



Care Initiatives has partnered with SnapPay, a secure online payment service designed to make your billing experience easier and more efficient. If you choose to make online payments, follow the new registration and navigation instructions provided below.

Complete New Registration

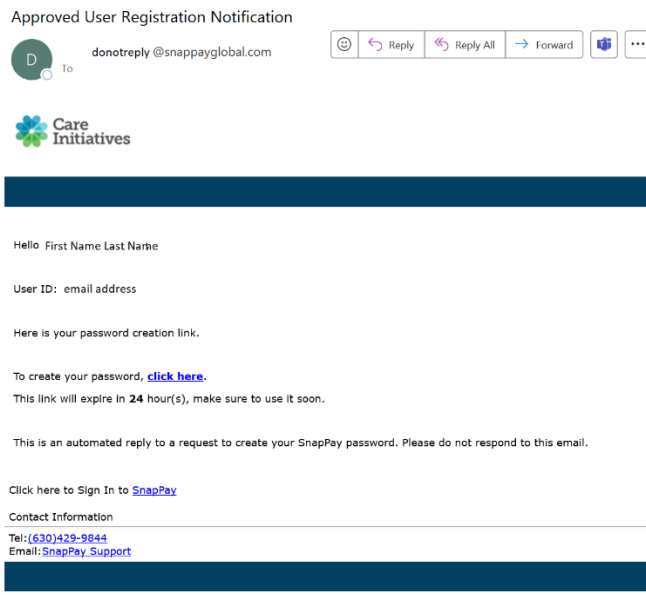
1. Click on the 'Pay Bill' link at CareInitiatives.org
 - a. When creating a new account, you will need to use **Care Initiatives** for the Account Name.
 - * The account name is not case sensitive but must be spelled correctly and contain a space between the word Care and Initiatives as displayed in the example below.
2. After typing Care Initiatives into the account name field, click on New Registration (near the bottom of window box)
3. Complete registration answering all required fields as indicated with an asterisk (*)
 - a. In the company name field below – **please enter the Facility or Community's Name you or your loved one is residing in.** i.e. Atlantic Specialty Care.
4. Click on the box to indicate 'I am human.'
5. Click Register.

6. You will see an on-screen message display indicating that their registration has been created.

Your registration request will be sent to our corporate office. Within two business days, our team will complete your registration.



7. You will receive a welcome email from donotreply@snappayglobal.com when registration is completed.
 - a. If you do not receive a welcome email in the timeframe described above, please be sure to check your junk mail as it may have been deliverable there before contacting support by phone.
 - b. Continue by clicking on the link from within the email to create your account password.
8. Once you've established a password, you will be prompted to complete a few security questions. The security questions will be used to reset your account password in the future should you be locked out of your account or need to reset a password.
9. Once you've completed those security questions, proceed by clicking 'Save'.



Security Questions

Please choose three security questions from below and provide answers. These questions will be used to verify your identity and help recover your password if you ever forget it. These answers are confidential and will not be used for any other purpose. P

Select your question*

Answer 1*

Select your question*

Answer 2*

Select your question*

Answer 3*

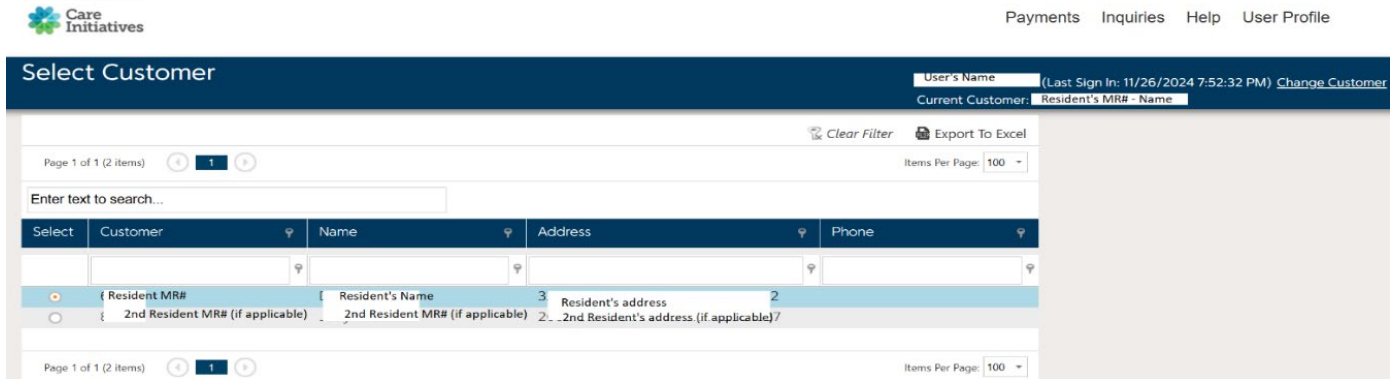
Note: You cannot use the same question more than once. When answering security questions, you need to enter your answers exactly as you entered them above. For example, if you entered "Maple St." instead of "Maple Street" it would not be a valid answer.

10. Your new account registration is complete.

Navigating Your New Account

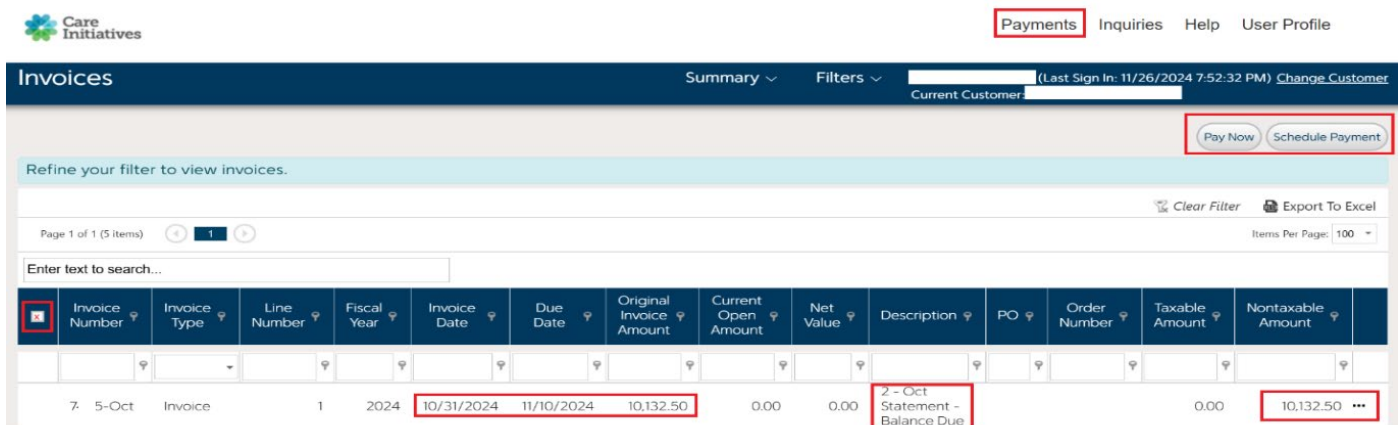
Once your registration has been completed by our corporate office team, you will be able to navigate your account.

1. Upon login, you'll arrive at the **Customer** landing page. On this page, you should see you or your loved one's account(s).
2. Select customer account.



The screenshot shows the 'Select Customer' page. At the top right, there are links for 'Payments', 'Inquiries', 'Help', and 'User Profile'. Below the navigation bar, there's a search bar and a table of customer accounts. The table has columns for 'Select', 'Customer', 'Name', 'Address', and 'Phone'. A search filter is applied, showing results for 'Resident MR#' and '2nd Resident MR# (if applicable)'. The first row is highlighted, and the second row is also visible. The page indicates 'Page 1 of 1 (2 items)' and 'Items Per Page: 100'.

3. Navigate to Payments (top of screen) > Invoices.
 - a. From here you'll see the customer's available statement(s) and amount due each month. Keep in mind we provide statements, therefore each month your balance due will be updated to reflect your current amount due.
 - b. Select an invoice for payment.
 - c. Click 'Pay Now' or 'Schedule Payment'.
 - d. Pay Now – Steps are noted below. Please skip to #4 for Schedule Payment Instructions



The screenshot shows the 'Invoices' page. At the top right, there are links for 'Payments', 'Inquiries', 'Help', and 'User Profile'. Below the navigation bar, there's a search bar and a table of invoices. The table has columns for 'Invoice Number', 'Invoice Type', 'Line Number', 'Fiscal Year', 'Invoice Date', 'Due Date', 'Original Invoice Amount', 'Current Open Amount', 'Net Value', 'Description', 'PO', 'Order Number', 'Taxable Amount', and 'Nontaxable Amount'. The first row is highlighted, and the second row is also visible. The page indicates 'Page 1 of 1 (5 items)' and 'Items Per Page: 100'. The 'Pay Now' and 'Schedule Payment' buttons are highlighted in red.

Invoice Number	Invoice Type	Line Number	Fiscal Year	Invoice Date	Due Date	Original Invoice Amount	Current Open Amount	Net Value	Description	PO	Order Number	Taxable Amount	Nontaxable Amount
7	5-Oct Invoice	1	2024	10/31/2024	11/10/2024	10,132.50	0.00	0.00	2 - Oct Statement - Balance Due			0.00	10,132.50



- e. Select Payment Mode: ACH
- f. Payment Method: Click on the 'New' hyperlink.

The screenshot shows a form with two main sections. The first section is 'Payment Mode' with a dropdown menu showing 'ACH' selected. The second section is 'Payment Method' with a dropdown menu showing 'New' selected. There are 'Back' and 'Submit' buttons.

- g. Complete Payment Information:
 - i. Select the ACH Type: Checking or Savings.
 - ii. Enter the **account holder's** routing number and bank account number.
 - iii. Enter the **account holder's** first and last name.
 - iv. Enter the **account holder's** address that is on file and registered to the bank account.
 - v. If you'd prefer to save your payment information to avoid having to re-enter it each time you make a payment, click on save for me.
 - vi. Click on Add

The 'Payment Information' form includes the following fields and options:

- ACH Type * (dropdown menu)
- Routing Number * and Confirm Routing Number * (text input fields)
- Account Number * and Confirm Account Number * (text input fields)
- First Name * and Last Name * (text input fields)
- Address * and City * (text input fields)
- Country * (dropdown menu), State * (text input field), and Zip * (text input field)
- Email (text input field) and Phone Number (text input field)
- Save For My Group and Save For Me (checkboxes)
- Add (button)

- h. Click Submit to complete payment.



4. Schedule Payment

- a. You must first select an invoice for payment as provided in the previous instruction.
- b. Then, if you'd like to schedule payments or set up automatic payments at your convenience, click on Schedule Payment located near the top right corner.

[Payments](#) [Inquiries](#) [Help](#) [User Profile](#)

Summary ▾ Filters ▾ [Redacted] (Last Sign In: 12/11/2024 12:39:37 PM) [Change Customer](#)
Current Customer: [Redacted]

[Pay Now](#) [Schedule Payment](#)

- c. You'll enter the name of the resident, the frequency of payment and the date you'd like to start making payments on.

Schedule Invoice [Redacted] (Last Sign In: 12/11/2024 12:39:37 PM) [Change Customer](#)
Current Customer: [Redacted]

Invoice Number	Reference Doc Number	Invoice Type	Line Number	Current Open Amount	Currency	Description	Amount To Schedule
7465-Nov 2024		Invoice	1	10,470.25	USD	2 - Nov Statement - Balance Due	10,470.25

Total Invoices: 1 Total Open Amount: 10,470.25 Total Amount To Schedule: 10,470.25

Name * [Text Name] Frequency * Monthly Pay On/Start Date * 1/10/2025

- a. Select Payment Mode: ACH
- b. Payment Method: Click on the 'New' hyperlink.

Payment Mode: ACH

Payment Method * [New](#)

[Submit](#)

[Back](#)

- c. Complete the payment information as shown in the earlier instructions. If you wish to save your payment information for next login and then click save for me, click add.
- d. Click Schedule to submit payment schedule.
- e. You will receive an online receipt/confirmation email for your payment or scheduling your payment.

5. Navigate to Inquires > Payment History.

- a. From here you'll be able to view completed payment history, search payments by any of the available filters, export payment history reports, and print or email receipts.

If you have any questions, please reach out to the business office manager at your local specialty care, hospice, assisted living or independent living facility. Click Find a Location at CareInitiatives.org for contact information.