



## AUTOPAY FAQ

### Enroll in Autopay

To enroll in Autopay, you can navigate to the 'Pay Bill' screen in Service Center, Practice Mate, or EHR 24/7 by following the steps below:

Step 1:

From Practice Mate: Select Manage Office then click on 'Pay Bill'

From EHR: : Select Manage Office then click on 'Pay Bill'

From Service Center: Click on 'Pay Bill'

Step 2:

On this screen, confirm the amount to pay, enter an invoice number (if applicable), and click on the blue 'MAKE PAYMENT' button.

**Amount Due: \$1.00** (as of Jul 12, 2022, 10:14 AM) Amount due is updated nightly.

Online payments take 2 business days to be reflected in Account Balance.

Amount to pay	Invoice Number	<b>2</b> MAKE PAYMENT
1.00	<hr/>	

0 / 30

If you have any questions, please email [billingsupport@officeally.com](mailto:billingsupport@officeally.com) or call 360-975-7000 Option 4.

Step 3:

Ensure that the checkbox of the Autopay agreement is checked. Then, select the appropriate tab for your payment method—Credit/Debit Card or ACH—enter your payment information and press the 'SUBMIT' button.

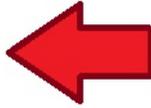
**Amount Due: \$1.00** (as of Jul 12, 2022, 10:14 AM) Amount due is updated nightly.

Online payments take 2 business days to be reflected in Account Balance.

### Set Up Autopay

I understand and agree that by clicking "I Agree" below, I agree to Office Ally's [User Agreement\(s\)](#) and pricing outlined in the [Pricing Sheet](#) for the products that I have signed up for and that Office Ally may automatically charge my payment method listed below on a recurring basis as set forth in the [User Agreement\(s\)](#) for the amounts set forth in the [Pricing Sheet](#). I understand and agree that the terms associated with the products I have purchased are set forth in the [User Agreement\(s\)](#) for the particular products I have purchased. I can cancel these automatic payments at any time by returning to this page and following the onscreen instructions.

I Agree



Invoice Number: 15234

CREDIT/DEBIT CARD

ACH

#### Payment Form

Transaction Amount: \$1.00

Account Holder Name

Test User 1

Billing Street Address

1234 Nowhere Avenue

Credit Card Number \*

1234123412341234

Billing Zip Code

12345

Expiration Month \*

08 - August

Expiration Year \*

2024

CVV

123



Submit

# Autopay Enrollment Confirmation

To confirm autopay enrollment status, you can navigate to the 'Pay Bill' screen in Service Center, Practice Mate, or EHR 24/7. If you are enrolled in Autopay you will see a confirmation of that in a green box, as shown in the example below:

**Amount Due: \$12.00** (as of Jul 13, 2022, 09:24 AM) Amount due is updated nightly.

Online payments take 2 business days to be reflected in Account Balance.

✓ You Are Currently Enrolled in Autopay.

Holder Name: Freyya Taylor, MD      Last 4: 1111      Exp. Date: 12/26      **EDIT AUTOPAY**

**MAKE PAYMENT**

If you have any questions, please email [billingsupport@officeally.com](mailto:billingsupport@officeally.com) or call 360-975-7000 Option 4.

**If you do not see this green box, you are not enrolled in Autopay!**

## Unenrolling From Autopay

To unenroll from autopay, it is a simple three step process:

Step 1:

First, click on the green box titled 'EDIT AUTOPAY'

**Amount Due: \$12.00** (as of Jul 13, 2022, 09:24 AM) Amount due is updated nightly.

Online payments take 2 business days to be reflected in Account Balance.

✓ You Are Currently Enrolled in Autopay.

Holder Name: Freyya Taylor, MD      Last 4: 1111      Exp. Date: 12/26      **EDIT AUTOPAY**

**MAKE PAYMENT**

If you have any questions, please email [billingsupport@officeally.com](mailto:billingsupport@officeally.com) or call 360-975-7000 Option 4.

Step 2:

Type the word unenroll in the text box. (Note, this field is case sensitive, so make sure to type it in all lowercase).

Step 3:

Click the blue 'Submit' button.

**Amount Due: \$12.00** (as of Jul 13, 2022, 09:24 AM) Amount due is updated nightly.

Online payments take 2 business days to be reflected in Account Balance.

**Payment Method on File**

<b>Holder Name:</b> Freyyya Taylor, MD	<b>Last 4:</b>  1111	<b>Exp. Date:</b> 12/26
<b>Address:</b> 5800 NW 39th AVE	<b>Zip:</b> 32606	

**Autopay Enrollment**

I understand and agree that by clicking "I Agree" below, I agree to Office Ally's [User Agreement\(s\)](#) and pricing outlined in the [Pricing Sheet](#) for the products that I have signed up for and that Office Ally may automatically charge my payment method listed below on a recurring basis as set forth in the [User Agreement\(s\)](#) for the amounts set forth in the [Pricing Sheet](#). I understand and agree that the terms associated with the products I have purchased are set forth in the [User Agreement\(s\)](#) for the particular products I have purchased. I can cancel these automatic payments at any time by returning to this page and following the onscreen instructions.

If you would like to unenroll, type "unenroll" and click submit.

**2**  **3**

If you have any questions, please email [billingsupport@officeally.com](mailto:billingsupport@officeally.com) or call 360-975-7000 Option 4.

If you have any additional questions about enrolling/unenrolling from Autopay, please contact [TS@officeally.com](mailto:TS@officeally.com).