Doctors of BC

Facility Engagement Management System

VoPay Payment Processor Physician On-Boarding

The steps to make the change are simple and the sign-up process to VoPay is 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.

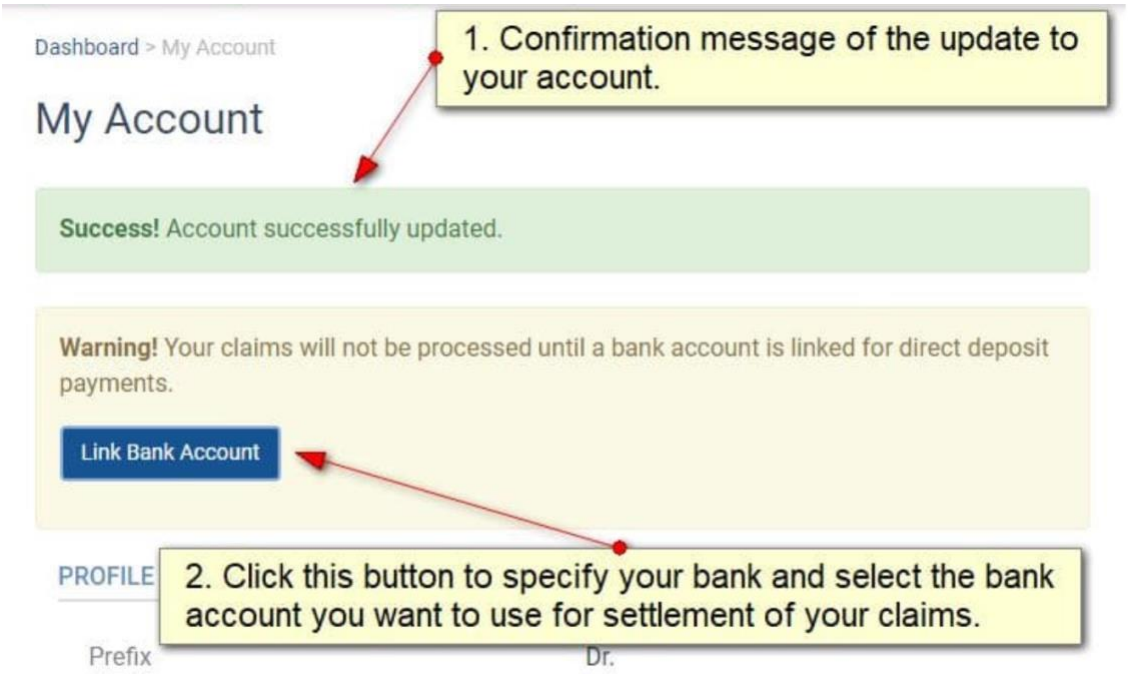
Note: The VoPay sign-up can only be completed using the **FEMS Desktop version** (not via the mobile option).

1) Change the Payment Method to Direct Deposit (via VoPay)

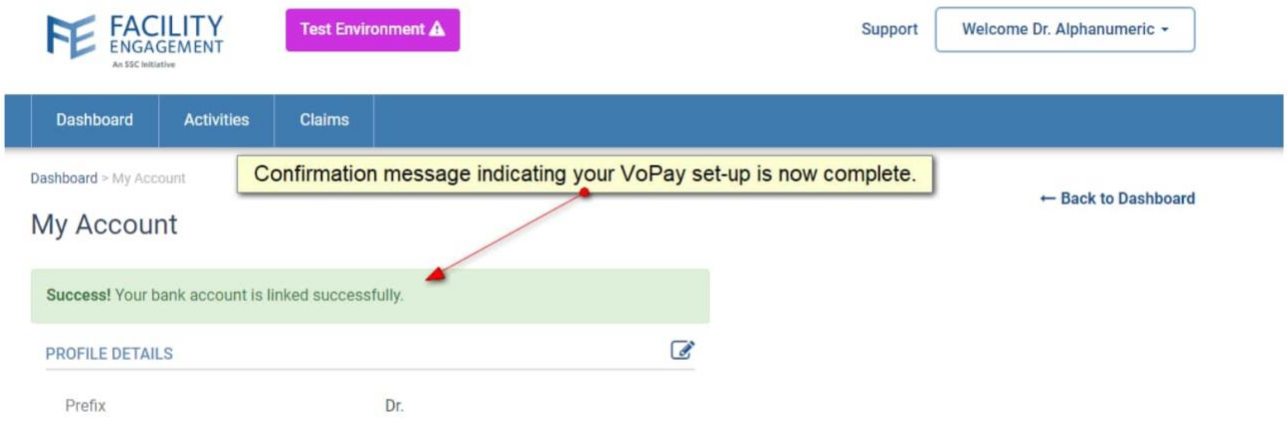
1. Sign in to FEMS as usual.
2. Select the button in the top right corner Welcome (your name).
3. Select the My Account" option.
4. On the My Account page, verify that the email address specified is active and can receive emails. Update the email address as needed by clicking on the Pencil Edit icon.
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.
7. Change the Payment Method to Direct Deposit (via VoPay) and click Save

2) Connecting a bank account

1. 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".



2. A list of banks will show, or you can use the search box to find your specific financial institution.
3. Select the financial institution and click Continue.
4. 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.
5. 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.
6. The Terms of Use are displayed. If OK, click Continue.
    a) **If you selected Option 2** “Connect my bank manually”, please skip to Section 2.1.
7. Sign-in to the selected financial institution using the appropriate username and password credentials for online banking.
8. Answer the security question (if applicable to your financial institution).
9. The list of your bank accounts available will show. Select the bank account you wish to use.
10. 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.
11. 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.



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.

1. Please provide the transit number and account number information for the account you wish to use to receive funds for your claims.
2. Provide your first name and last name as specified on your bank account. If you chose "Business account", then provide the company name.
3. You will then be transferred back to FEMS and receive the confirmation as pictured above

That's it! You are now all set up to enable settlements via VoPay as the payment processor. Thank you for making this change.