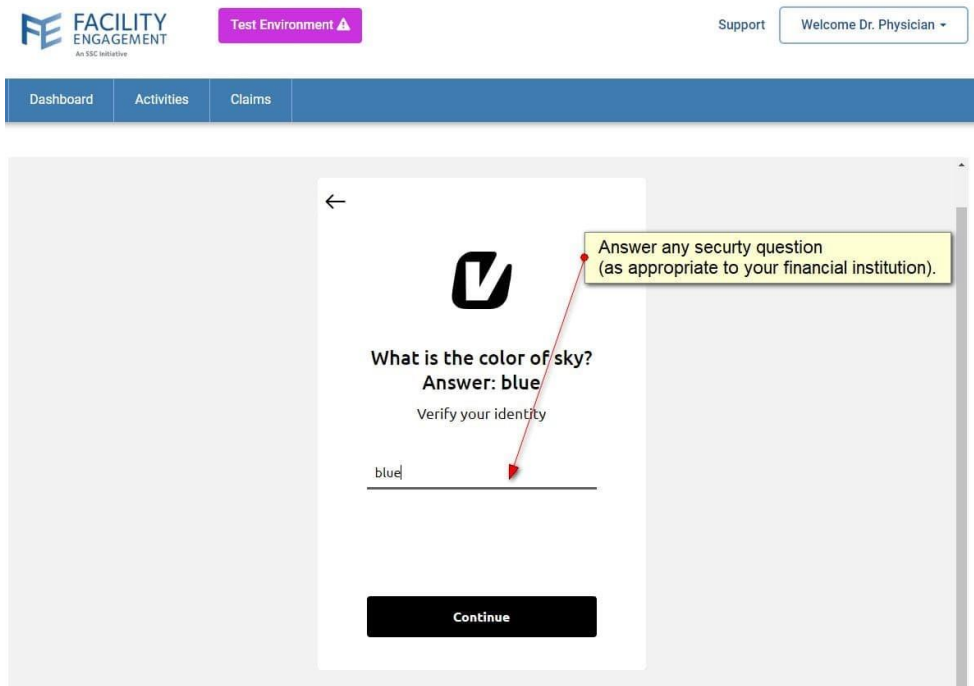
- a. **If you selected Option 2** “Connect my bank manually”, then please skip to Section 2.1.



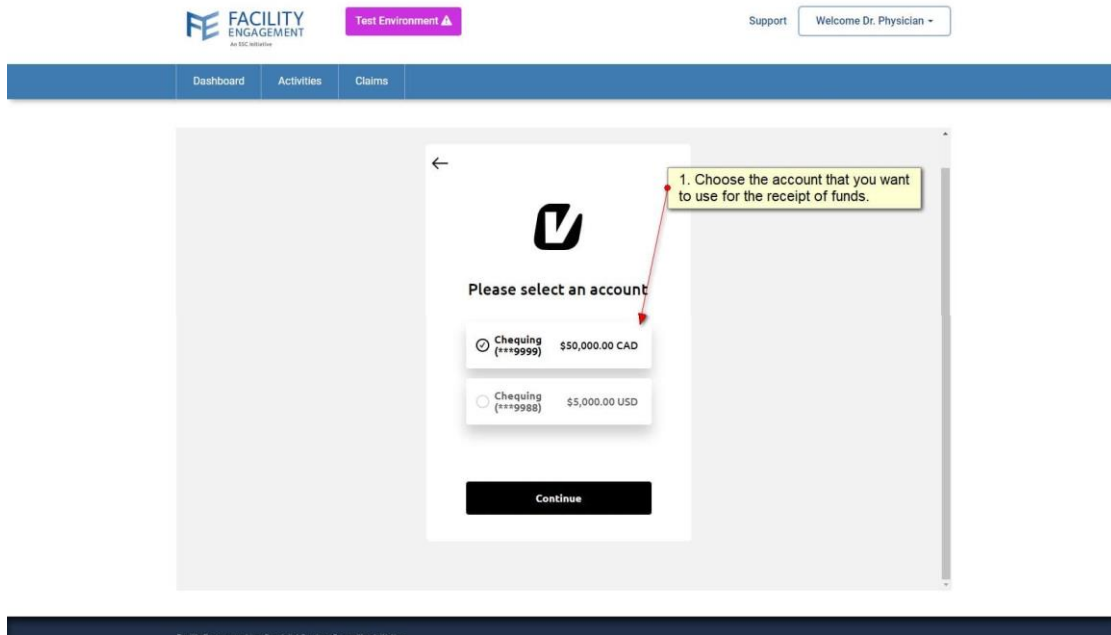
12. Sign-in to the selected financial institution using the appropriate username and password credentials for online banking.



13. Answer the security question (if applicable to your financial institution).

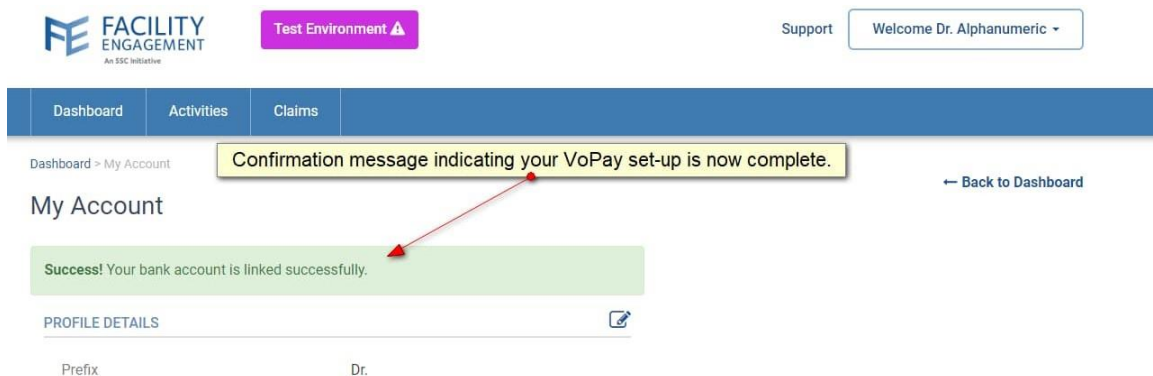


14. The list of your bank accounts available will show. Select the bank account you wish to use.



15. When you click the button Continue above, an encrypted link is created which enables FEMS to reference your selected bank account. This link is only a reference to the account – it does not include any account number details which is a security safeguard.

16. A confirmation message will display indicating that the set-up is complete. All your future claims will now settle to your bank account via the VoPay payment processor.



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Option 2 “Connect my bank manually”

These steps only apply if you chose Option 2 “Connect my bank manually” where you provide the transit number and account number manually. This option does not require sign-in to your financial institution.

17. Please provide the transit number and account number information for the account you wish to use to receive funds for your claims.

The screenshot shows the 'Manual Connect option' form in a test environment. The form is titled 'Manual Connect option' and is part of the Facility Engagement system. It includes a navigation bar with 'Dashboard', 'Activities', and 'Claims'. The form itself has a back arrow, a financial institution logo (labeled '1. Your financial institution's logo'), and the text 'Institution Number: 9999'. Below this are input fields for 'CAD', 'Transit Number', and 'Account Number', each with a help icon and a lock icon. A 'Continue' button is at the bottom. A security notice at the bottom states: 'This is a secure page and your information will be encrypted. No bank account login details will be'. A green box highlights the 'Transit Number' and 'Account Number' fields, with an annotation '2. Provide the transit number and account number. Click the "?" icon for further info.'

18. Provide your first name and last name as specified on your bank account. If you chose “Business account”, then provide the company name.

The screenshot shows the Facility Engagement web application interface. At the top left is the logo for Facility Engagement, an SSC Initiative. To its right is a purple button labeled "Test Environment" with a warning icon. Further right is a "Support" link. Below this is a blue navigation bar with "Dashboard", "Activities", and "Claims" tabs. The main content area is a registration form with a back arrow at the top left. The form includes a "Company name" field, "First Name" and "Last Name" fields, and a "Phone (Optional)" field. Below these is a link for "Add my Address (Optional)". At the bottom of the form is a "Continue" button. Three yellow callout boxes with red arrows point to specific parts of the form: "1. Specify this if you are using a company account" points to the "Company name" field; "2. Otherwise provide your first and last name as it appears on your bank account" points to the "First Name" and "Last Name" fields; and "3. Click Continue" points to the "Continue" button.

19. You will then be transferred back to FEMS and receive the confirmation as pictured in step 18.

Your VoPay set-up is complete.
