



Essential

SENIOR HEALTH & LIVING

On-Line Payment Instruction Manual

Please contact Renee Gaines at 765.203.2677, April Mullinax at 765.615.3823 or the Facility Office Manager if you have any questions related to this process.

Disclaimer: Details referenced in these examples are for demo purposes only and are not resident specific details.

Log into our Website www.essentialseniorhealthandliving.org

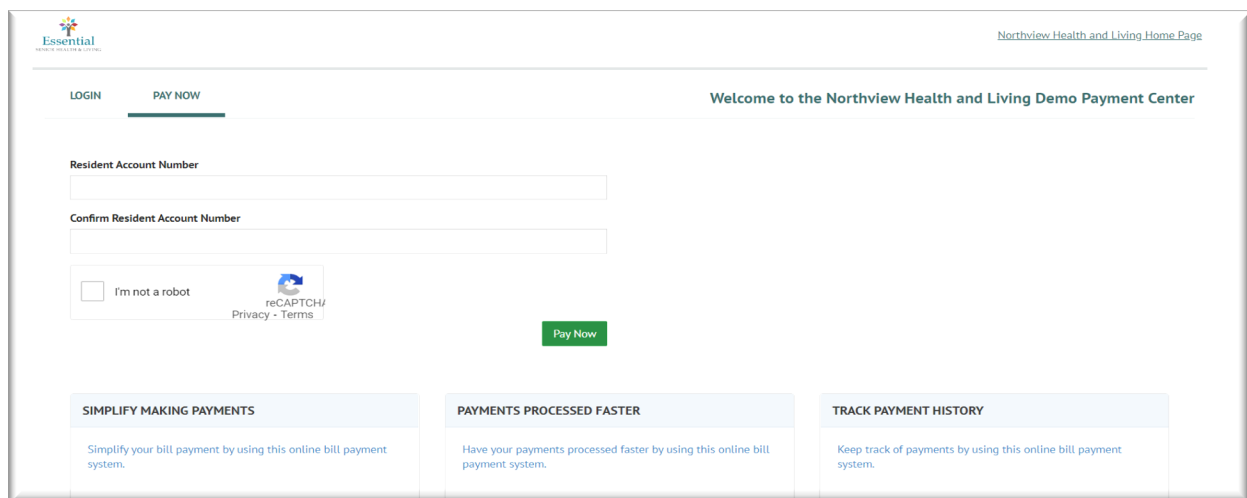
Select the **Make a Payment** tab located across the top of the site.

On this screen, **select the facility** and click **Pay Now**.

This will take you to the first payment screen.

On this screen, you will need to enter the **Resident Number**. This can be found on the right corner of the monthly statement. You will need to re-enter the Resident Number, check that you are not a robot and follow the steps to verify.

Click on **Pay Now**



The screenshot shows the 'Northview Health and Living Demo Payment Center' login page. At the top left is the 'Essential' logo. At the top right is a link to the 'Northview Health and Living Home Page'. Below the logo is a navigation bar with 'LOGIN' and 'PAY NOW' tabs, with 'PAY NOW' being the active tab. The main heading is 'Welcome to the Northview Health and Living Demo Payment Center'. The form contains two input fields for 'Resident Account Number' and 'Confirm Resident Account Number'. Below these is a reCAPTCHA checkbox labeled 'I'm not a robot' and a 'reCAPTCHA' logo with links for 'Privacy' and 'Terms'. A green 'Pay Now' button is centered below the form. At the bottom, there are three columns of text: 'SIMPLIFY MAKING PAYMENTS' (Simplify your bill payment by using this online bill payment system.), 'PAYMENTS PROCESSED FASTER' (Have your payments processed faster by using this online bill payment system.), and 'TRACK PAYMENT HISTORY' (Keep track of payments by using this online bill payment system.).

On the next screen you need to enter the **resident's name**, **your phone number** and **e-mail address**. Your mailing address is optional. Your e-mail address will provide you with an e-mail confirmation of your payment.

Enter the amount of the payment.

Click on add a **Payment Method**. This will take you to the next screen.

The next 2 screens are the method of payment and payment information.

If you choose Bank Account, this is the screen you will enter.

If you choose Credit Card, this is the screen you will enter.

CREDIT CARD

Full Name on Card:

Country:

City:

Card Number:

Street Address:

State:

Expiration Date:

Security Code:

Street Address Line 2:

ZIP Code:

By selecting 'Agree and Add Account', you authorize the information you've provided on the above account to be used for creation of a charge to the account listed above. You also affirm that the information you provided is correct, that you are a signer on the account above and there are available funds to cover the amount of any transactions that you authorize.

☐ Agree and Add Account

Add

You need to make sure you click the **Agree Box and Add**.

The next screen is the payment verification screen. You can change the payment date on this screen if you wish to select a payment date with a future date.

Click **Make Payment**.

Verify Payment

PAYMENT SUMMARY

1 Statement \$100.00

Payment Method:

Security Code:

Payment Date:

Payments confirmed before Thursday, March 11, 2021 8:00 PM ET will be posted on Thursday, March 11, 2021. Payments confirmed after Thursday, March 11, 2021 8:00 PM ET will be posted on Friday, March 12, 2021.

Terms and Conditions

These terms and conditions are designed to provide you information on the services we provide and outline important conditions that apply to your using this service. PNC Demo and various third party vendors provide the Internet bill presentation and payment service. It is subject to the consumer banking regulatory protections described in Regulation E of the Electronic Fund Transfers Act. When you open your account with us, or any third party vendor acting on our behalf, you, and any person you authorize to perform functions on your account, agree to these terms and conditions.

1. Erroneous Instructions. If we receive a payment instruction authorized by you and the instruction is erroneous in any way, we shall have no obligation or liability for the error.

2. Transaction Limitations. Please be aware that certain types of bank accounts have limits on the numbers of transfers or withdrawals that may be made per month. Your bank may refuse transfers which would exceed such limits, so we recommend you check with your bank to determine what limitations are.

[Print Terms and Conditions](#)

Resident Name:

Email:

Phone:

☐ By checking this box you agree to the terms and conditions stated above.

By clicking the **Make Payment** button I, **Test Test**, confirm that today, Thursday March 11, 2021, I am authorizing a one-time payment from my Visa account ending in ****8882 in the amount of \$100.00 USD to be remitted to Northview Health and Living. This payment will occur on or after Friday March 12, 2021.

If you have any questions regarding this transaction request, please call 765-203-2680.

Make Payment

[Cancel](#)

PAYMENT DETAILS

Statement Date	Due Date	Amount Due	Payment Amount
RESIDENT ACCOUNT NUMBER 951			
		100.00	<input type="text" value="100.00"/>

The last page has many options. You can print the confirmation page or you can just log out. You can also enroll to set-up an account.

Confirmation

Thank You! Your payment has been made.

[Print Confirmation Page](#)

Payment Date	3/11/2021
Payment Method	Visa *****8882
Total Payment	\$100.00

test

You have been provided a confirmation number. Please save this page for your records.

Payments confirmed before Thursday, March 11, 2021 8:00 PM ET will be posted on Thursday, March 11, 2021. Payments confirmed after Thursday, March 11, 2021 8:00 PM ET will be posted on Friday, March 12, 2021.

If you have any further questions about payments to Northview Health and Living, please contact our office at 765-203-2680 .

Resident Account Number	Confirmation #	Payment Amount
951	3100384896	\$100.00

[Enroll With Your Current Information](#)
[Return to Home](#)
[Log Out](#)

If you plan to use the on-line payment system to pay the monthly payment and not need to re-enter all of the information each time, this is something you may want to consider. You can additionally set-up automatic payments through this enrollment. The following screen shots will provide guidance with this process.

If you choose to enroll, this is the next screen you will see. You will need to enter and re-enter the Resident Number, check that you are not a robot and follow the steps to verify.

Click **Validate** to move to the next screen.

Northview Health and Living Home Page

Account Setup

To verify your identity, we need your Resident Account Number and Reenter Resident Account Number

CAPTCHA required

Resident Account Number

Reenter Resident Account Number

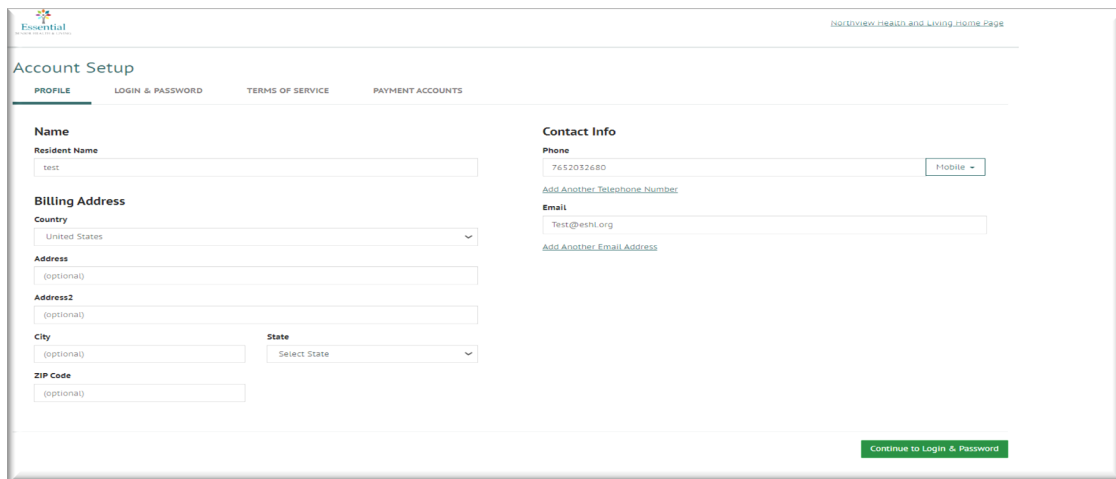
☐ I'm not a robot

[Privacy](#) - [Terms](#)

Validate

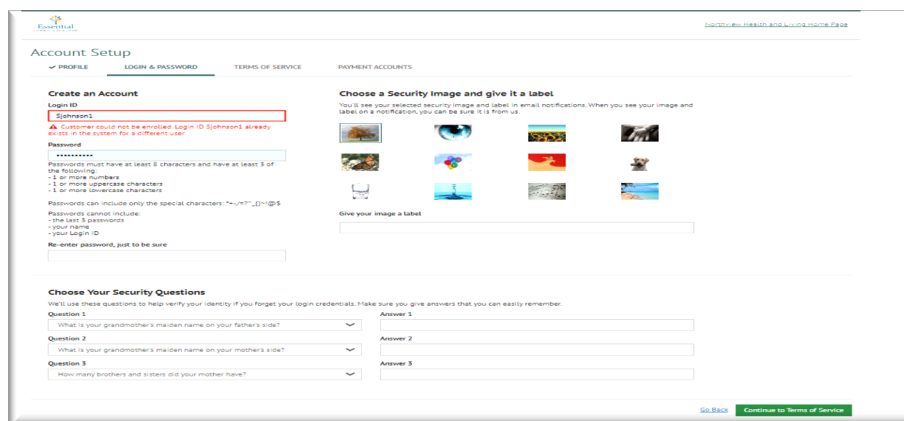
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You will verify the information on the next screen and click **Continue to Login & Password**.

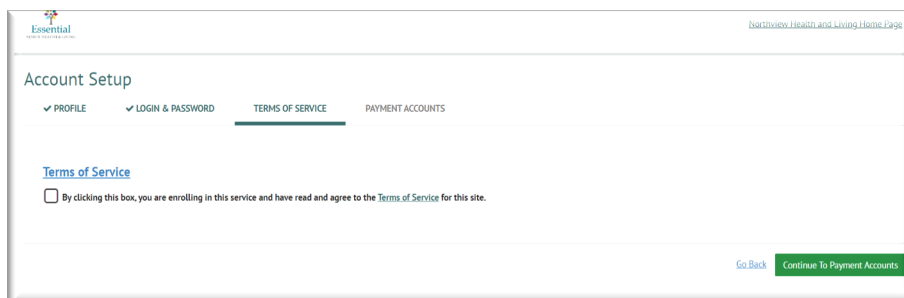


The next screen is where you will create your Login and Passcode. You will choose an image, name the image and set your security questions from a drop down.

Then click the green button **Continue to Terms and Services**.



The next screen is the Terms of Service and you can pull this up to review, then click the box and then the green button to Continue to **Payment Accounts**.



The next screen will add your payment information to your account. You will need to give your account a nickname and enter your address.

Click **Agree and Add Account**, then **Finish Enrollment** button.

The screenshot shows the 'Add A Payment Method' screen. At the top, there's a navigation bar with 'PROFILE', 'LOGIN & PASSWORD', 'TERMS OF SERVICE', and 'PAYMENT ACCOUNTS'. Below this, the title 'Add A Payment Method' is followed by a sub-header 'CREDIT CARD'. The form includes fields for 'Give This Account a Nickname', 'Full Name on Card', 'Card Number', 'Expiration Date', 'Country', 'City', 'Street Address', 'State', 'Street Address Line 2', and 'ZIP Code'. There are also icons for American Express, Discover, Mastercard, and Visa. A checkbox labeled 'Agree and Add Account' is present, along with a link 'ADD LATER'. At the bottom right, there are 'Go Back' and 'Finish Enrollment' buttons.

Then you will activate your account from an e-mail that you will receive and once you activate your account, you can Login each time you pay your bill by using the LOGIN selection on the main screen.

The screenshot shows the login screen. At the top, there's a navigation bar with 'LOGIN' and 'PAY NOW'. Below this, the title 'Welcome to the Northview Health and Living Demo Payment Center' is displayed. The login form includes fields for 'Login ID' (with the example 'Tester01') and 'Password'. A 'Login' button is located below the password field. Below the login form, there are three sections: 'SIMPLIFY MAKING PAYMENTS', 'PAYMENTS PROCESSED FASTER', and 'TRACK PAYMENT HISTORY', each with a brief description of the service.

This will take you to the next screen. This is where you enter the amount you are paying and can select to set-up a reoccurring payment.

The screenshot shows the 'Home' screen. At the top, there's a navigation bar with 'Home', 'Payment History', and 'Recurring Payment Setup'. Below this, the title 'Home' is displayed. The main content area includes a 'Resident Account Number' field (with the example '951'), a 'Payment Amount' field, a 'Payment Method' dropdown (with the example 'Master Visa ****0000'), a 'Security Code' field, and a 'Pay Date' field (with the example '3/11/2021'). There is a 'Continue to Payment' button. Below this, there is a 'Previous Payments' table with columns for 'Confirmation #', 'Payment Method', 'Payment Date', 'Total Amount', and 'Status'. The table shows one payment with Confirmation # '1100184896', Payment Method 'Card', Payment Date '3/11/2021', Total Amount '\$100.00', and Status 'Processing'. On the right side, there is a 'MESSAGES' section with a 'View' button and a 'RECURRING PAYMENT SETUP' button.

If you choose to set-up a reoccurring payment, you can select the starting date and account, set-up a reminder, and can decide an end date. You can end a reoccurring payment at any time.

The screenshot shows the 'Recurring Payment Setup' page with the 'PAYMENT METHOD' tab selected. The 'Payment Method' dropdown is set to 'friend Visa ****8882'. There is a 'Security Code' field with a question mark icon. At the bottom right, there are 'Go Back' and 'Continue' buttons. The top navigation bar includes 'Home', 'Payment History', and 'Recurring Payment Setup', along with a 'test' button.

Click the **terms and conditions** and the green **Finish** button.

The screenshot shows the 'Recurring Payment Setup' page with the 'AUTHORIZATIONS' tab selected. It displays a 'Billing Authorization' section with a scrollable text area containing authorization details. Below the text is a checkbox labeled 'By checking this box you agree to the terms and conditions stated above.' At the bottom right, there are 'Go Back' and 'Finish' buttons. The top navigation bar is the same as the previous screenshot.

Verify and Submit to finish your reoccurring payment. Again, you can edit this election or end it at any time.

The screenshot shows the 'Recurring Payment Setup' page with the 'Recurring Payment' section. It includes a note: 'Recurring Payment cannot be modified. Please contact your Customer Service Representative at 765-203-2680 for further insight.' Below this is a box containing the text 'TEST' and 'Paid on Account 951 Paid on the 25th of the Month'. A 'Review/Delete' button is located to the right of the box. The top navigation bar includes 'Home', 'Payment History', and 'Recurring Payment Setup', along with a 'test' button.