



Doctors of BC

Facility Engagement Management System

VoPay Payment Processor

Physician On-Boarding

FINAL

Version 5

November 26, 2024

1. Steps Involved

The steps to make the change are simple and the sign-up process to VoPay 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 for Settlement Account).

You do not need the bank account number – you will just select the account you want to use.

- Note that the VoPay sign-up can only be completed using the **FEMS Desktop version** (not via the mobile option).

2. Change the Payment Method to Direct Deposit (via VoPay)

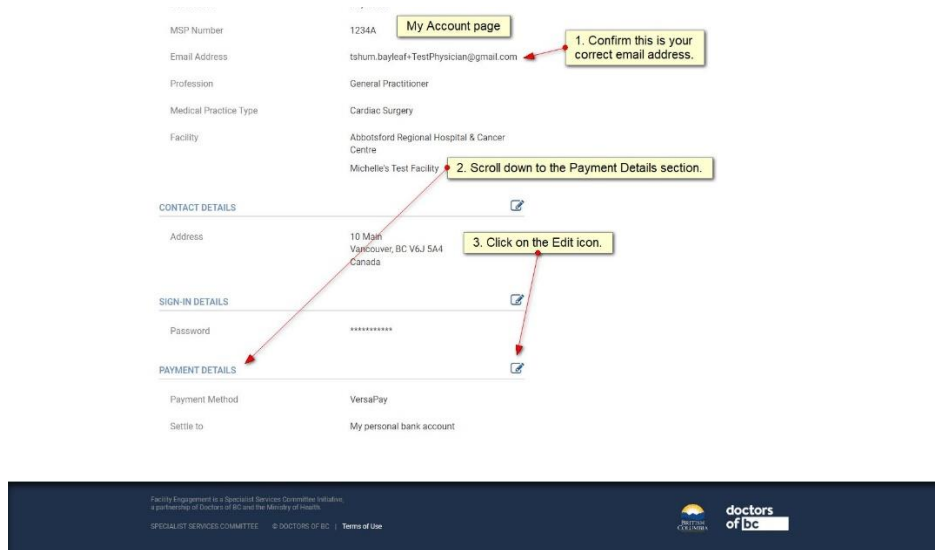
1. Sign in to FEMS as usual.
2. Select the button in the top right corner Welcome (your name).
3. Select the My Account” option.

The screenshot shows the FEMS desktop interface. At the top left is the logo for FACILITY ENGAGEMENT. A 'Test Environment' badge is visible. A navigation bar contains 'Dashboard', 'Activities', and 'Claims'. In the top right, a 'Support' link and a 'Welcome Dr. Physician' dropdown menu are shown. A 'My Account' dropdown menu is open, showing 'My Account' and 'Sign Out' options. Red arrows point from instructions to these elements. Below the navigation bar are two main sections: 'Engagement Activities' and 'Claims'.

NAME	BUDGET
ARHCC Dobic 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

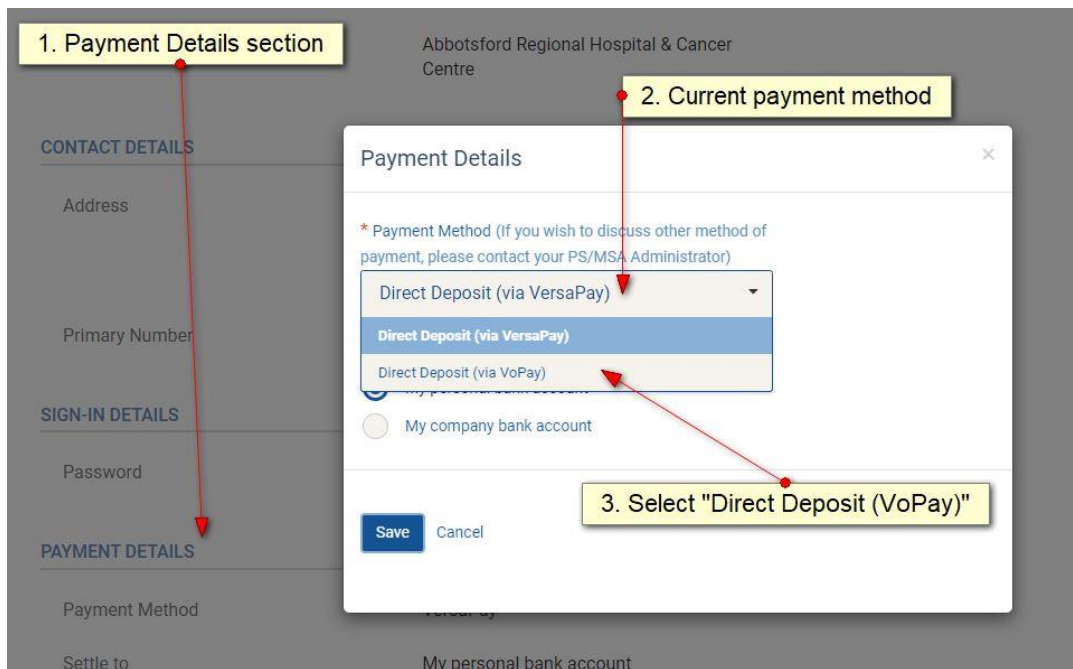
DATE	STATUS	CLAIM NUMBER	TOTAL
Jun 18, 2020	Pending Review	5WLEKX	\$6,269.54
May 07, 2019	Payment Problem	5D6DJ5	\$33.69
Mar 28, 2019	Payment Problem	54Z2L5	\$5.30
Mar 27, 2019	Paid	XPY6J5	\$136.77

4. 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.
5. Scroll down to the Payment Details section and click on the Pencil Edit icon.



6. The Payment Details pop-up shows and indicates your current payment choice (this will most likely be Direct Deposit (via VersaPay)). **PLEASE NOTE: IF THIS OPTION IS GRAYED OUT, IT IS BECAUSE A PHYSICIAN SOCIETY OF WHICH YOU ARE A MEMBER HAS NOT YET MADE THIS OPTION AVAILABLE TO THEIR MEMBERS. PLEASE CONTACT YOUR PHYSICIAN SOCIETY ADMINISTRATOR FOR MORE INFORMATION.**

7. Change the Payment Method to Direct Deposit (via VoPay) and click Save.



8. 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".

Dashboard > My Account

My Account

Success! Account successfully updated.

Warning! Your claims will not be processed until a bank account is linked for direct deposit payments.

[Link Bank Account](#)

PROFILE

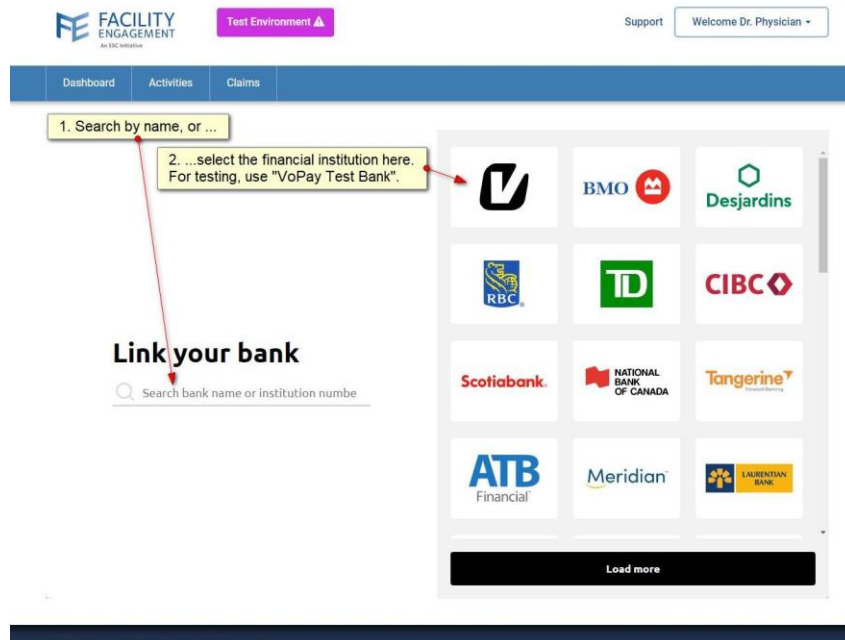
Prefix Dr.

1. Confirmation message of the update to your account.

2. Click this button to specify your bank and select the bank account you want to use for settlement of your claims.

9. A list of banks will show, or you can use the search box to find your specific financial institution.

FE FACILITY ENGAGEMENT An SSC Initiative

Test Environment 

Support Welcome Dr. Physician

Dashboard Activities Claims

1. Search by name, or ...

2. ...select the financial institution here. For testing, use "VoPay Test Bank".

Link your bank

Search bank name or institution number

VoPay BMO Desjardins

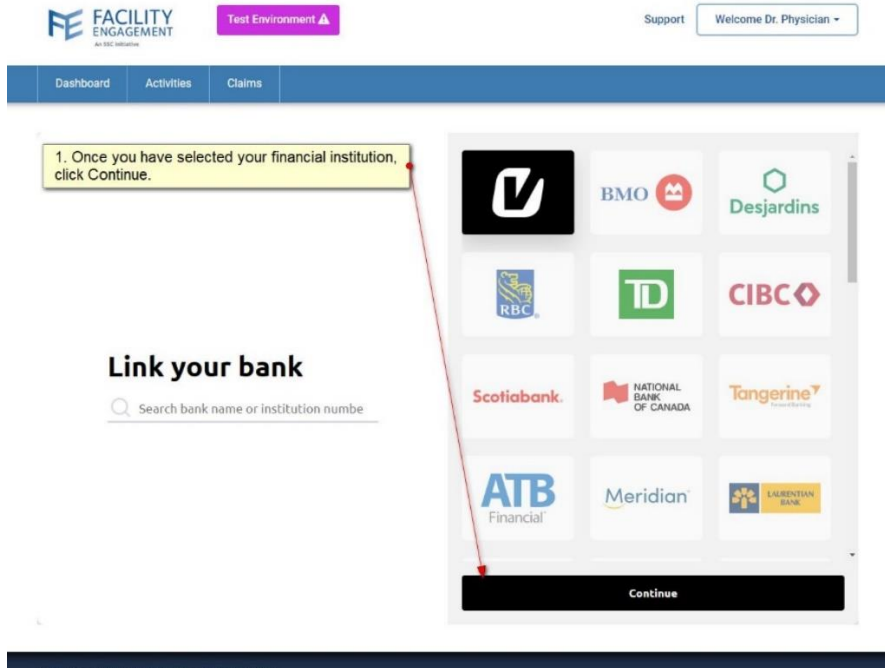
RBC TD CIBC

Scotiabank NATIONAL BANK OF CANADA Tangerine

ATB Financial Meridian LAURENTIAN BANK

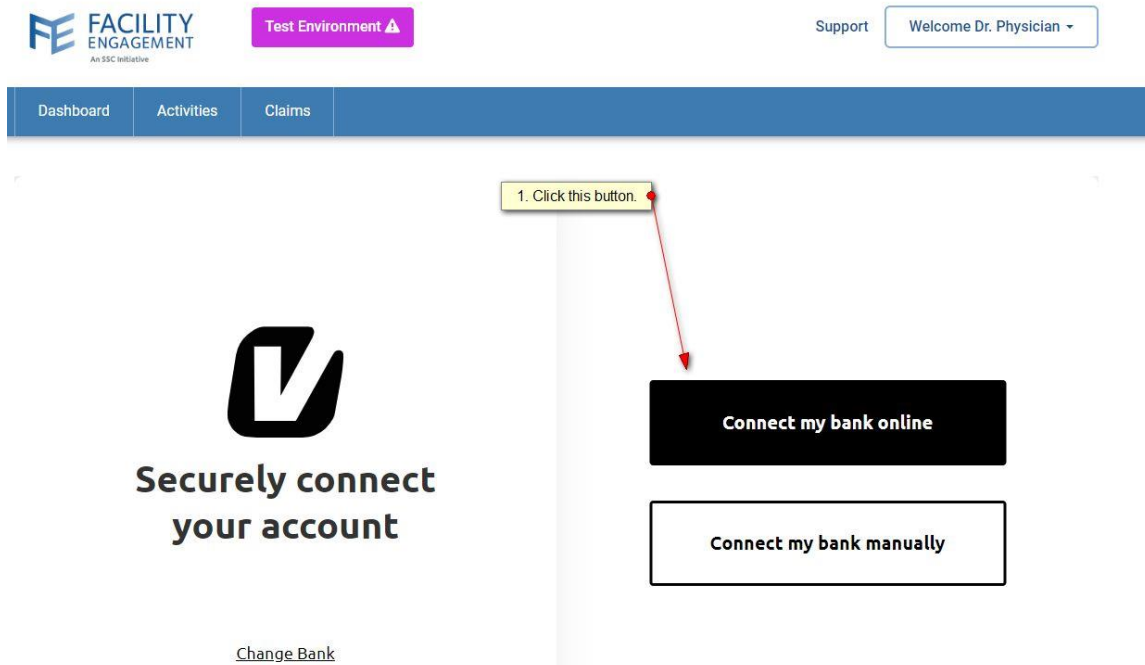
Load more

10. Select the financial institution and click Continue.



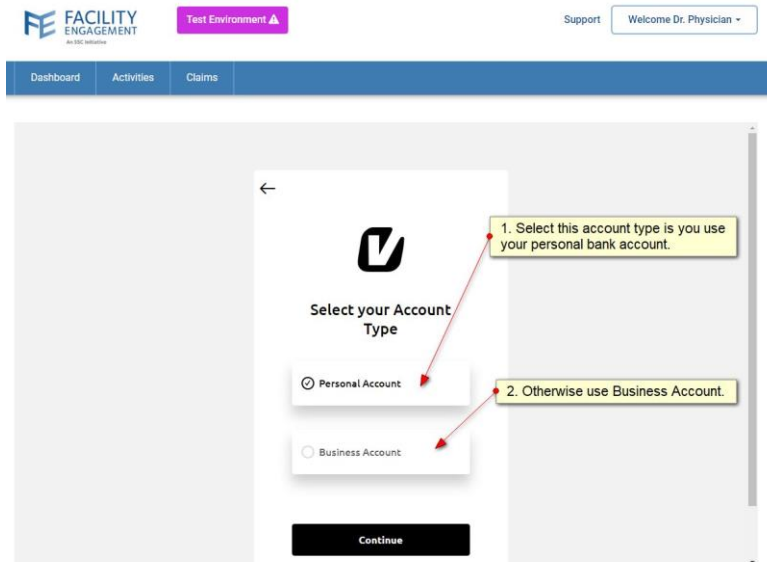
11. Click the option Connect my bank online.

- 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.



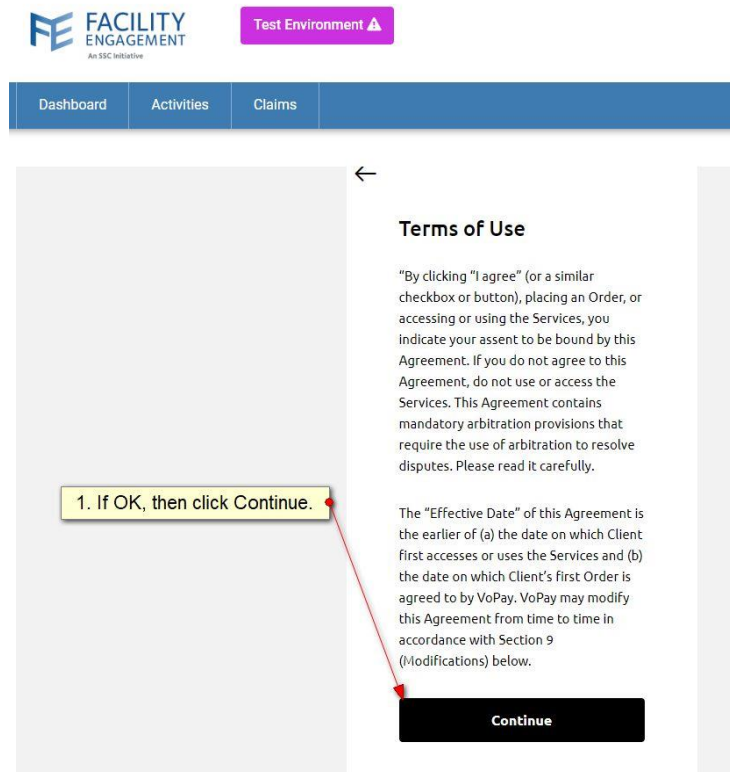
12. Choose the type of bank account that you will use for settlement and click continue.

- for **most** physicians, the type will be Personal Account.
- if you use an incorporated company and an associated bank account, then please select Business Account.

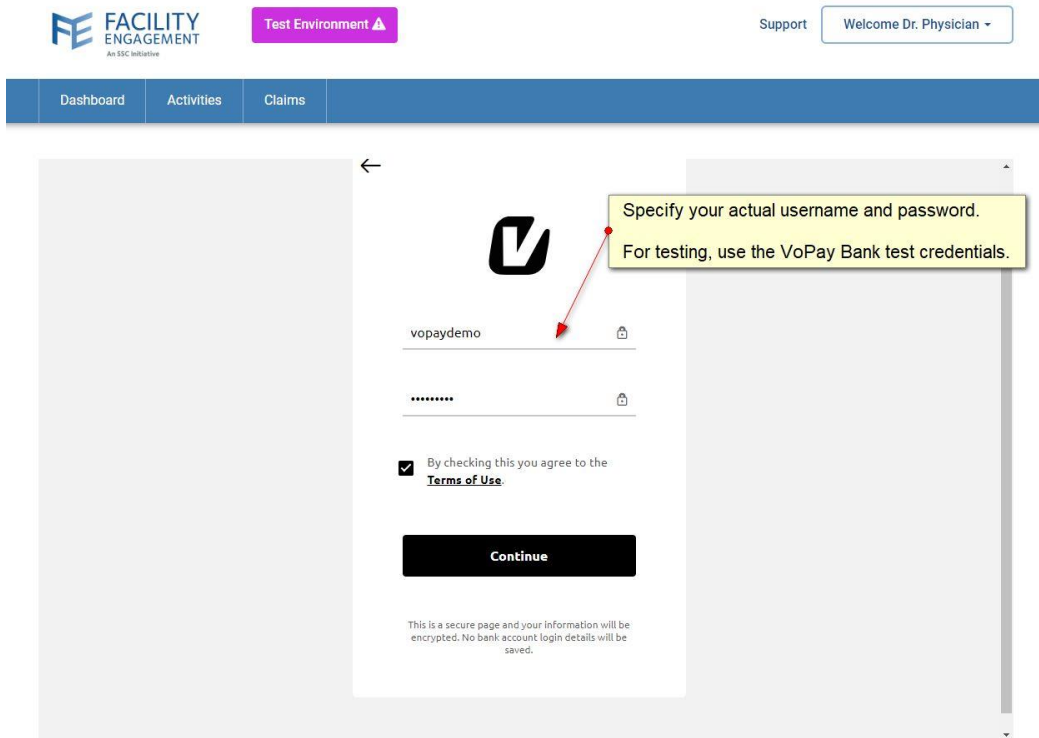


13. The Terms of Use are displayed. If OK, click Continue.

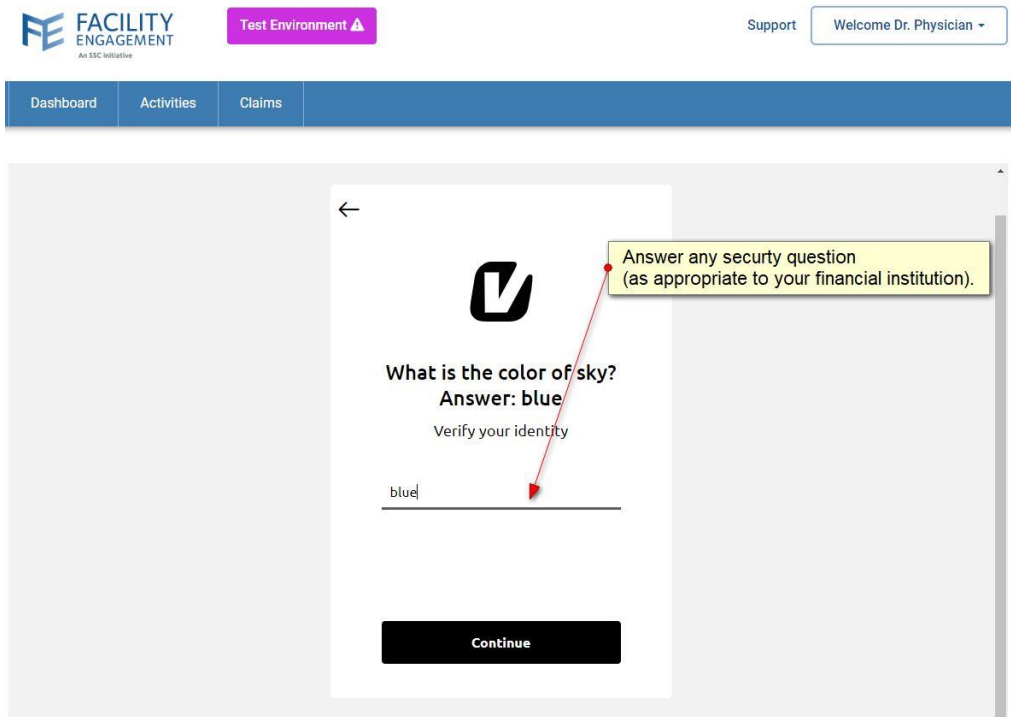
- a. **If you selected Option 2** "Connect my bank manually", then please skip to Section 2.1.



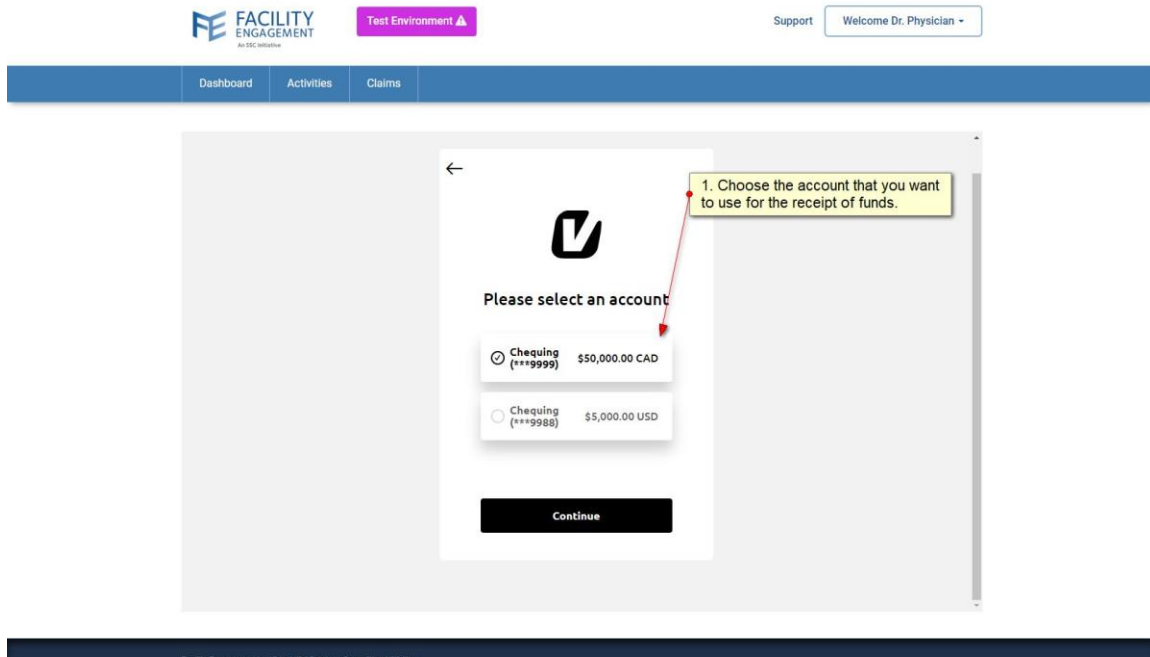
14. Sign-in to the selected financial institution using the appropriate username and password credentials for online banking.



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

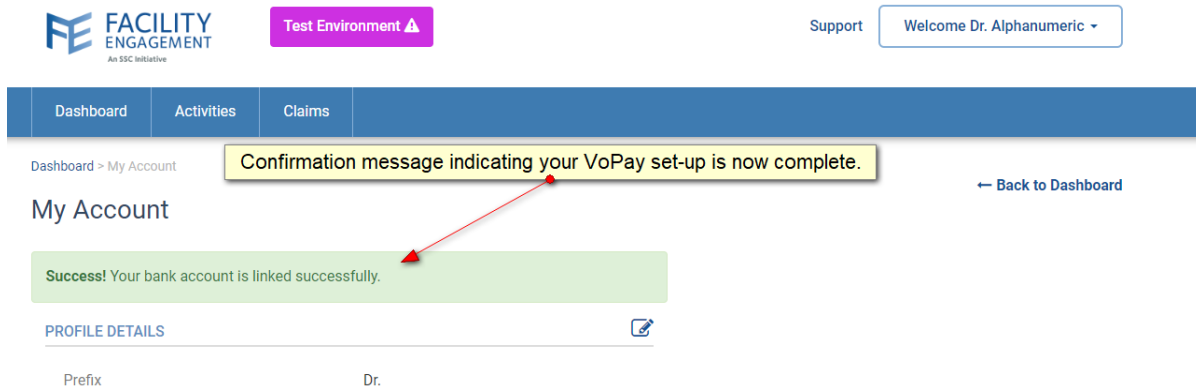


16. The list of your bank accounts available will show. Select the bank account you wish to use.



17. When you click the button Continue above, 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.

18. 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.



That's it! You are now all set up to enable settlements via VoPay as the payment processor.

Thank you for making this change.

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2.1 Option 2 “Connect my bank manually”

These steps only apply if you chose Option 2 “Connect my bank manually” where you provide the transit number and account number manually. This option does not require sign-in to your financial institution.

19. 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 a web application. At the top left is the 'FACILITY ENGAGEMENT' logo with the tagline 'An SSC Initiative'. To its right is a purple 'Test Environment' button with a warning icon. Further right is a 'Support' link. Below these is a blue navigation bar with 'Dashboard', 'Activities', and 'Claims' tabs. A yellow callout box labeled 'Manual Connect option' is positioned above the navigation bar. The main form area has a light gray background. A white form card is centered, featuring a back arrow at the top left. The first field is for the financial institution's logo, with a yellow callout box '1. Your financial institution's logo' pointing to it. Below this is the text 'Institution Number: 9999'. The next field is 'CAD'. The 'Transit Number' field has a yellow callout box '2. Provide the transit number and account number. Click the "?" icon for further info.' pointing to its help icon. The 'Account Number' field also has a help icon. A gray 'Continue' button is at the bottom of the form card. At the very bottom of the page, there is a security notice: 'This is a secure page and your information will be encrypted. No bank account login details will be'.

20. Provide your first name and last name as specified on your bank account. If you chose “Business account”, then provide the company name.

The screenshot shows the Facility Engagement web application interface. At the top left is the logo for Facility Engagement, an SSC Initiative. To its right is a purple button labeled 'Test Environment'. Further right is a 'Support' link. Below this is a blue navigation bar with 'Dashboard', 'Activities', and 'Claims' tabs. The main content area is a registration form with a back arrow at the top left. The form has three numbered callouts: 1. 'Specify this if you are using a company account' pointing to the 'Company name' field. 2. 'Otherwise provide your first and last name as it appears on your bank account' pointing to the 'First Name' and 'Last Name' fields. 3. 'Click Continue' pointing to the 'Continue' button. The form fields are: 'Company name', 'First Name', 'Last Name', 'Phone (Optional)', and a link for 'Add my Address (Optional)'. A 'Continue' button is at the bottom right.

21. You will then be transferred back to FEMS and receive the confirmation as pictured in step 18.

Your VoPay set-up is complete.

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