

FEMS Tip Sheet:

How to Sign Up for VoPay

The sign-up process to VoPay is straightforward and takes less than 3 minutes to complete.

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).
- You do not need the bank account number – you will select the account you want to use.
- VoPay sign-up can only be completed using the FEMS Desktop version (not via the mobile option).

Sign Up Steps

- Change The Payment Method in FEMS:
 - Sign in to FEMS as usual.
 - Select the button in the top right corner Welcome (your name).
 - Select the My Account option.

1. Click on the "Welcome" button.

2. Select My Account

Support Welcome Dr. Physician

My Account Sign Out

Engagement Activities

Create Engagement Activity

NAME	BUDGET
ARHCC Dohc 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

Claims

Submit a Claim Submit an Expense

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

FEMS Tip Sheet:

How to Sign Up for VoPay

- 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 details:

- MSP Number: 1234A
- Email Address: tshun.bayleth+TestPhysician@gmail.com
- Profession: General Practitioner
- Medical Practice Type: Cardiac Surgery
- Facility: Abbotsford Regional Hospital & Cancer Centre
- Michelle's Test Facility

Annotations on the page:

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

The page also includes sections for CONTACT DETAILS, SIGN-IN DETAILS, and PAYMENT DETAILS. The footer mentions Facility Engagement is a Specialist Services Committee initiative, a partnership of Doctors of BC and the Ministry of Health, with logos for SPECIALIST SERVICES COMMITTEE, DOCTORS OF BC, and doctors of bc.

- The Payment Details pop-up shows and indicates your current payment choice.
- Change the Payment Method to Direct Deposit (via VoPay) and click Save.

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

- Abbotsford Regional Hospital & Cancer Centre
- Payment Method (If you wish to discuss other method of payment, please contact your PS/MSA Administrator):
 - Direct Deposit (via VersaPay)
 - Direct Deposit (via VersaPay)
 - Direct Deposit (via VoPay)
 - My company bank account
- Buttons: Save, Cancel

Annotations on the pop-up:

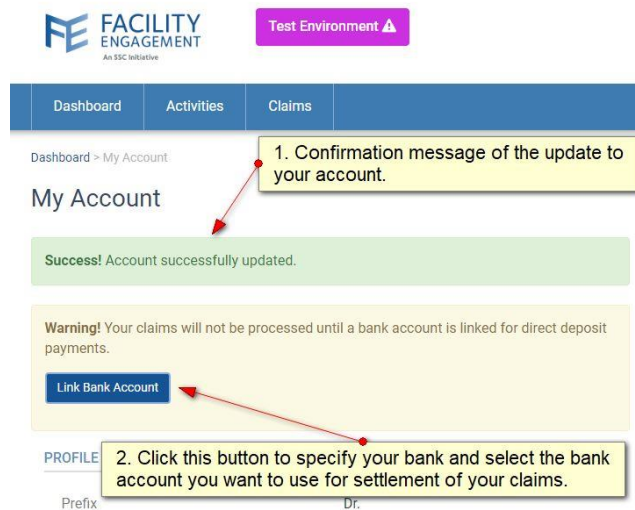
1. Payment Details section
2. Current payment method
3. Select "Direct Deposit (VoPay)"

FEMS Tip Sheet:

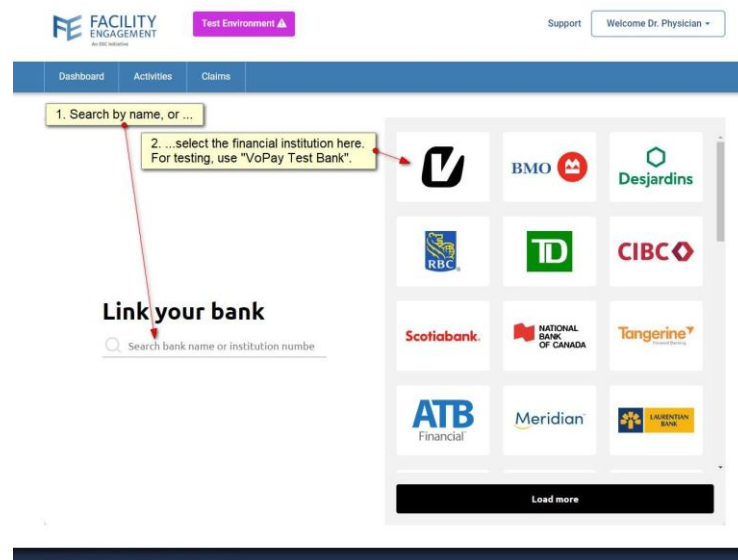
How to Sign Up for VoPay

Sign Up for 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".



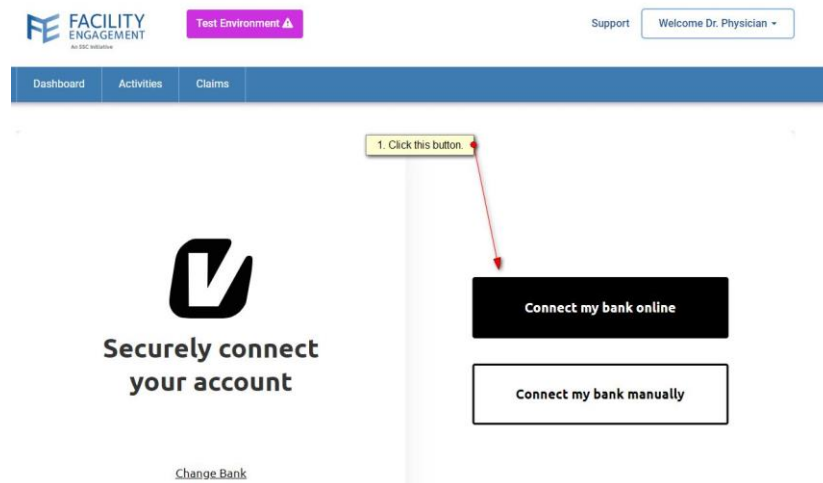
- A list of banks will show, or you can use the search box to find your specific financial institution.
- Select the financial institution and click Continue.



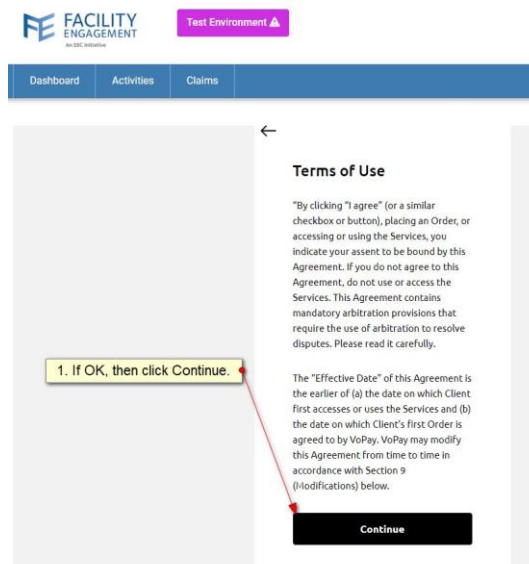
FEMS Tip Sheet:

How to Sign Up for VoPay

- Click the option Connect my bank online.
 - a. **Alternatively:** if you select Option 2 “Connect my bank manually”, you will need to enter your financial institution’s transit number and your account number manually. No sign-in to your financial institution is needed.



- Choose the Personal Account option and click continue.
 - **NOTE:** Even if you have a business account, please choose personal. Business accounts are only for companies such as DoBC.
- The Terms of Use are displayed. If OK, click continue.
- If you selected Option 2 “Connect my bank manually”, then please skip to page 7.



FEMS Tip Sheet:

How to Sign Up for VoPay

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

The screenshot shows the VoPay login interface within a web browser. At the top, there is a header with the Facility Engagement logo, a 'Test Environment' badge, and a 'Support' link next to a 'Welcome Dr. Physician' dropdown menu. Below the header is a navigation bar with 'Dashboard', 'Activities', and 'Claims' tabs. The main content area displays a login form with the VoPay logo at the top. The form includes a username field with 'vopaydemo' entered, a password field with masked characters, and a checkbox for 'By checking this you agree to the Terms of Use'. A 'Continue' button is at the bottom of the form. A yellow callout box with a red arrow pointing to the password field contains the text: 'Specify your actual username and password. For testing, use the VoPay Bank test credentials.'

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

The screenshot shows the VoPay security question interface. The header and navigation bar are identical to the previous screen. The main content area displays a security question: 'What is the color of sky?' with the answer 'blue' entered. Below the question, it says 'Verify your identity'. A 'Continue' button is at the bottom. A yellow callout box with a red arrow pointing to the answer field contains the text: 'Answer any security question (as appropriate to your financial institution).'

FEMS Tip Sheet:

How to Sign Up for VoPay

- The list of your bank accounts available will show. Select the bank account you wish to use.
- When you click the Continue button, 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.

The screenshot shows the FEMS interface with a navigation bar (Dashboard, Activities, Claims) and a user welcome message. A modal window titled 'Please select an account' is displayed, showing two options: 'Chequing (***9999) \$50,000.00 CAD' and 'Chequing (***9988) \$5,000.00 USD'. A 'Continue' button is at the bottom. A yellow callout box with the text '1. Choose the account that you want to use for the receipt of funds.' points to the first option.

- 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.

The screenshot shows the 'My Account' page in FEMS. A yellow callout box at the top states 'Confirmation message indicating your VoPay set-up is now complete.' Below this, a green success message reads 'Success! Your bank account is linked successfully.' The page includes a 'Back to Dashboard' link and a 'PROFILE DETAILS' section with fields for 'Prefix' and 'Dr.'.

FEMS Tip Sheet: How to Sign Up for VoPay

Connect My Bank Manually

- 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 the FEMS system. The form is titled '1. Your financial institution's logo' and features a back arrow at the top left. Below the title is a logo placeholder and the text 'Institution Number: 9999'. The form includes fields for 'CAD', 'Transit Number', and 'Account Number', each with a help icon (?) and a lock icon. A green box highlights the 'Transit Number' field. Below these fields is a 'Continue' button. At the bottom, a security notice states: 'This is a secure page and your information will be encrypted. No bank account login details will be'.

- Provide your first name and last name as specified on your bank account.
- You will then be transferred back to FEMS and receive the confirmation as pictured on the previous page.

The screenshot shows a form for providing personal information. It includes a back arrow at the top left and a logo placeholder. The form has fields for 'Company name', 'First Name', 'Last Name', and 'Phone (Optional)'. A green box highlights the 'First Name' field. Below the 'Phone' field is a link 'Add my Address (Optional)'. At the bottom is a 'Continue' button. A red arrow points to the 'Continue' button with the text '3. Click Continue'.