

ClaimsPay[®]

Vendor & Service Provider Portal User Guide

Welcome!

The purpose of this document is to serve as a comprehensive guide for **Vendors / Service Providers** to understand the features and functionality of the **One Inc ClaimsPay[®] Vendor / Service Provider Portal**.

Disclaimers & Privacy Policy

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Who Is One Inc?

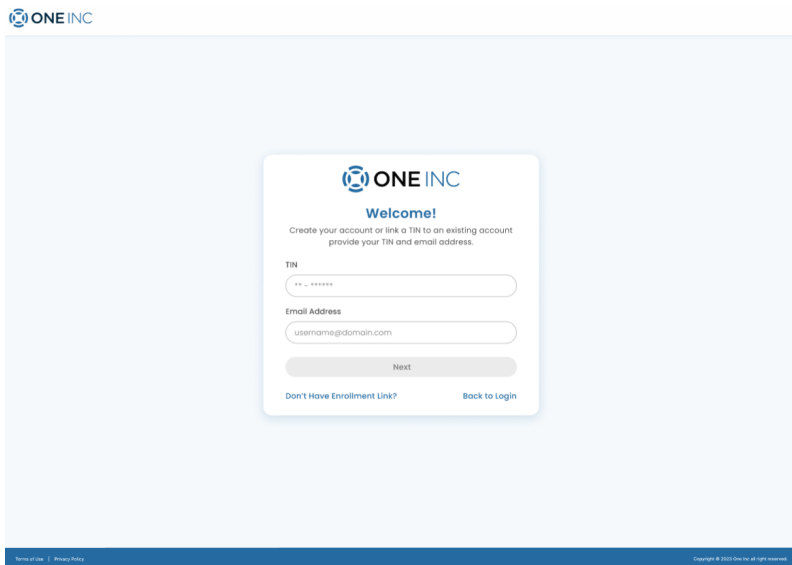
One Inc is a payments technology provider offering a **Digital Payments Platform** for insurance companies to receive premiums payments and send claims payments using secure web portals. One Inc also provides tools to communicate with customers via email, text, phone, and mail.

Table of Contents

Enrollment.....	3
Lost Enrollment Link.....	3-4
Login.....	5-6
2-Factor Authentication.....	5-6
Temporary Password Reset.....	6
Homepage.....	7
Global Carriers.....	7
Payments.....	8
Search Payments.....	8
Advanced Search.....	9
Payment Preferences – Global.....	10
Virtual Cards.....	11-12
Direct Deposit.....	13
Checks.....	14
More than one TIN.....	15
Manage TINs.....	16
Remove Account.....	16
Payment Preferences – Medical Mutual.....	17
Medical Mutual Verification.....	17
Edit Preferences.....	18
Edit Preferences by Grouping.....	19
Group by TIN.....	19
Group by NPI.....	20
Express Payments.....	21
Bank Transfer Payments.....	21
Check Payments.....	21
Vendors.....	22
User Management.....	22
Add User.....	23
Edit User.....	23
Remove User.....	24
Forgot Password.....	24
Change Password.....	24

Enroll My Business

Click on the URL: <https://providers.oneinc.com/register> found in your enrollment letter.

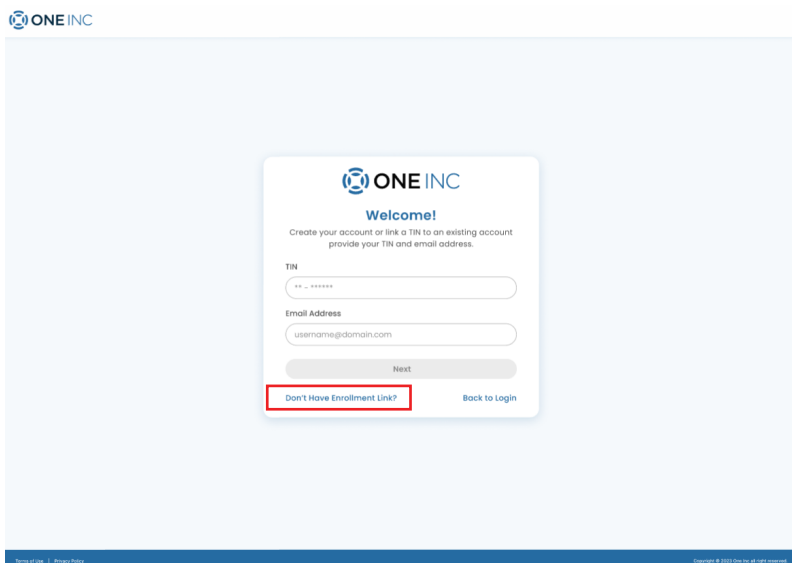


The image shows a web browser window displaying the ONE INC registration page. The page has a light blue background. At the top left is the ONE INC logo. In the center is a white card with the ONE INC logo and the text "Welcome!". Below this, it says "Create your account or link a TIN to an existing account provide your TIN and email address." There are two input fields: "TIN" with a placeholder "99 - 999999" and "Email Address" with a placeholder "username@domain.com". Below these fields is a "Next" button. At the bottom of the card are two links: "Don't Have Enrollment Link?" and "Back to Login". At the very bottom of the browser window, there is a dark blue footer bar with "Terms of Use" and "Privacy Policy" on the left, and "Copyright © 2023 One Inc. All rights reserved." on the right.

Enter **TIN** and the **Enrollment Link** and click **Next**.

Lost Enrollment Link

If you lost the **Enrollment Link** provided to you from the Onboarding Letter, please click **Don't have enrollment link?** and the next screen will appear:



This image is identical to the one above, showing the ONE INC registration page. However, a red rectangular box highlights the "Don't Have Enrollment Link?" link at the bottom of the white registration card.

The screenshot shows the ONE INC logo at the top left. The main heading is "Request Enrollment Link" with a subtext: "Enter required information below to receive an email with the enrollment link." The form fields include: Business Name (filled with "Joe Auto"), Email (filled with "JoeSF@joeauto.com"), TIN (filled with "12-3456789"), Business Zip Code (filled with "19227"), and Business Phone (filled with "(267) 852-4047"). There is a blue "Request" button and two links: "Back to Login" and "Contact Us". The footer contains "Terms of Use | Privacy Policy" and "Copyright © 2023 One Inc. All rights reserved."

Enter your business name, TIN number, business phone number, email and zip code. Click **Submit**.

If information entered is correct, the following **Request Received** screen will appear. One Inc will verify the information submitted and send a new enrollment link to your business email address.

The screenshot shows a confirmation box with the heading "Request Received" and the text: "If your information is accurate, you can expect to receive an email containing an enrollment link within 3-5 business days." The footer contains "Terms of Use | Privacy Policy" and "Copyright © 2023 One Inc. All rights reserved."

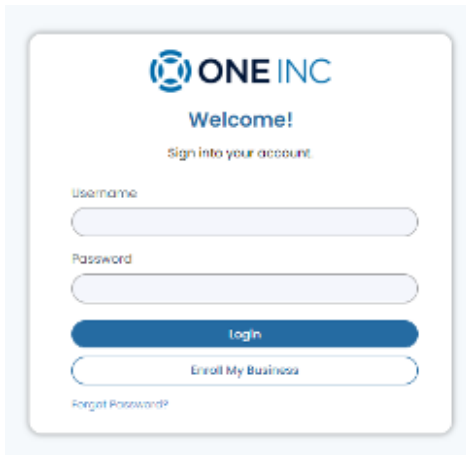
Click **Done**.

If your enrollment link has expired, you can request a new link by clicking on the **"Request New Enrollment Link Button"**

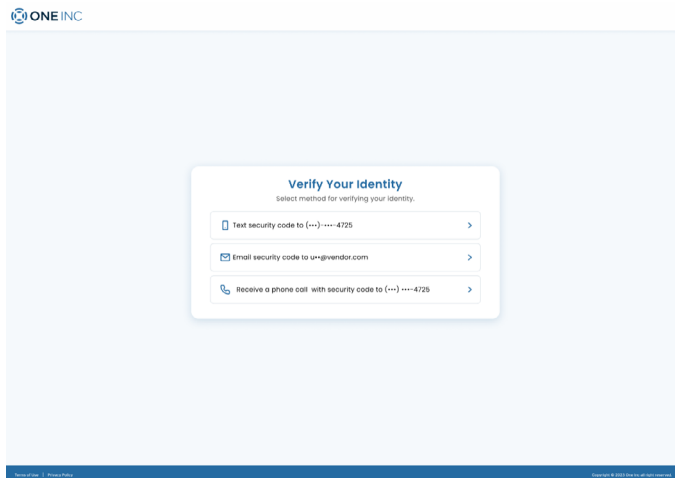
The screenshot shows the ONE INC logo at the top left. The main heading is "Welcome!" with a subtext: "Create your account or link a TIN to an existing account provide your TIN and email address." The form fields include: TIN (filled with "12-3456789") and Email Address (filled with "username@domain.com"). There is a grey "Next" button and two links: "Don't Have Enrollment Link?" and "Back to Login". The footer contains "Terms of Use | Privacy Policy" and "Copyright © 2023 One Inc. All rights reserved."

Login

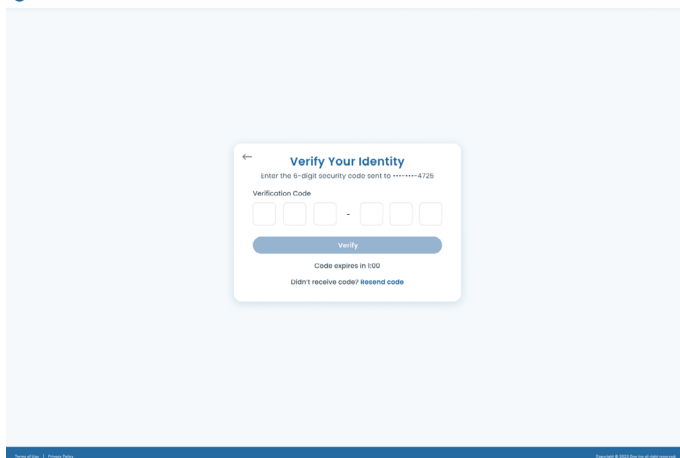
To login, point your browser to <https://providers.oneinc.com/login>. Type in the correct **Username** and **Password** and then click the **Login** button. Note that you should have received a system-generated email with your login credentials and the One Inc URL. If you forgot your password, click on **Forgot Password?**

The image shows a login form titled "ONE INC Welcome!" with the subtitle "Sign into your account." It features two input fields for "Username" and "Password". Below these fields are two buttons: a blue "Login" button and a white "Enroll My Business" button. At the bottom left, there is a link for "Forgot Password?".

There is a two-factor authentication for every login. For the first login after enrollment, for security purposes the only available channels to receive the security code will be SMS and receiving a phone call. After the first login, email will also be available.

The image shows a "Verify Your Identity" screen. It prompts the user to "Select method for verifying your identity." and provides three options, each with a right-pointing arrow: "Text security code to (+) --- 4726", "Email security code to u+gvendor.com", and "Receive a phone call with security code to (+) --- 4726".

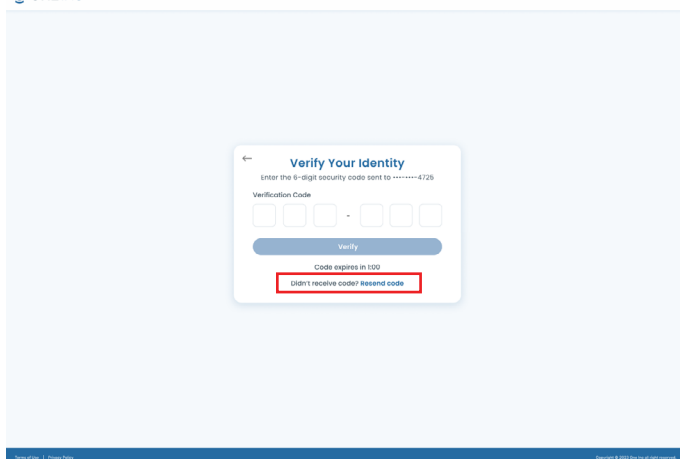
Click **Text**, **Email**, or **Phone Call** to receive your security code. Click **Logout** if you do not have access to any of the two factor authentication devices.



A **Verify Your Identity** screen will popup.

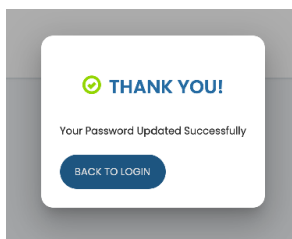
1. Enter the **Verification Code**
2. Click **Verify and Sign In**

IF AFTER TIME LIMIT HAS ELAPSED you didn't receive verification code, click on **Didn't receive verification code** on screen below



Temporary Password Reset

Upon first login, you will be required to set up a new password. **Note:** After you are done setting your password, you will be prompted to login again.



Type in a new password twice. Click **Submit**. If your password was changed successfully, a success popup window will appear. Click **Back to Login.**

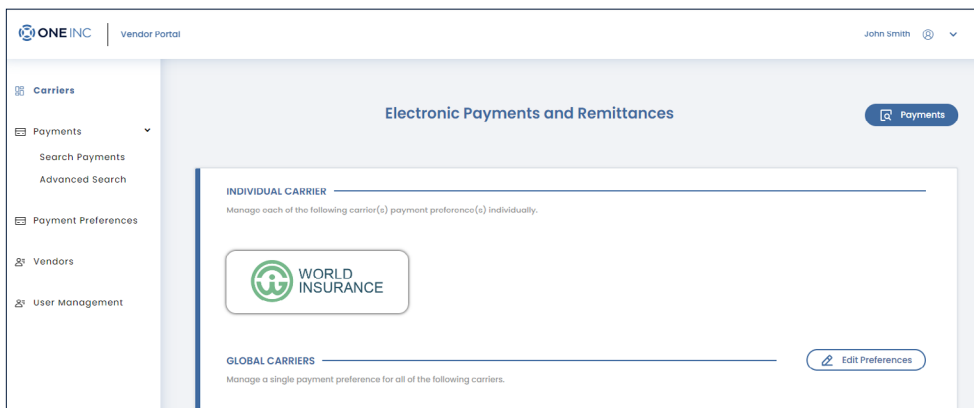
Home Page

Once you log in, the home page will be displayed. The page will contain tabs on the left, as shown below. You can navigate to:

1. **Carriers/Payors**
2. **Payments**
3. **Payment Preferences**
4. **Vendors**
5. **User Management**

The **Global Carrier's homepage** will display all carrier logos who issue you payments through One Inc. You can only choose one payment preference which will be used to pay you from all the carriers listed in this portal.

The Global Carriers refers to all the payors who leverage One Inc as their payment processor. Depending on how you are set up with the carrier, specific labels within this portal may vary from the examples displayed in this guide, such as: vendors/provider, payor.

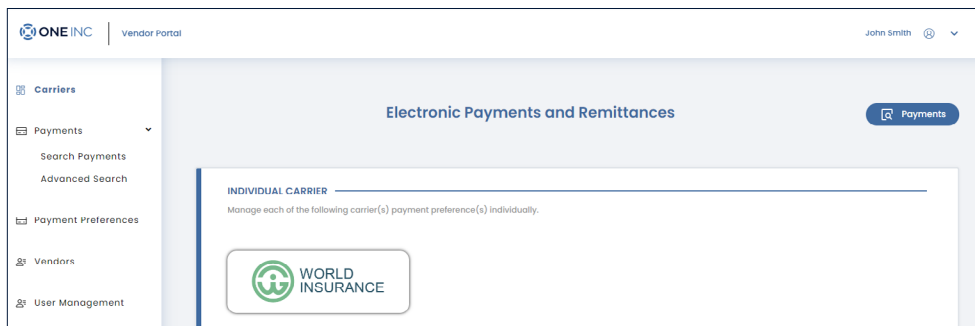


Payments

To view payment history, click on the arrow on the right of the **Payments** tab on the left side of the home screen. There you will have two options to choose from:

1. **Search Payments** – this allows you to search for payments using the carrier's name, your organization name, the payment reference #, and the payment dates.
2. **Advanced Payment Search** – this allows you to conduct a search using claim number, customer name and amount.

Note: If you are being paid by Medical Mutual of Ohio, you will not see any payment history for Bank Account payments or Check payments. This portal will only displays Medical Mutual of Ohio payment history for Express Payments. If you are looking for Bank Account and Check payment history or any EOBs you will need to contact Medical Mutual of Ohio to access those details.



Search Payments

The purpose of this report is to allow you to quickly find a payment that would have occurred in the past. If you belong to multiple clients and a multi-shop organization and have access to view remittance details for all your shops, you can choose to filter this by selecting **Client Name** and/or **Organization Name**.

Org Name	Payment Method	Payment Reference #	Issued Date	Amount	Payment Details
VENDORRRS	Not available	10000033	2021-07-08	\$12.04	DETAILS
VENDORRRS	Not available	10000032	2021-07-08	\$12.03	DETAILS

Items per page: 10 | 1 - 2 of 2 | < >

1. **Client** – Click on the down arrow, scroll down and select the client's name from the dropdown list.
2. **Organization Name** – Click on the down arrow, scroll down and select the organization's name.
3. **From Date To Date** – Click on the calendar and select the date range you would like to run the report for.

Click **Search**. Or click **Reset** to clear all fields.

When you click **Search**, the payments will show on screen. Click **Details** for more information about the payment. Click on the left and right arrows on the bottom right side of the screen to scroll back and forth between pages.

Advanced Search

Depending on the number of payments you receive, or the payment details you have on hand to search with, you may need to use the **Advanced Search**. This search includes all the search criteria in the **Search Payments**, plus the ability to sort by **Claim Number**, **Customer Name** and **Amount**.

1. For particular client – Select **Client** from the **Client** drop down menu. Similarly select the **Organization Name** and click **Search**.
2. Enter the **Payment Reference Number, Claim Number, Customer Name, Amount, and From and to Dates**. Then click **Search**. The search results will populate below.
3. Click on **Download to CSV** to export search results into a comma-separated values (CSV) file.

Advanced Search

Client

World Insurance

Organisation Name

Auto Rental Ltd

Payment Reference#

Claim Number

Customer Name

Amount

From Date

To Date

Reset

Search

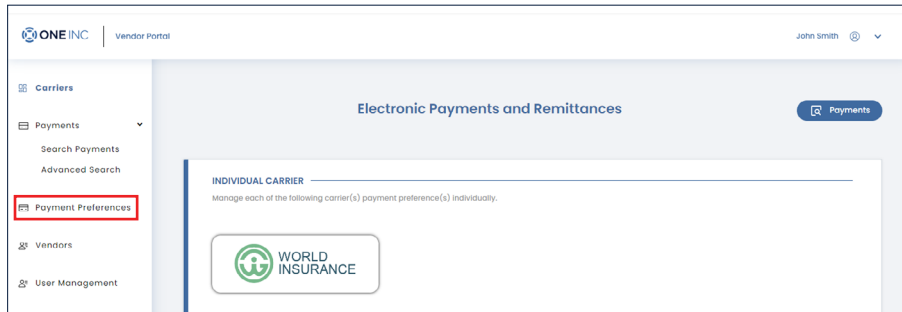
Download to CSV

Org Name	Payment Method	Payment Reference #	Issued Date	Invoice No	Claim No	Customer Name	Amount	Status	Comments
Glenn's Body Shop	Not available	71000026	2021-04-23	Invoice-124555	12345	Claimant Name - James Smith	\$724.75	Issued	Not available
Glenn's Body Shop	Not available	71000023	2021-04-22	Invoice-124555	101083	Claimant Name - James Smith	\$724.75	Issued	Not available
Glenn's Body Shop	Not available	71000020	2021-04-22	Invoice-124555	101083	Claimant Name - James Smith	\$724.75	Issued	Not available
Glenn's Body Shop	Not available	71000008	2021-03-29	Invoice-124555	052017	Claimant Name - James Smith	\$724.75	Issued	Not available

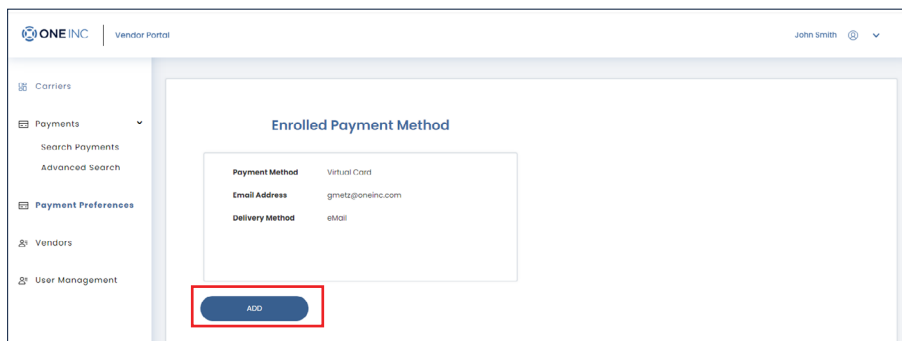
Payment Preferences-Global

Adding Payment Method

From the home screen click on **Payment Preferences** or **Edit Preferences**.



You will be taken to the page where you can change your current payment preference by clicking 'ADD'



You will be taken to the **Organization Details** page seen below.

A screenshot of the 'Organization Details' page. It is divided into two sections: 'Organization Details' and 'Contact Details'. The 'Organization Details' section includes fields for TIN (87408888), Name (Glenn's Body Shop), Address, City, State, and Zip Code. The 'Contact Details' section includes fields for First Name (John), Last Name (Smith), Email Address (gmetz@oneinc.com), Phone Number (800-874-0888), and Role (Administrator). At the bottom, there are 'Back' and 'Next' buttons.

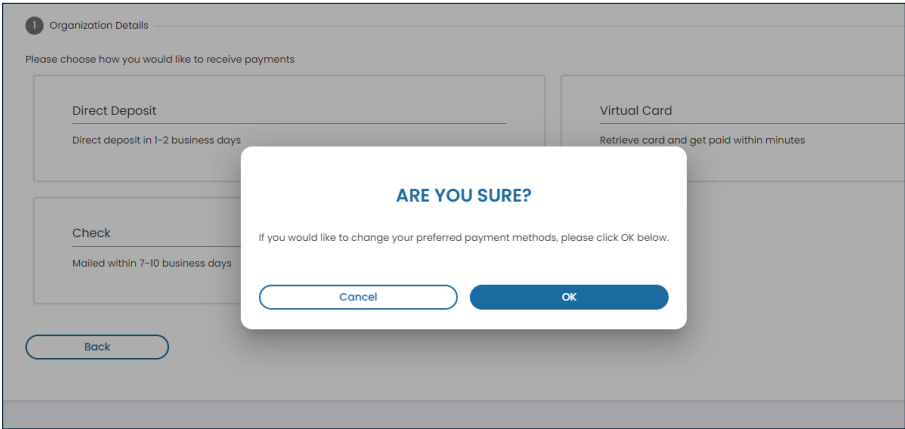
Verify your **Organization Details** and **Contact Details** and click **Next**. After selecting the **Next** button, you will be navigated to the following page to select your payment preference.

A screenshot of the 'Payment Methods' page. It shows three options for receiving payments: 'Direct Deposit' (Direct deposit in 1-2 business days), 'Virtual Card' (Retrieve card and get paid within minutes), and 'Check' (Mailed within 7-10 business days). A 'Back' button is located at the bottom left.

Select how you would like to receive your payments by clicking on one of the following forms of payment:

- Virtual Card** – Retrieve card by email or fax and get paid within minutes.
- Direct Deposit** – Funds will deposit directly into your bank account within 1-2 business days.
- Check** – You will receive a check in the mail within 7-10 business days.

Once you select a new payment method type, you will be prompted with a with a pop-up window. Click on **OK** to confirm payment type or click **Cancel** to go back and change payment type.

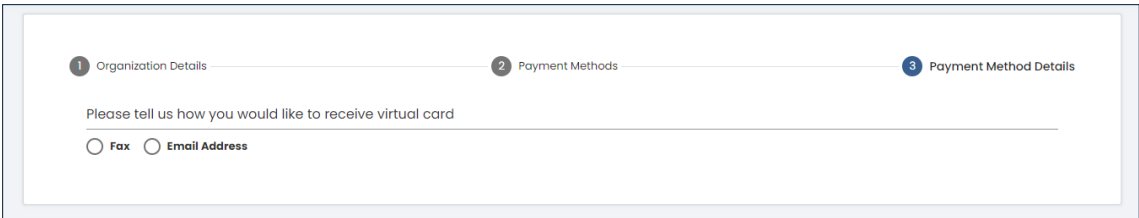


If you are sure you want to change your **Payment Method** click **OK**. If you select the option that you are already enrolled in, you will be presented with a pop-up message stating *“You have already enrolled payment method as (payment method). Please select a different payment method.”*

Virtual Card

If you select to be paid by **Virtual Card**, which is a One Inc **Express ClaimsCard®**, click on the **Email Address** button, enter your email address and click **Next**. Or if you prefer to fax your information, click on the **Fax** button, enter your information and click **Next**.

If you select to be paid by **Express ClaimsCard**, you will first need to input your preferred email or fax number to have your **Express ClaimsCard** delivered to. Once entered, select the **Next** button.



1 Organization Details 2 Payment Methods 3 Payment Method Details 4 Authorization Information

You certify that the information provided on this page is true and accurate and that you are authorized to make the payment preference changes on behalf of the organization identified on the prior pages.

Name Title Date

Remittance Information

Please provide the email address to receive confirmation email(s)

Email

Documentation
Please upload below required documentation.

Upload Void Check Upload W9

Enter **Name**, **Title**, **Date**, and **Email**. *Optional:* Upload a voided check and upload a W9* and select **Next**.

ONE INC | Vendor Portal

Payment Preferences
Vendors
User Management

TIN XXXXXX123
Authorization Code XXXXXXX

Organization Name Glenn's Body Shop
Address
City
State
Zip Code 12345

Primary Contact Details

First Name John
Last Name Smith
Email Address jsmith@gmail.com
Phone Number (123) 456-7890

Enrolled Payment Method

Payment Method Virtual Card
Delivery Method eMail
Email Address

☐ I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosure.

Review the information and agree to terms and select **Next**. Once you select **Next**, you will be brought back to the payment preference page where you can see your updated preference.

*** Filenames should contain exactly one dot (period), used to separate the filename from the 3-character extension indicating the content-type of the file**

Direct Deposit

If you select **Direct Deposit**, the following screen will appear:

The screenshot shows a progress bar with three steps: 1. Organization Details, 2. Payment Methods, and 3. Payment Method Details. Step 1 is active. Below the progress bar, there is a heading "Select Business Checking or Business Saving" and two radio buttons: "Business Checking" (selected) and "Business Savings".

Select **Business Checking** or **Business Savings**.

The screenshot shows the same progress bar as the previous screen. Step 2, "Payment Methods", is active. Below the progress bar, there is a heading "Select Business Checking or Business Saving" and two radio buttons: "Business Checking" (selected) and "Business Savings". Below the radio buttons, there are four input fields: "Account Number", "Confirm Account Number", "Routing Number", and "Bank Name". At the bottom, there are two buttons: "Back" and "Next".

Enter your **Account Number**, **Routing Number**, and **Bank Name** then click **Next**.

The screenshot shows the same progress bar as the previous screens. Step 3, "Authorization Information", is active. Below the progress bar, there is a heading "You certify that the information provided on this page is true and accurate and that you are authorized to make the payment preference changes on behalf of the organization identified on the prior pages." Below this heading, there are three input fields: "Name", "Title", and "Date". Below these fields, there is a heading "Remittance Information" and a text input field for "Email". Below the email field, there is a heading "Documentation" and a text input field for "Please upload before required documentation." Below this field, there are two buttons: "Upload Void Check" and "Upload W9". At the bottom, there are two buttons: "Back" and "Next".

Enter **Name**, **Title**, **Date**, and **Email**. *Optional:* Upload a voided check and upload a W9* and select **Next**.

The screenshot shows the ONE INC Vendor Portal. On the left, there is a sidebar with a logo and three menu items: "Payment Preferences", "Vendors", and "User Management". The main content area is divided into four sections: "TIN" (with fields for "TIN" and "Authorization Code"), "Organization Name" (with fields for "Address", "City", "State", and "Zip Code"), "Primary Contact Details" (with fields for "First Name", "Last Name", "Email Address", and "Phone Number"), and "Enrolled Payment Method" (with fields for "Payment Method", "Delivery Method", and "Email Address"). At the bottom, there is a checkbox for "I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosures" and two buttons: "Back" and "Next".

Review the information and agree to terms and select **Next**. Once you select **Next**, you will be brought back to the payment preference page where you can see your updated preference.

*** Filenames should contain exactly one dot (period), used to separate the filename from the 3-character extension indicating the content-type of the file**

Checks

If you select to be paid by check, One Inc will mail your check to the address that is on file with the carrier. If you have any issues please contact the adjuster to update your address. Click **Next**. Once you select **Next**, you will be brought back to the payment preference page where you can see your updated preference.

The screenshot shows a three-step progress bar at the top: 1 Organization Details, 2 Payment Methods (active), and 3 Payment Method Details. Below the progress bar, the text reads: "Your Check will be mailed to the address on the file." At the bottom, there are two buttons: "Back" and "Next".

Enter **Name**, **Title**, **Date**, and **Email**. *Optional:* Upload a voided check and upload a W9 and select **Next**. Once you select **Next**, you will be brought back to the payment preference page where you can see your updated preference.

The screenshot shows a four-step progress bar at the top: 1 Organization Details, 2 Payment Methods, 3 Payment Method Details, and 4 Authorization Information (active). Below the progress bar, the text reads: "You certify that the information provided on this page is true and accurate and that you are authorized to make the payment preference changes on behalf of the organization identified on the prior pages." There are three input fields for Name, Title, and Date. Below these is a section titled "Remittance Information" with a text input field for email. At the bottom, there are two upload buttons: "Upload Void Check" and "Upload W9". At the very bottom, there are "Back" and "Next" buttons.

Review the information and agree to terms and select **Next**. Once you select **Next**, you will be brought back to the payment preference page where you can see your updated preference.

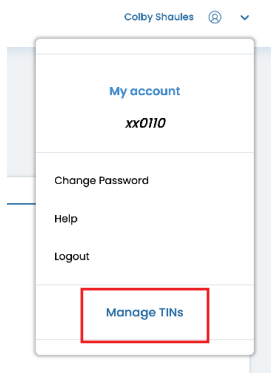
The screenshot shows the "ONE INC Vendor Portal" interface. On the left is a sidebar with "Payment Preferences" selected. The main content area is divided into two columns. The left column contains "TIN" (XXXXXXX) and "Authorization Code" (XXXXXX). The right column contains "Organization Name" (Glen's Body Shop), "Address", "City", "State", and "Zip Code" (03445). Below these are two sections: "Primary Contact Details" with fields for First Name (John), Last Name (Smith), Email Address (jsmith@gmail.com), and Phone Number ((212) 456-7890); and "Enrolled Payment Method" with fields for Payment Method (Virtual Card), Delivery Method (elect), and Email Address. At the bottom, there is a checkbox for "I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosure" and "Back" and "Next" buttons.

Do you have more than one tax ID number?

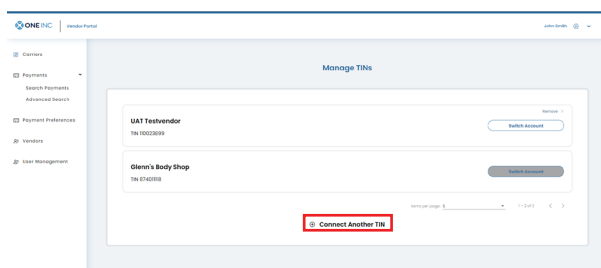
If you are an administrator or own more than one business and need to manage more than one Tax ID Number, you can connect those TINs together for easier navigation between your accounts by following the steps below.

1. Click dropdown arrow next to your User Name on the top right of the portal.

2. Click Manage TINs



3. Click Connect Another TIN

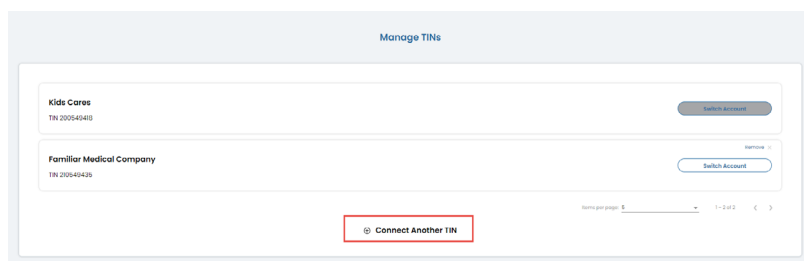


4. Fill in all required fields

5. Click Verify

A screenshot of the "Connect Another TIN" form. The form asks for the following information: Business Name, Tax Identification Number (TIN), Business Zip Code, Business Phone Number, and Admin's Email Address. Each field has a placeholder text and a dropdown arrow. At the bottom, there are "Back" and "Verify" buttons. The "Verify" button is highlighted with a red box.

6. Continue with however many TINs you need

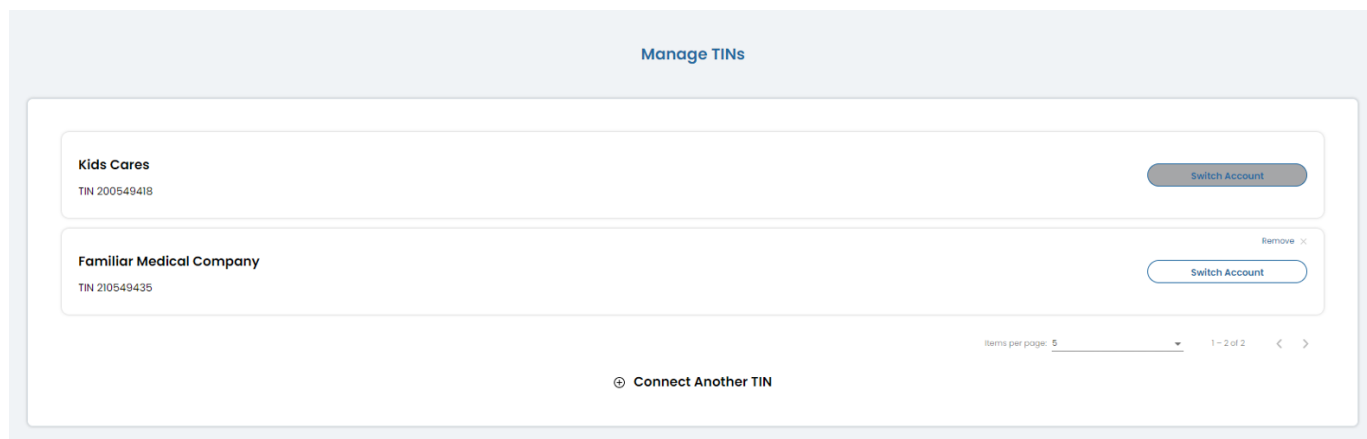


Manage TINs

Once you have added more than one TIN, and you would like to navigate between these accounts without needing to log out of the portal, follow the below steps.

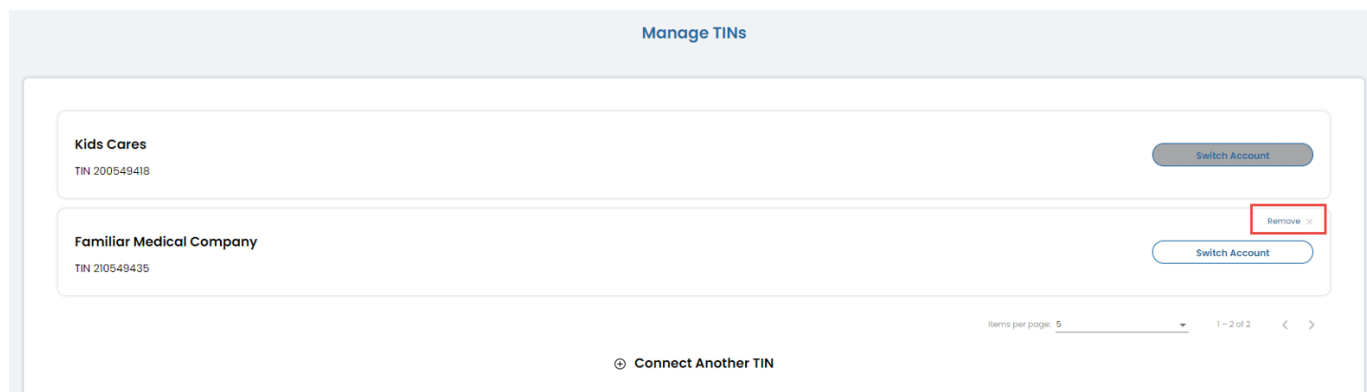
1. Click dropdown arrow next to your User Name on the top right of the portal.
2. Click Manage TINs
3. Click on the TIN you would like to manage

To switch between accounts, select an account where the **Switch Account** button is not greyed out. NOTE: The **Switch Account** button will be greyed out on the account that you are currently logged into.



Remove Account

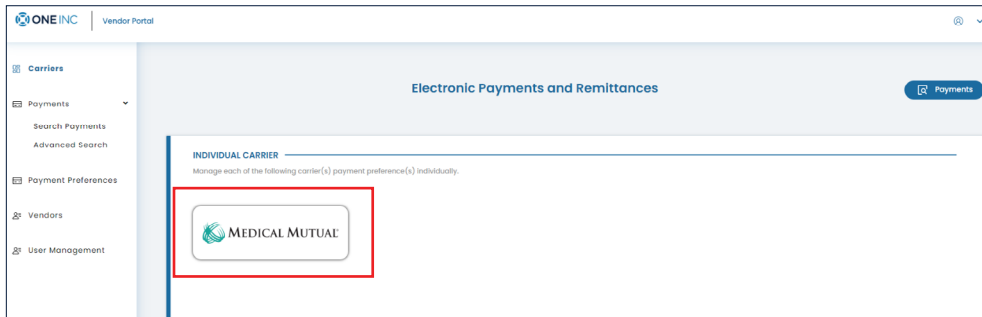
To remove an account, click on **Remove** to the right of the account name you want to remove. The **Switch Account** button will be greyed out on the account you are currently logged into. To add back a TIN to the list, click on **Connect Another TIN**.



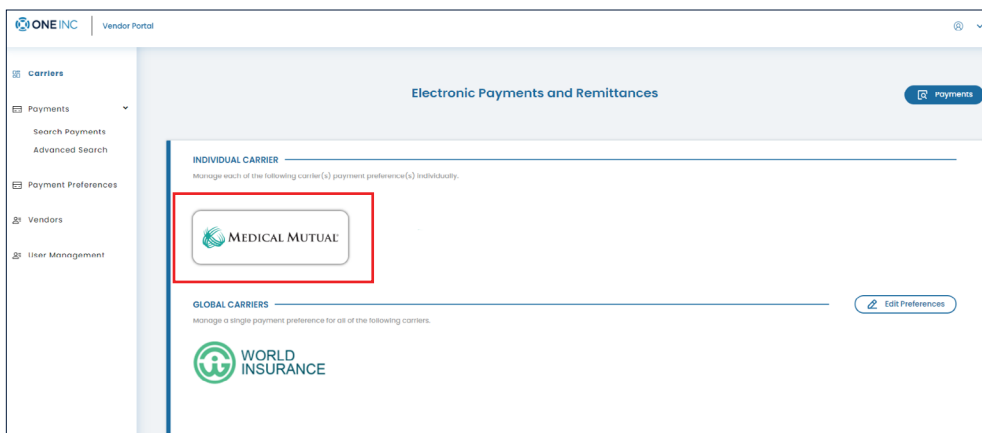
Payment Preference – Medical Mutual of Ohio

If you are being paid by Medical Mutual and other carriers through One Inc, there are two steps: Edit your payment preference for Medical Mutual by following the steps below AND also edit your payment preference for other carriers by following the steps starting on page 9 under the heading “Payment Preferences Global”.

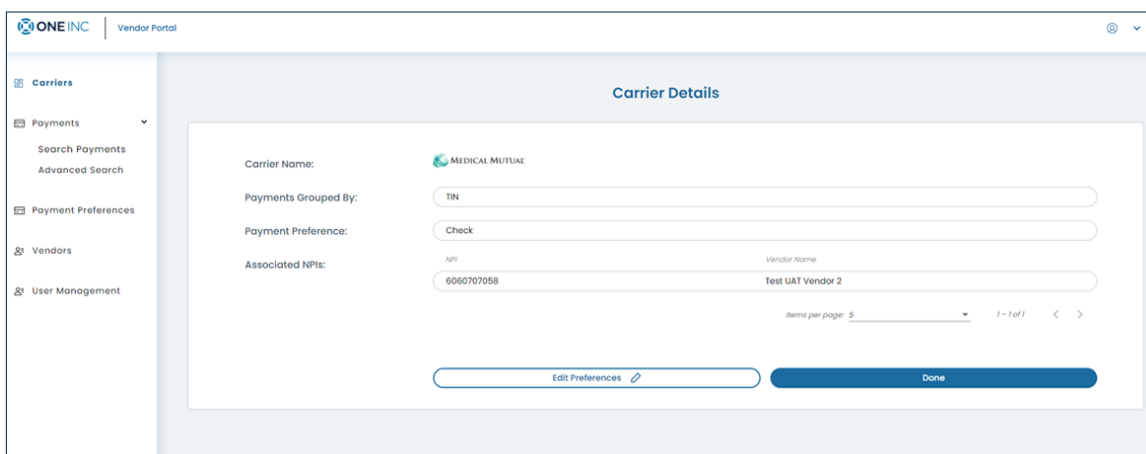
Medical Mutual Homepage: To edit the payment preferences for Medical Mutual, from the landing page, click the Medical Mutual Logo as shown below.



If you are being paid by Medical Mutual and other carriers, your homescreen will appear as the example below.



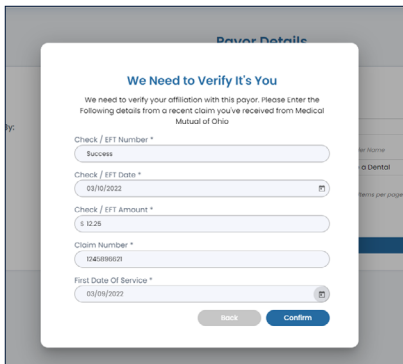
After selecting **Medical Mutual**, the Carrier Details Page is displayed.



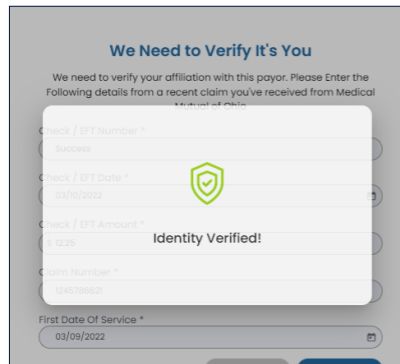
NOTE: For payments from Medical Mutual, you will not see any payment history for Bank Account payments or Check payments. This portal will only displays Medical Mutual of Ohio payment history for Express Payments. If you are looking for Bank Account and Check payment history or any EOBs you will need to contact Medical Mutual of Ohio to access those details.

Edit Payment Preferences

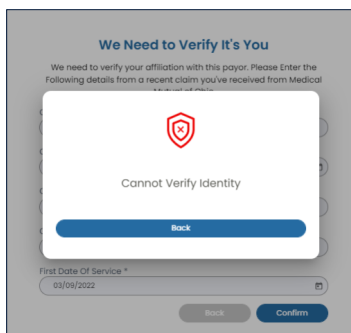
To edit your payment preferences from Medical Mutual for the first time, click on **Edit Preferences**. You will be prompted to verify your identity. This is required before you can edit your payment preferences.

A screenshot of a mobile app screen titled "We Need to Verify It's You". The screen prompts the user to enter details from a recent claim received from Medical Mutual of Ohio. The form includes fields for "Check / EFT Number *", "Check / EFT Date *", "Check / EFT Amount *", "Claim Number *", and "First Date Of Service *". Each field has a "Success" label and a "Back" button. A "Confirm" button is at the bottom right.

Fill in the required information.
Click on **Confirm**.

A screenshot of a mobile app screen titled "We Need to Verify It's You". The screen displays a green shield icon and the text "Identity Verified!". The form fields are filled with the same information as the previous screenshot: "Check / EFT Number *", "Check / EFT Date *", "Check / EFT Amount *", "Claim Number *", and "First Date Of Service *". A "Back" button is at the bottom left, and a "Confirm" button is at the bottom right.

Once successfully verified, this
message will display.

A screenshot of a mobile app screen titled "We Need to Verify It's You". The screen displays a red shield icon and the text "Cannot Verify Identity". A "Back" button is at the bottom left. The form fields are filled with the same information as the previous screenshots: "Check / EFT Number *", "Check / EFT Date *", "Check / EFT Amount *", "Claim Number *", and "First Date Of Service *". A "Back" button is at the bottom left, and a "Confirm" button is at the bottom right.

If the system is not able to verify you, the
above screen will appear. Please call Medical
Mutual at 1-800-295-1869 for assistance.

1. Edit Payment Preferences by Grouping

Users can select and edit payment methods by payment grouping selection.

Edit Payment Preferences

Carrier Name:

MEDICAL MUTUAL

Group Payments By:

Group by TIN

Your organization would like to receive all reimbursements associated with your Tax Identification number (TIN) to a single payment method

Group by NPI

Your organization would like to individually configure reimbursement payment methods by National Provider Identifier (NPI)

Back

Click **Group by TIN** or **Click Group by NPI** to select payment grouping method.

2. Group by TIN

Edit Payment Preferences

Carrier Name:

MEDICAL MUTUAL

Group Payments By:

Group by TIN

Your organization would like to receive all reimbursements associated with your Tax Identification number (TIN) to a single payment method

Group by NPI

Your organization would like to individually configure reimbursement payment methods by National Provider Identifier (NPI)

TIN:

200549418

Payment Options:

Express Payment

Access funds instantly via virtual payment

Bank Transfer

Receive funds in 1-3 business days

Check

Check mailed in 7-10 business days

Associated NPIs:

NPI	Vendor Name
1194115155	Kids Cares
1194115165	Kids Cares
1194115158	Kids Cares
1194115157	Kids Cares
1194115166	Kids Cares

Items per page: 5

1 - 5 of 6

☐ I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosure.

The payment option selected here applies to **Medical Mutual**. The **NPI(s)** displayed are associated to the **TIN** and are provided to One Inc from **Medical Mutual**.

3. Group by NPI

Edit Payment Preferences

Carrier Name:

MEDICAL MUTUAL

Group Payments By:

Group by TIN

Your organization would like to receive all reimbursements associated with your Tax Identification number (TIN) to a single payment method

Group by NPI

Your organization would like to individually configure reimbursement payment methods by National Provider Identifier (NPI)

Associated NPIs:

NPI	Vendor Name	Payment Method	
1194115155	Kids Cares	Check	<input checked="" type="checkbox"/>
1194115155	Kids Cares	Check	<input type="checkbox"/>
1194115158	Kids Cares	Check	<input type="checkbox"/>
1194115157	Kids Cares	Check	<input type="checkbox"/>
1194115156	Kids Cares	Check	<input type="checkbox"/>

Items per page: 51 - 5 of 6<>

Back

Edit Preferences

Once you’ve chosen if you want to group by **NPI** or **TIN**, click the **Edit Preferences** button.

Edit Preferences Selected

Edit Payment Preferences

Carrier Name:

MEDICAL MUTUAL

Vendors Name:

Kids Cares

Payment Options:

Express Payment

Access funds instantly via virtual payment

Bank Transfer

Receive funds in 1-3 business days

Check

Check mailed in 7-10 business days

☐ I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosure.

Back


Save

Choose your payment method. Click **Save**

4. Express Payment

Edit Payment Preferences

Carrier Name:

 MEDICAL MUTUAL

Vendors Name:

Payment Options:

Express Payment

Access funds instantly via virtual payment

Bank Transfer

Receive funds in 1-3 business days

Check

Check mailed in 7-10 business days

Delivery Method:

Email

Delivery Contact:

Email

Fax

☐ I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosure.

Back


Save

If you select to be paid by **Express Payment** (Virtual Card), choose a Delivery Method, email or fax. Enter the email address where you would like to receive payment and remittance documents. Click on the box to authorize payment and agree to use electronic signatures. Click **Save**.

5. Bank Transfer Payment

Edit Payment Preferences

Carrier Name:

 MEDICAL MUTUAL

Vendors Name:

Payment Options:

Express Payment

Access funds instantly via virtual payment

Bank Transfer

Receive funds in 1-3 business days

Check

Check mailed in 7-10 business days

Delivery Method:

Email

Delivery Contact:

☐ I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosure.

Back


Save

If you select **Bank Transfer** to receive funds directly to your bank account in 1-3 business days, enter your bank account information.

6. Check Payment

Edit Payment Preferences

Carrier Name:

 MEDICAL MUTUAL

Vendors Name:

Payment Options:

Express Payment

Access funds instantly via virtual payment

Bank Transfer

Receive funds in 1-3 business days

Check

Check mailed in 7-10 business days

☐ I have read and agreed to the Payment Authorization and Consumer Electronic Signature Disclosure.

Back

Save

For check payments, a check will be sent to the address on file with Medical Mutual.

Vendors

When you click Vendors on the left side menu, you will be able to view all locations associated with your tax id number.

ONE INC

Vendor Portal

John Smith

Carriers

Payments

Search Payments

Advanced Search

Payment Preferences

Vendors

User Management

Associated Vendors

Here you can view the list of vendor records that you have access to by carrier. Please note that you may see multiple records with the same name and is driven by the data we receive from carriers.

CARRIER	ORG NAME	ADDRESS	CITY	STATE	ZIP CODE
World Insurance	UAT Test Vendor	1113 Shade Tree Ln	Allen	TX	98765
Auto Rental Ltd					
Test Lienholder Out Net					
Test Lienholder In Net					
Auto Rental Ltd					
Toyota Financial Services					
Test Vendor Name					
Auto Rental Ltd					
Auto Rental Ltd					
Auto Rental Ltd					

Items per page: 10 1 - 10 of 75

User Management

When you click **User Management** on the left side menu, there are three possible user roles: **Administrator**, **Standard User with payment Preference**, and **Standard User without Payment Preference**. Adding New Users and Removing Users is only allowed in the **Administrator** role.

<div><div>Administrator</div><div>Access: Can view, edit, connect TINs, and add new users.</div></div>	<div><div>Standard User with Payment Preference</div><div>Access: Can view and edit payment preferences and connect TINs. Cannot add new users</div></div>	<div><div>Standard User without Payment Preference</div><div>Access: View only. Cannot add users or edit payment preferences and can not connect TINs.</div></div>
--	--	--

Search User

Click on **User Management** on the left side menu.

The screenshot shows the 'User Management' page in the ONE INC Vendor Portal. The left sidebar contains a menu with 'Carriers', 'Payments', 'Payment Preferences', 'Vendors', and 'User Management'. The main content area has a search form with fields for 'First Name', 'Last Name', 'Phone Number', 'Email Address', and 'User Type'. Below the form are 'Reset' and 'Search' buttons. A table below the form lists users with columns for 'FIRST NAME', 'LAST NAME', 'EMAIL ADDRESS', 'PHONE NUMBER', and 'ROLES'. The 'Add user' button is highlighted in the top right of the table area.

FIRST NAME	LAST NAME	EMAIL ADDRESS	PHONE NUMBER	ROLES
Harmnpreet	Kaur	harmnpreet@gmail.com	+14084995127	Administrator
James	Grea	jgrea@gmail.com	+14084995127	Administrator
Rachel	Landis	rachel.landis@gmail.com	+14084995127	Administrator
Kelly	Andrews	kellyandrews@gmail.com	+14084995127	Administrator

1. Enter **First Name, Last Name, Phone Number, Email Address**. Click on the down arrow in **User Type**, scroll down and select the user type.
2. Click **Search**. The user's information will appear.

Add User

To add a new user, click on **Add User**. Enter the user's information. Then Click **Next**. Adding New Users and Removing Users is only allowed in the Administrator role.

This screenshot shows the 'User Management' page with the 'Add user' button highlighted in the top right of the table area.

This screenshot shows the 'Add User' form in the 'User Management' page. It includes fields for 'First Name', 'Last Name', 'Phone Number', 'Email Address', and 'User Type'. There are 'Back' and 'Next' buttons at the bottom.

Edit User

To Edit a User, go to the person's name and click on the pen icon to the right. Edit the information you want to change. Adding New Users and Removing Users is only allowed in the Administrator role.

This screenshot shows the 'User Management' page with the 'Edit user' button highlighted in the top right of the table area.

Remove User

To remove a user, click on the trash can icon to the right of that user's name. Adding New Users and Removing Users is only allowed in the Administrator role.

Vendors

User Management

Reset

Search

Add user


FIRST NAME	LAST NAME	EMAIL ADDRESS	PHONE NUMBER	ROLES	
Rachel	Landis	rachel.landis3@gmail.com	+14084995127	Standard User without Payment Preference	<div><div></div><div></div></div>
John	Developer	vignesh.kamath@invenger.com	919663833973	Administrator	<div><div></div><div></div></div>

Forgot Password

In the event you try to login with an incorrect password, your account will be locked and you will receive an email with a temporary password. If you have any issues you will need to call **Customer Support 1-877-313-4898** to help unlock your account

To prevent being locked out of your account, click **Forgot Password**, enter your e-mail address, and click **Submit** to reset your password.


Note: After you are done resetting your password, you will be prompted to login again.



Forgot password

Email Address

Submit



Welcome!

Sign into your account.

Username

Password

Login

Enroll My Business



Forgot Password?

Enter email address and click **Submit**. If you have an account, an email will be sent with directions on how to complete resetting the users password.

My Account

Change Password

1. Click on the dropdown arrow next to your profile on the upper right-hand corner of the screen.
2. Click on **Change Password**

My account

Test UAT Vendor 2 - xx7458

Change Password

Help