



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.

The image shows the SnapPay login and registration interface. At the top is the SnapPay logo. Below it is a language dropdown menu set to 'English'. There are input fields for 'Care Initiatives' (highlighted in yellow), 'User ID\*', and 'Password\*'. Below these fields are two checkboxes: 'I am human' and 'I am human' with a hCaptcha logo. A blue 'Sign In' button is positioned to the right. At the bottom, there are links for 'Forgot Password', 'New Registration' (highlighted in yellow), and 'Pay Without Sign In'.

The image shows the 'New User Registration' form. The title 'New User Registration' is at the top. Below it is the 'User Information' section with the following fields: 'CARE INITIATIVES', 'Email Address\*', 'Confirm Email\*', 'Company Name\*' (with the value '[Facility] Specialty Care'), 'First Name\*', 'Last Name\*', 'Comments', 'Address Line 1\*', 'Address Line 2', 'United States of America' (dropdown), 'City\*', 'Zip Code\*', and 'Phone Number'. At the bottom, there are two checkboxes: 'I am human' and 'I am human' with a hCaptcha logo. A blue 'Register' button is positioned to the right. Below the button, it says 'If you are already registered [Sign In](#) here.'

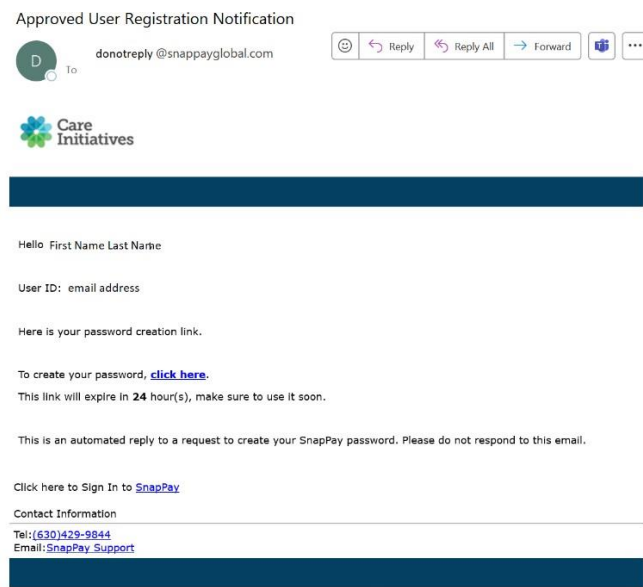
6. You will see an on-screen message display indicating that their registration has been created.

The image shows a 'New User Registration' success message. The title 'New User Registration' is at the top. Below it is a light blue box containing the text '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](mailto: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 – Pay Now

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 a customer account.

Care Initiatives

### Select Customer

Page 1 of 1 (1 items) 1 Items Per Page: 10

Enter text to search...

Select	Customer	Name	Address	Phone
<input checked="" type="checkbox"/>	2117	Raf	213	

Page 1 of 1 (1 items) 1 Items Per Page: 10

3. Navigate to Payments (top right of screen) > Invoices
  - a. Select invoice/statement for payment.
  - b. Click 'Pay Now' or 'Schedule Payment'.
  - c. Pay Now – steps are noted below. Please skip to #4 for Schedule Payment Instructions

Care Initiatives

Payments Inquiries Help User Profile

### Invoices

Summary Filters (Last Sign In: 12/27/2024 10:05:26 AM) Change Customer

Current Customer: 4 - J

Invoice Status of All and Closed require a date range.

Customer ID: 4 Company: Specialty Care Currency: USD Invoice Status: Open Invoice Date From: M/d/yyyy Invoice Date To: M/d/yyyy Search

Invoice Number: Invoice Type: All Due: All Schedule: All

Pay Now Schedule Payment AutoPay

Refine your filter to view invoices.

Page 1 of 1 (1 items) 1 Items Per Page: 10

Enter text to search...

<input checked="" type="checkbox"/>	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	Statement ID	Statement Date	Business Unit
<input checked="" type="checkbox"/>	94- Dec 2024	Invoice	1	2024	12/31/2024	1/10/2025	21,762.00	21,762.00	21,762.00	40 - Dec Statement - Balance Due			0.00	21,762.00	0	12/31/2024	...

Page 1 of 1 (1 items) 1 Items Per Page: 10



d. Payment Method: Click on the 'New' hyperlink.

The screenshot shows the 'Pay Now' page with a table of invoices and a 'Payment Method' dropdown menu. The 'New' option is highlighted with a red box.

Invoice Number	Reference Doc Number	Invoice Type	Line Number	Current Open Amount	Currency	Description	Amount To Pay
9	4-Dec-2024	Invoice	1	21,762.00	USD	40 - Dec Statement - Balance Due	21,762.00

Summary:

Total Invoices	Total Open Amount	Total Amount To Pay
1	21,762.00	21,762.00

Payment Method \*  
[New](#)

e. Complete Payment Information:

- Select the ACH Type: Checking or Savings.
- Enter the **account holder's** routing number and bank account number.
- Enter the **account holder's** first and last name.
- Enter the **account holder's** address that is on file and registered to the bank account.
- 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.
- Click on Add

**Payment Information** ×

ACH Type \*  
----Select----

Routing Number \*      Confirm Routing Number \*  
     

Account Number \*      Confirm Account Number \*  
     

First Name \*      Last Name \*  
     

---

Address \*      City \*  
     

Country \*      State \*      Zip \*  
----Select----           

Email      Phone Number  
     

---

Save For My Group       Save For Me

---

- Click Submit to complete payment.
- You will receive an online receipt/confirmation email for your payment.



## Navigating Your New Account – Schedule Payments

4. Navigate to Payments (top right of screen) > Invoices
  - a. Select invoice/statement for payment.
  - b. Click 'Schedule Payment'.

Invoice Status of All and Closed require a date range.

Customer ID: 4, Company: Specialty Care, Currency: USD, Invoice Status: Open, Invoice Date From: M/d/yyyy, Invoice Date To: M/d/yyyy, Search

Invoice Number, Invoice Type: All, Due: All, Schedule: All

Pay Now **Schedule Payment** AutoPay

Refine your filter to view invoices. Clear Filter Export To Excel

Page 1 of 1 (1 items) Items Per Page: 10

<input checked="" type="checkbox"/>	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	Statement ID	Statement Date	Business Unit
<input checked="" type="checkbox"/>	4 Dec 2024	Invoice	1	2024	12/31/2024	1/10/2025	21,762.00	21,762.00	21,762.00	40 - Dec Statement - Balance Due			0.00	21,762.00	0	12/31/2024	

Page 1 of 1 (1 items) Items Per Page: 10

- c. You'll enter the following:
  - i. Amount to Schedule
  - ii. Name of the resident/patient
  - iii. The frequency of payment:
    - Fixed: Select this option to make a one-time payment for the selected invoices.
    - Monthly: Use this option to make monthly payments for the selected invoices.
  - iv. Pay On/Start Date
- d. Payment Method: Click on the 'New' hyperlink.

Schedule Invoice

Invoice Number: 4, Reference Doc Number, Invoice Type: Invoice, Line Number: 1, Current Open Amount: 21,762.00, Currency: USD, Description: 40 - Dec Statement - Balance Due, Amount To Schedule: 21,762.00

Total Invoices: 1	Total Open Amount: 21,762.00	Total Amount To Schedule: 21,762.00	Name * Resident/Patient Name	Frequency * Monthly	Pay On/Start Date * 1/10/2025
-------------------	------------------------------	-------------------------------------	---------------------------------	------------------------	----------------------------------

Payment Method \*  
**New**

Back Schedule



- e. 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

×

**Payment Information**

ACH Type \*  
----Select----

Routing Number \*      Confirm Routing Number \*  
     

Account Number \*      Confirm Account Number \*  
     

First Name \*      Last Name \*  
     

---

Address \*      City \*  
     

Country \*      State \*      Zip \*  
----Select----           

Email      Phone Number  
     

Save For My Group       Save For Me

---

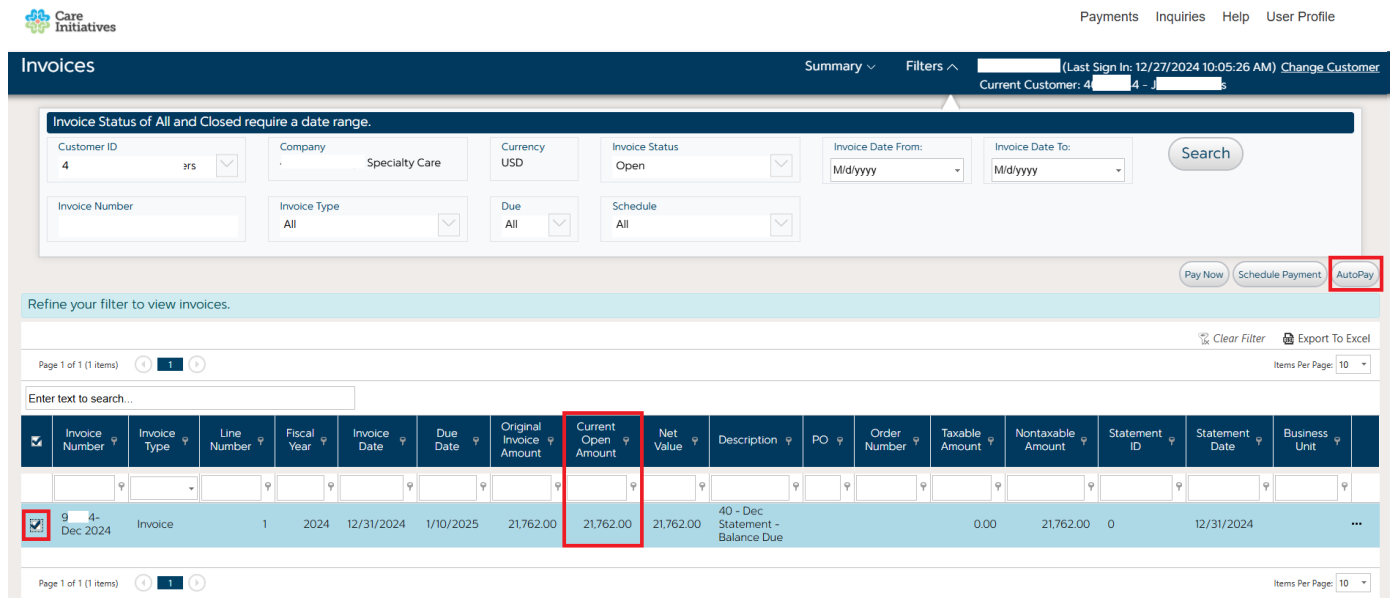
**Add**

Payment Method \*

- f. Click Schedule to submit payment schedule.
- g. You will receive an online receipt/confirmation email for your payment or scheduling your payment.

## Navigating Your New Account – AutoPay

5. Navigate to Payments (top right of screen) > Invoices
  - a. Select invoice/statement for payment.
  - b. Click 'AutoPay'



Customer ID: 4  
Company: Specialty Care  
Currency: USD  
Invoice Status: Open  
Invoice Date From: M/d/yyyy  
Invoice Date To: M/d/yyyy  
Search

Invoice Number: \_\_\_\_\_  
Invoice Type: All  
Due: All  
Schedule: All

Pay Now Schedule Payment **AutoPay**

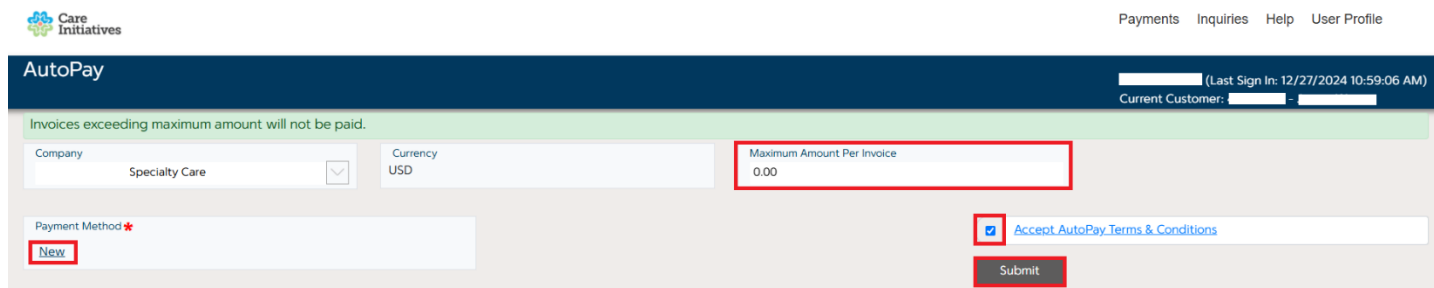
Refine your filter to view invoices.

Page 1 of 1 (1 items) 1 Items Per Page: 10

<input checked="" type="checkbox"/>	Invoice Number	Invoice Type	Line Number	Fiscal Year	Invoice Date	Due Date	Original Invoice Amount	<b>Current Open Amount</b>	Net Value	Description	PO	Order Number	Taxable Amount	Nontaxable Amount	Statement ID	Statement Date	Business Unit
<input checked="" type="checkbox"/>	9 4- Dec 2024	Invoice	1	2024	12/31/2024	1/10/2025	21,762.00	<b>21,762.00</b>	21,762.00	40 - Dec Statement - Balance Due			0.00	21,762.00	0	12/31/2024	...

Page 1 of 1 (1 items) 1 Items Per Page: 10

- c. You may choose to enter a maximum amount per invoice; however it is not required. Please note, if you choose to enter a maximum amount and the monthly invoice exceeds the maximum amount entered in autopay setup, NO payment(s) will process.
- d. Payment Method: Click on the 'New' hyperlink.
  - i. Enter payment information/account holder's information.
- e. Check the box accepting autopay terms and conditions.
- f. Final step, click submit payment.



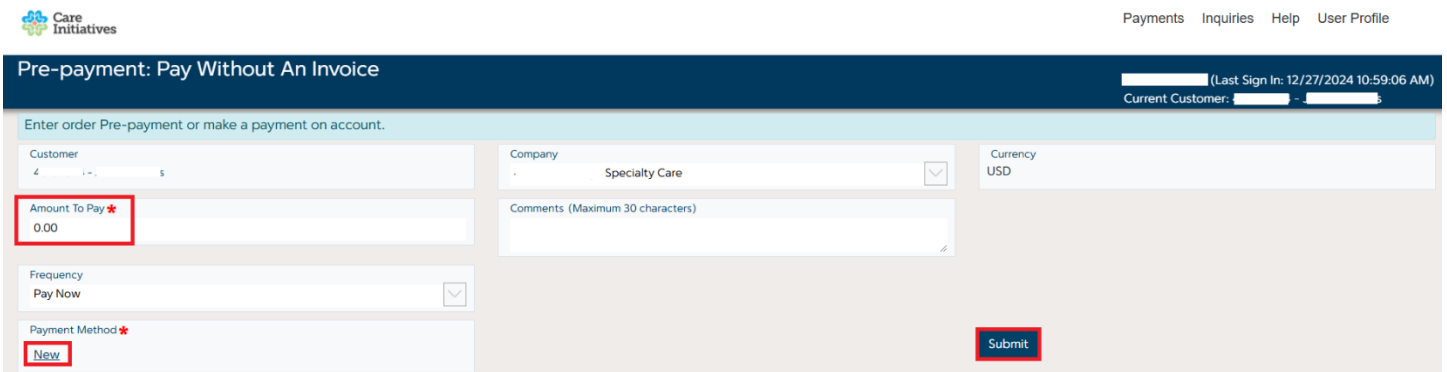
Company: Specialty Care  
Currency: USD  
Maximum Amount Per Invoice: 0.00

Payment Method **New**

Accept AutoPay Terms & Conditions

Submit

6. Navigate to Payments (top right of screen) > Pre-Payment
  - a. Pre-Payment allows the customer to make a payment without an invoice.
  - b. Enter amount to pay.
  - c. Payment Method: Click on 'New' hyperlink
    - i. Enter account holder's payment information.
  - d. Click Submit



Care Initiatives Payments Inquiries Help User Profile

Pre-payment: Pay Without An Invoice (Last Sign In: 12/27/2024 10:59:06 AM)  
Current Customer: [redacted]

Enter order Pre-payment or make a payment on account.

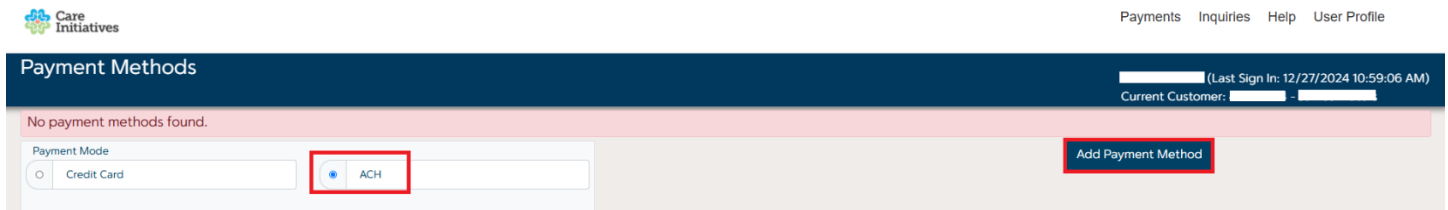
Customer: 4 [redacted] \$ Company: Specialty Care Currency: USD

Amount To Pay \* 0.00 Comments (Maximum 30 characters)

Frequency: Pay Now

Payment Method \* [New](#) [Submit](#)

7. Navigate to Payments (top right of screen) > Payment Methods
  - a. Manage payment method(s)
  - b. Enter ACH payment method with account holder payment information.



Care Initiatives Payments Inquiries Help User Profile

Payment Methods (Last Sign In: 12/27/2024 10:59:06 AM)  
Current Customer: [redacted]

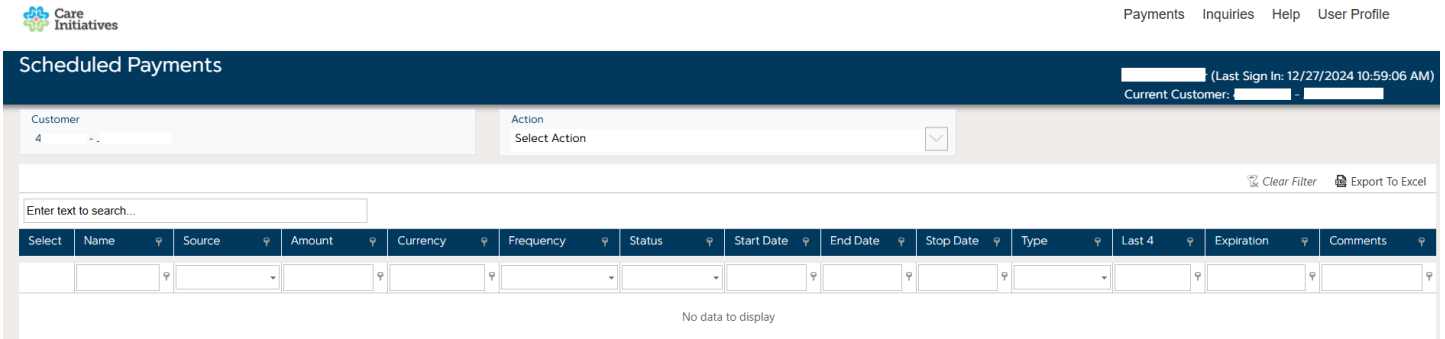
No payment methods found.

Payment Mode:  Credit Card  ACH [Add Payment Method](#)

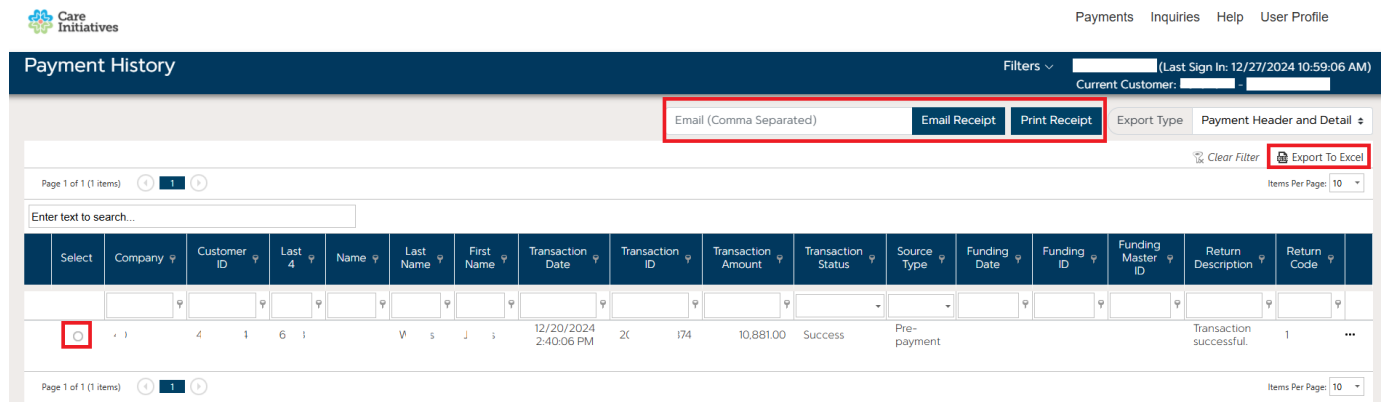


## Navigating Your New Account – Inquires

8. Navigate to Inquires > Scheduled Payments
  - a. Manage scheduled payments.



9. Navigate to Inquires > Payment History
  - a. User may 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](https://careinitiatives.org) for contact information.