

## User Manual – SelfPay Works 4.7

## Overview

Welcome to SelfPay Works 4.7 (SPW 4.7)

Acryness continues to enhance our suite of online revenue cycle solutions. SelfPay Works is an application platform for the access, deployment and management of a wide range of payment and billing support tools.

There are enhanced features and a cleaner visual look to this application in order to be more user friendly. Acryness, SPW version 4.7 release continues to enhance the user experience as we prepare for a credit card present method of payment.

### Purpose

To provide step by step instructions and helpful hints needed by client specific users for all features and functionality within the SPW 4.7 website interface.

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# Website User Interface Login

- I. Login to Client Portal SPW 4.7
  - A. Client User Login
  - B. Password Reset Instructions

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Website User Interface Login

## I. Login to Client Portal SPW 4.7

A. Client User Login

At this step, this login is specific to the user that has already been setup by the Acryness or Client administrator. The User must confirm their email address and set a password when the administrator completes the Add New User function in the next section of this manual

- i. Navigate to http://selfpayworks.acryness.com/
- ii. Select Log in



iii. Login requirements will appear on the screen



- iv. Enter your username which is your email address
- v. Enter password
  - If you do not remember your password, select forgot password.
  - If you enter the wrong password 4 times, your account will be locked. If you are locked out, you can contact Acryness to unlock your account, and then use forgot password in order to reset.
- vi. Select login
- vii. Redirected to the landing page with all user features available





#### Website User Interface Login

- B. Forgot Password Reset Instructions
  - i. Navigate to the SPW website
- ii. Select Log in
- iii. Select "Forgot your password?"

•J SelfPa	y Works		
Log In to Conti	nue.		
Use a local	account to l	og in.	
Username			
Password			
		Forgot y	our password
		Log In	Cancel

- iv. Enter your email and select email link
- v. Go to your email and follow the instructions provided
- vi. You are redirected to a page to reset your password
- vii. Enter all required information

Password requirements: must include upper and lower case letters, at least 1 numeral and 1 special character

Reset Passwork	ord	
Email		
Password		
Confirm password		
	Reset	

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Step 1: Create a User

a. Once created, the User will receive an email to validate their access and set a password in the login screen of SPW 4.7

Step 2: Assign the User to the Client

Step 3: Create a Role – 2 methods

- a. Name the role based on the user's job title, and assign permissions for all of the specific job responsibilities
  - EXAMPLE: Role: CSR1

**Permissions:** Search Accounts, Payments, Recurring Payments & Statements; Create Payments & Recurring Payments; Edit & Cancel Recurring Payments

- b. Name the role based on a group of permissions
  - EXAMPLE: Role: View & Search

Permissions: View Role & Statement; Search Statement,
 Accounts, Payments, Recurring Payments & Transactions
 Role: Create, Edit & Reverse
 Permissions: Create Payments & Recurring Payments; Edit
 Recurring Payment; Reverse Payment; Delete Recurring Payments

### Step 3: Assign the Role to the User

- a. Assign the specific job title role to the User with these job responsibilities
- b. Assign several roles to a User based on their job responsibilities





### I. Users

Only the users who have been assigned the permissions to create, view & edit users will utilize this feature and follow these steps through the Administrative Menu by selecting Users from the drop down.

- A. Add New User
  - i. Click 🖸
  - ii. Fill in ALL fields and click Create

When this step is completed, an email will be sent to the address provided during this setup to complete the new user system access.

- B. Assign New User to Client(s)
  - i. Locate the new user by entering information in the name field. **NOTE: Do not** select your client name from the drop down menu.
  - ii. Click  $\overline{\mathbb{S}}$  next to the user name
  - iii. Select the Client Association tab
  - iv. Select the client(s) that the new user should have access to. There may be more than 1 selected by holding the **Ctrl** key.
  - v. Click Save

Please refer to II. Roles, section C for instructions of how to assign permissions to your new user. NOTE: If you don't assign a role to the new user, they will not be able to perform any functions within the system.

- C. Edit Existing Users
  - i. Locate the new user by entering information in the fields provided.
    - It is recommended that you select a client from the dropdown box in order to obtain more exact results for a User Search
    - If you leave the other fields blank, you will receive results of all users assigned to this client
  - ii. Select  $\overline{\mathbb{S}}$  next to the user name that needs editing





- iii. Make any changes needed in each tab
  - 1. Demographics: update contact information
  - 2. Client/Department: update client and department assignments
    - Results here are based on selections in the Client Association tab. At least 1 selection is recommended but not required in order to have complete user metrics available.
    - Departments are only available if a client has them setup
- iv. Client Association: add or remove access to specific client information

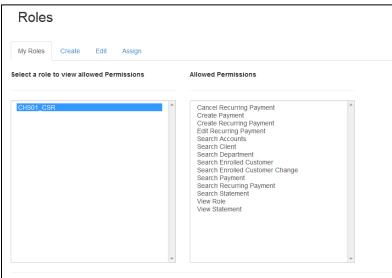
#### II. Roles

Only the users who have the assigned permissions to create, edit or delete roles will use this feature and follow these steps through the Administrative Menu by selecting Roles from the drop down.

- A. View Role
  - i. Go to Administrative menu and select Roles
  - ii. Select the My Roles tab

There should only be 1 option listed here to view. This is the role that was assigned to the user as set up by an Administrator.

- iii. Select the role in the left information box
- iv. Verify that the permissions are shown in the right Allowed Permissions box







- B. Create New Role
  - i. Select the Create Tab
  - ii. Select the client name
  - iii. Enter a name for the role
  - iv. Enter a description of the role (job duties as assigned)
  - v. Select the allowed role permissions.

Roles		
My Roles Create Edit Assign		
Select the Client this Role will be associtated with:		
City Physicians Network	$\checkmark$	
Enter a name for the new Role::		Enter a description for the new Role:
CPN01_Team Leader		Supervises all CSR functions and has access to reporting
Select Permissions you wish to apply to this Role:: Create Department Create Non Authenticated Payment Create Role Create User Create User Create User Delete Department Delete User Delete User Delete User Delete User Delete Website Edit Client Edit Department Edit Website Edit Website Search Client Search Client Search Client	Apply > Apply All >> < Revoke << Revoke All	Permissions that will be applied to this Role:: Create Payment Create Payment Create Recurring Payment Delete Statement Edecurring Payment Export Transaction Search Accounts Search Accounts Search Enrolled Customer Search Enrolled Customer Search Enrolled Customer Search Farmelt Search Payment Search Recurring Payment Search Statement View Statement
1		
Apply >		

- vi. Click apply and verify the permissions have transferred to the
  - "Permissions that will be applied to this Role" box and select Save New Role.
- vii. Click Save New Role





### Examples for roles with permissions

- 1. Manager
  - View, Create, Edit, Delete & Search Users, Roles & Departments
  - Search Accounts, Enrolled Customers & Changes
  - Create, Reverse & Search Payment
  - Create Non-Authenticated Payment
  - Create, Edit, Cancel & Search Recurring Payments
  - Search & Export Transaction
  - Search & View Statement
- 2. Team Leader
  - View Role
  - Search Accounts, Enrolled Customers & Changes
  - Create, Reverse & Search Payment
  - Create, Edit, Cancel & Search Recurring Payments
  - Search & Export Transaction
  - Search & View Statement
- 3. Customer Service Rep / Take Payments
  - Search Accounts
  - Create,& Search Payment
  - Create, Edit, Cancel & Search Recurring Payments
  - Search & View Statement





- C. Assign Roles
  - i. Select the Assign Tab
  - ii. Select the client name
  - iii. Select the User that needs the role assigned to them

 $\langle \mathbf{i} \rangle$ If the user you are looking for is not listed, check the Client Association settings for that user (See I. User, section B above)

- iv. Click on the Role you wish to assign to the User from the menu box on the left
- Apply > v. Click and verify the Role moved to the menu box on the right
- vi. Select Save Changes

٦.

To remove a role, select the role in the right menu box and use the

icon.		
Roles My Roles Create Edit Assign		
Select Client to see list of Users: City Healthcare Systems	. →	Select User: Christy Netson (cnetson@acrynets.com)
Select Roles you wish to assign to this User.	Apply > Apply All >> < Revolte All	Roles that are assigned to this User:

- D. Edit Roles
  - i. Go to Administrative menu and select Roles
  - ii. Select the Edit Tab
  - iii. Select the client name (the only option in dropdown box should be your organization)
  - iv. Select the Role to Edit from the dropdown box
  - v. Update any changes needed

To add new permissions, select them in the left menu box and use the

Apply > icon. To remove permissions, select them in the right menu box

< Revoke and use the icon.

vi. Select Save Changes





## III. Departments

Only the users who have the assigned permissions to create, edit or delete roles will use this feature and follow these steps through the D by selecting Departments from the drop down.

- A. Add, Edit & View Departments
  - i. Select 🕑 to add new department
  - ii. Fill in ALL fields and Save
    - 1. Select Client name in the drop down box
    - 2. Provide the department name to appear in all search results
    - 3. Write a brief description of the department responsibilities
  - iii. The department should now be listed on the departments home screen
  - iv. Select  $\overline{\mathbb{S}}$  to make any updates or edit to the department information

### IV. Clients

THIS MENU FEATURE IS NOT CURRENTLY AVAILABLE TO CLIENTS. ALL FUNCTIONALITY, AT THIS TIME, WILL BE INITIATED BY ACRYNESS ADMINISTRATORS ONLY.

## V. Statement Import

THIS MENU FEATURE IS NOT CURRENTLY AVAILABLE TO CLIENTS. ALL FUNCTIONALITY, AT THIS TIME, WILL BE INITIATED BY ACRYNESS ADMINISTRATORS ONLY.

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- I. Search Accounts
  - A. Create Search
  - B. Account Actions
    - Icon Functions
    - Pay Multiple Accounts
  - C. Make A Payment
  - D. Create a Recurring Payment
- II. Customer Enrolled Accounts
  - A. Create Search
  - B. View Details
- III. Customer Enrolled Changes
  - A. View all change history for OBO patient portal registered users





## I. Search Account

### A. Create Search

- i. Go to Customer Accounts menu and select Search Accounts
  - 1. Select the client name (the only option in dropdown box should be your organization)
  - 2. The Account Number and Name fields are filters for more exact results. Account number if available is the recommended field to use
  - 3. These fields are not required to have completed information. Partial entry will provide a wider range of results
- ii. Select Search
- iii. List should be populated below with results from the search

lient:			Account	Number:	Nan	ie:			
Acryness Health Care	System							S	Clear
Account Actions Hover over image for descr	ption	Account Number	Name	Address	Statement / Open Date	Account Balance	Amount Due	Bill Status	Enrollment Preference
Q 🚔 🖗 📙		12345678	Washington, George	3200 Mt Vernon Memorial Hwy	08/30/2015	\$543.44	\$45.00	Payment Plan	õk 🛛 🖂
Q 🚔 🏺 🔼		23456789	Adams, John	135 Adams St	05/31/2015	\$116.80	\$149.00	Statement	$\mathbf{e}_{\mathbf{X}}$
Q 🚔 🏺 🔼		34567890	Washington, Martha	3200 Mt Vernon Memorial Hwy	05/30/2015	\$92.05	\$92.05	Statement	
	ON N ACCO	Pay Selected Accounts E A PAYMENT MULTIPLE DUNTS WITH 1 ISACTION							

#### **B.** Account Actions

- i. 🔍 View Account Details
  - 1. Highlight the tab to view data history related to the account

Account Number Customer Name		Biller Bill Status Amount Due Account Balance Due Date	Acryness Health Care System - DEMO Final Notoe \$1,406.25 \$1,406.25 08/19/2014
Contact Inform	ation Payment History	Statement History	
Contact I	nformation	Enrollment Pre	ferences 👰 🖥 🔀
Mailing	2500 MAIN ST	Enrollment Prei	Ferences @ 🖾 🖥 💌
Mailing	2500 MAIN ST SPRINGFIELD, IL 62702-	Enrollment Status	Active

(Steps are continued on the next page)





- Basic Information: Validate the general patient account information here including Mailing & Billing address, Account Balance and Amount Due.
   No information can be edited in this tab
- 3. Payment History: History of the payments posted for this account.
  - You can reverse charges in this tab by selecting Reverse
- 4. Statement History: History of statements related to this account
  - You can view any statement in this tab by selecting 🚨
- ii. 🚔 Make a Payment
  - 1. Highlight and select to be redirected to the Make A Payment page
    - Please refer to the Make A Payment section for further instruction
- iii. 🌋 Initiate Enrollment
  - 1. Engage the Patient
  - 2. Setup eBill and edit enrolled account details
  - 3. Drive Down Costs



For more information about this product contact Acryness Support

- iv. 😕 View Latest Statement
  - 1. Highlight and select to view the most recent statement produced for this account
- v. Pay Selected Accounts
  - 1. Mark the check box for the multiple accounts that you wish to complete with 1 transaction and click Pay Selected Accounts at the bottom of the list of results
  - 2. You will be redirected to the Make A Payment screen
    - Automatically selected for you is Process a Payment Now
    - Users have the option to setup recurring payments if selected. Refer to instructions for this feature in the next section
  - 3. Select the payer account that is responsible for the payment
    - Selection should match the card holder and billing information





ayment	Type Communicatio	on Payment Method	l Confirmat	tion		
					* Deno	tes Required Fields
Pro	cess a One Tir	me Payment I	Now			-
Payer	Account Number	Name	Balance	Amount Due	Payment	Remaining Balance
۲	12345678	Washington, George	\$548.44	\$48.50	\$ 1.00	\$547.44
0	23456789	Adams, John	\$116.80	\$149.00	\$ 2.00	\$114.80
0	34567890	Washington, Martha	\$187.05	\$187.05	\$ 3.00	\$184.05
				Total:	\$6.00	
Cre	ate a Recurrin	ıg Payment		Summary	ENTER PAYMENT AMOUNTS FOR EACH INDIVIDUAL ACCOUNT SELECTED	
Next I	Payment *			A recurring payment	will not be created.	
	of Monthly Payments		Calculate			
Desired	Payment 💡					

4. Continue by following all steps to complete Make A Payment

5. The top of the confirmation page should reflect all accounts being paid with that transaction

Payment Type	Communication	Payment Method	Confirmation			
Account Info	ormation					
Account Number	Name		Balance	Amount Due	Payment	Remaining Balance
Account Number	Name Washington, George		<b>Balance</b> \$548.44	<b>Amount Due</b> \$48.50	Payment \$1.00	
	Washington,				-	Balance \$547.44
12345678	Washington, George		\$548.44	\$48.50	\$1.00	Balance





#### C. Make a Payment

- i. In any menu with this icon 🚔 , highlight and select the icon to be redirected to the Make A Payment page
  - Automatically selected for you is Process a Payment Now
     If selected, you can setup recurring payments (instructions are in the next section)

Make a Payment

Payment	Type Communication	on Payment Metho	d Confirmation			
			_		* Den	otes Required Fields
Pro	cess a One Ti	me Payment				
Payer	Account Number	Name	Balance	Amount Due	Payment	Remaining Balance
۲	34567890	Washington, Martha	\$187.05	\$187.05	\$ 50.00	\$137.05
				Total:	\$50.00	
-						
	ate a Recurrir Payment *	ng Payment		Summary recurring payment v	vill not be created.	
Next F # o		ng Payment		•	vill not be created.	
Next F # o	Payment *	ng Payment	A	•	vill not be created.	

- 2. Payment Type
  - a. Validate all account information is correct
  - b. Payer button is automatically selected unless paying multiple accounts. Make sure to select the Payer account that is responsible for making the payment(s)
  - c. Enter the amount of the payment(s)
    - validate that the remaining balance is reduced by this amount
    - validate the total amount of the payment meets expectation





- 3. Communication
  - a. Communication Preferences
    - **Payer Name** is automatically populated based on the Payer account selected in the previous screen
    - **Billing Delivery Method:** Options available for statement delivery: highlighted with the current selection based on the Payer account selected in the previous screen
    - Enrollment Status: shows if the Payer account is currently enrolled
  - b. Payment Receipt used to identify an email address for e-receipt

Payment Type Communication Payment Method Confirma	tion	* Denotes Required Field
Communication Preferences Payer Name Washington, Martha Silling Delivery Method Paper - Standard Delivery Preference eBill - Enrollment Feature Enrollment Status Enrolled NEW FEATURE USED TO IDENTIFY CURRENT ENROLLMENT!!!	Payment Rece Email Confirm Email	ipt Note: A payment receipt will be emailed to customer if an email address is entered here.
		Cancel Previous Next

4. Payment Method

Options for payment method are based on your currently contracted services

- a. Options for method of Payment:
  - Credit Card entering card information through the application
  - Card Present or Echeck these payment methods are available upon request with setup of Acryness Merchant Services
  - Cash or Check these payment methods require further action by the client user, but will update the account details





- b. Fill in all required fields and select Next
- 5. Confirmation
  - a. Validate all information entered on previous screens is correct
  - b. Select Agree to the Payment Policy
  - c. Select Submit Payment

ayment Type	Communication	Payment Method	Confirmatio	n		
.ccount In	formation					
ccount Numbe	er Name		Balance	Amount Due	Payment	Remaining Balance
1567890	Washington, Martha		\$137.05	\$137.05	\$50.00	\$87.05
				Total:	\$50.00	
communic	ation			Payment Method		
illing Delivery	Method Paper	gton, Martha Standard Delivery P	reference	Method of Payment Payment Type	Card Present One Time Payment	
Enrollmen	Email			Credit Card Type Authorization Code	VISA 54321	
ecurring F	Payment			Recurring Summa	ry	
recurring paym	ent will not be crea	ted.		A recurring payment will not	be created.	
				I Agree to the P	ayment Policy Read P	olicy Aareement





- 6. You are redirected to a page that provides payment information and gives you the option to print the receipt for your records
  - If selected, you would also see the recurring payment summary here (instructions are in the next section)

Contact In	formation				
	Name Email	Martha Washington			Mailing Address 3200 Mt Vernon Mernorial Hwy Alexandria , VA 22121
		2515026 3/4/2016 12:26:48 PM Card Present	Li View	Receipt	Create a Recurring Payment No recurring payment was created.
Account	Name			Payment	
34567890	Washington,	Martha		\$50.00	
			Total	\$50.00	

- D. Create a Recurring Payment
  - i. In any menu with this icon 🚔 , highlight and select the icon to be redirected to the Make A Payment page
    - 1. Automatically selected for you is Process a Payment Now
      - If you do not wish to make a payment now and only want to create a recurring payment setup, remove the check mark in the box and select the check box next to Create a Recurring Payment only.

- If you wish to make a payment now and create a recurring payment at the same time, you should leave this box checked and fill in the payment information as instructed in the previous section. Then select the check box next to Create a Recurring Payment.





2. Payment Information

If you choose to setup a recurring payment, you will not be able to use Card Present as a method of payment

The data entered here is interactive. Required information is marked with an asterisk (\*). You must select the Calc button when any changes are made in order for the summary to update.

Pay attention to the remaining balances in the summary section to ensure your results are as expected

- a. First Payment date requested by the customer for when the first payment for the recurring setup will process
  - This date will be the same on each recurring month and is used for the calculation of the final payment date
- b. # of Monthly Payments how many payments does the customer want to make
  - You may leave this field blank and enter the Desired Payment requested by the customer and allow this to calculate for you
- c. Desired Payment payment amount requested by the customer
  - You may leave this field blank and enter the # of Monthly Payments requested by the customer and allow this to calculate for you
- d. Summary breakdown of the terms of the recurring payment setup

	Communica	tion Payment Metho	d Confirmation			
Z Proces	is a One T	ime Payment	Now		* Deno	tes Required Field
	ccount Number	-	Balance	Amount Due	Payment	Remaining Balance
• 12	2345678	Washington, George	\$548.44	\$48.50	50.00	\$498.4
				Total:	\$50.00	
Create		ing Payment	S	Immary Final Payment D 9 Payment:		1/1/201 \$49.8
# of Mo	nents 10		Calculate	1 Paymen	t of	\$49.79 + \$0.0
				Payment Breakdo Acct # 12345		\$49.8
	ment \$		49.85		otal	\$49.8

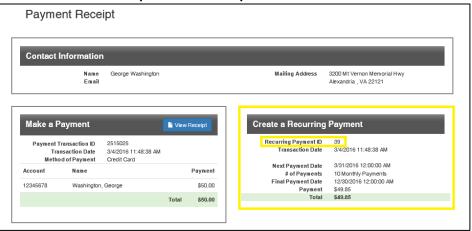




Payment Type	Commun	cation Pa	yment Method	Confirmation				
Account In	formati	0.0						
Account Numb		0.11		Balance	Amount Due	Payment		emaining
Account Numb	er Nall	ie		balance	Amount Due	Fayment	r	Balance
12345678	Was Geo	hington, rge		\$548.44	\$48.50	\$50.00		\$498.44
					Total:	\$50.00		
Communic	ation			F	ayment Method			
Billing Delivery		Washington Paper - Star eBill - Enrollm	ndard Delivery P	reference	Method of Payment Payment Type Credit Card Type	Credit Card Recurring Payr VISA		
Enrollmer	Email It Status	Enrolled			Credit Card Number Billing Zip Code	************ 22121	1111	
Recurring	Paymen	t		F	Recurring Summa	ry		
Next Paym	ent Date	3/31/2016			Final Payment Date			1/1/2017
# of Monthly P		10			9 Payments of			\$49.85
Desired	Payment	49.85			1 Payment of			\$49.79
					Payment Breakdown			
					Acct # 12345678			\$49.85
					Total			\$49.85
					Remaining Balances Acct # 12345678			\$0.00
					☑ I Agree to the F	nument Delicu	Dead Deligy	Aaroomont
					M I Agree to the F	ayment Policy	Read Policy	Agreement
						Cancel	Previous	Submit

3. Complete the process as instructed for Make A Payment above

- a. Select Agree to the Payment Policy
- b. Select Submit Payment
- 4. Payment Receipt
  - a. You can view a short summary of the recurring payment setup here
    - If you selected to process a payment now, you will see the results here and can print a PDF receipt







## II. Enrolled Customers

- A. Create Search
  - i. Go to Customer Accounts and select Enrolled Customers
  - ii. Fill in any applicable filters to obtain search results

	SELFPAY WORKS <sup>®</sup> 4.1 Astrinistitative Customer Accounts Cu Search - Enrolled Custo	5 stomer Payments Client Manager Help OMERS					Hello jdi	loe@acryness.com!	Log off
1.	Client 2	Enrollee Name	3. Enroll Sta	atus 4	Enroll Preferen	nce(s) 5.	Start Date		
	Acryness Health Care System v	John Adams	All	Ŧ	All	Ŧ		C	lear
6.	User 7	Enrollee Email Address	8. Enroll Ad	stivity 9	Lock Status	10.	End Date		
			All	Ŧ	All	~		Se	earch
	down	client name from the drop	9.					unt locked oเ l lock Custom	
2.	down Enrollee Name – First or Last account holder as entered at	t name of the enrolled the time of enrollment	10.	5 or mo access f End Dat	ore failed lo for this enri te – filter a	ogin at rollee f activity	tempts will or 4 hours search resu	l lock Custom ults by end da	ner Portal ate
2. 5.	down Enrollee Name – First or Last	t name of the enrolled the time of enrollment ment status <i>All, Inactive,</i>		5 or mo access fr End Dat Enrolled display t	re failed lo for this enr te – filter a d Custome total numb	ogin at rollee f activity er(s) Fo ber of s	tempts will for 4 hours search resu ound – enro search resu	l lock Custom ults by end da ollment count ilts	ner Portal ate ter to
2. 1.	down Enrollee Name – First or Last account holder as entered at Enroll Status – sort by enroll Active or Pending enrollment Enroll Preference(s) – sort by	t name of the enrolled the time of enrollment ment status <i>All, Inactive,</i> t y <i>All, Paper or eBill</i>	10. 11. 12.	5 or mo access fr End Dat Enrolled display f Enrolled display f	ore failed lo for this enri- te – filter a d Custome total numb d Account( total numb	ogin at rollee f activity er(s) Fo ber of s (s) Fou	tempts will for 4 hours search resu ound – enro search resu ind – enroll	l lock Custom ults by end da pliment count	ner Portal ate ter to er to
	down Enrollee Name – First or Last account holder as entered at Enroll Status – sort by enroll Active or Pending enrollment Enroll Preference(s) – sort by Start Date – filter activity sea	t name of the enrolled the time of enrollment ment status <i>All, Inactive,</i> t <i>y All, Paper or eBill</i> arch results by beginning date	10. 11. 12.	5 or mo access fi End Dat Enrolled display fi Search r	ore failed lo for this enrite – filter a d Custome total numb d Account( total numb results	ogin at rollee f activity er(s) Fo ber of s (s) Fou ber of u	tempts will for 4 hours search resu ound – enro search resu ind – enrolli unique acco	I lock Custom ults by end da oliment count ilts iment counte ounts represe	ate ter to ented in
	down Enrollee Name – First or Last account holder as entered at Enroll Status – sort by enroll Active or Pending enrollment Enroll Preference(s) – sort by Start Date – filter activity sea User – First or Last name of t	t name of the enrolled the time of enrollment ment status <i>All, Inactive,</i> t <i>y All, Paper or eBill</i> arch results by beginning date	10. 11. 12.	5 or mo access fi End Dat Enrolled display fi Search r Re-Send	ore failed lo for this enri- te – filter a d Custome total numb d Account( total numb results d Confirma	ogin at rollee f activity er(s) Fo ber of s (s) Fou ber of u ation E	tempts will for 4 hours search resu search resu ind – enrolli unique acco mail – Sele	I lock Custom ults by end da pliment count ilts iment counte ounts represe ect (check box	ate ter to ented in
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(Continued on the next page)





w co	olumns added	to display en	rollment activity a	nd status.						
Â	Administrative Custon Search - En	WORKS <sup>®</sup> 4 omer Accounts C	4.5 Dustomer Payments Client I					Hello jdo	e@acryness.c	com! Log off
	14. 15.	16.	17.	18	3.	19.	20.	21.	22.	23.
	Account Numbers(s)	Enrollee Name	Email Address	La Da	ist Activity ite	Last User	Enrollment Date	Enroll Status	Enroll Locked?	Enrollment Preference(s)
24.	23452012	JOHN ADAMS	jadams2@gmail.c		/20/2015 :16 PM	Ellen Ebill	10/20/2015 01:16 PM	Pending	No	ok i 🖂
20.		Include Header R			20. F	arollment Da	te – Date and t	time enr	ollment	was initiated
20.	Select All – C	Check Box – w	vhen checked, auto ng confirmation em	selects all	(s	aved) in the	<b>ite</b> – Date and i client portal or - <i>Pending, Activ</i>	custome	er portal	
14.	Select All – C search result multiple enro Account Nun	Check Box – w is for resendir olled account: nber(s) – lists ith this enroll	vhen checked, auto ng confirmation em s all accounts, oldes lee; click the accou	selects all ail to t first,	(s 21. E cu 22. E	aved) in the nroll Status – nrent status nroll Locked?	client portal or	custome ve, or In d accoun	er portal <i>active</i> ba t nt locked	ised on the d? Yes or
14.	Select All – C search result multiple enro Account Nun associated w view Accoun Enrollee Nan	Check Box – w is for resendir olled account: nber(s) – lists ith this enroll t Details for t ne - First and	when checked, auto ng confirmation em s s all accounts, oldes lee; click the account that account. Last name of the e	selects all ail to t first, nt number to nrolled	(s 21. E 22. E N u	aved) in the o nroll Status – urrent status nroll Locked? o; Note: use nlock the acc	client portal or - Pending, Activ of the enrolled - Is this enrolle rs must contac ount	custome ve, or In- d accoun ed accou t Suppor	er portal <i>active</i> ba t nt locked rt in orde	ised on the d? Yes or er to
14. 15. 16.	Select All – C search result multiple enro Account Nun associated w view Accoun Enrollee Nan account hold	Check Box – w is for resendir olled account <b>nber(s)</b> – lists ith this enroll <b>t Details</b> for t <b>ne</b> - First and ler entered at <b>ss</b> – email add	when checked, auto ng confirmation em s s all accounts, oldes lee; click the accourt that account.	selects all ail to t first, nt number to nrolled ment	(s 21. E 22. E N 23. E	aved) in the on- moll Status - moll Status moll Locked? o; Note: use molck the acc mollment Pro Bill, cell phon	client portal or - <i>Pending, Activ</i> of the enrolled ?- Is this enrolle rs must contac	custome ve, or In- d accoun ed accou t Suppor commun nvelope	er portal active ba t nt locked rt in orde nication c (paper);i	ised on the d? Yes or er to delivery icons cons display
14. 15. 16. 17.	Select All – C search result multiple enro Account Nun associated w view Accoun Enrollee Nan account hold Email Addres enrolled acco Last Activity	Check Box — w is for resendir olled account nber(s) — lists ith this enroll t Details for t ne - First and ler entered at ss — email ado ount Date - record	when checked, auto ng confirmation em s a all accounts, oldes lee; click the account that account. Last name of the e t the time of enrolli	selects all ail to t first, nt number to nrolled nent th this date and	(s 21. Ei 22. Ei N 23. Ei di di ei	aved) in the operation of the status - morent status - moll Locked? o; Note: use molck the accomponent Pro- Bill, cell phon ark gray for a molled account	client portal or - Pending, Activ of the enrolled - Is this enrolled rs must contact ount eferences(s) – te (text, IVR), et	custome ve, or In- d accoun ed accou t Suppor commun <u>nvelope</u> gray for s at the t	er portal active ba t nt locked rt in orde nication c ( <i>paper</i> );i inactive ime of se	ised on the d? Yes or er to delivery icons cons display based on the earch

B. View Enrollment Activity

## i. Select Spyglass ${}^{\mathsf{Q}}$ next to the account you wish to view

	G SELFPAY Administrative Cusik		ner Payments – Client Manager										
E	Enrollee Sta	atus											
	Account Numbers(s)	Enrollee Name	Email Address	Last Activity Date	Last Usor	Enrolment	Enroll Status	Enroll Locked?	Enrolin Protorono				
1	23452012	JOHN ADAMS	jadama3@gmail.com	11/06/2015 07:31 PM	Elen Ebil	10/20/2015 01:15 PM	Active	No	6 <b>B</b> 🗌				
1	Activity Sur	nmary											
	Date	Activity	User	Field Modified	Old Value		New Val	lue		tatus			
	11/06/2015 07:31 PM	Email Confirmation Edit	Customer - JOHN ADAMS	Email Address	jødarns2 (Sigmail.		in domo-2	@gmail.com		nding			
	10/20/2015 07:30 PM	Email Confirmation	Customer - JOHN ADAMS	Email Address	jatansziggmai.	com	paartes	orginalicen		icitive			
-	10/20/2015 01:16 PM	Initiata Enrol	Client - Ellen Ebil	Account Number			2345201	2	Per	nding			
	Espert To CSV	Indude Header Rose	Indude Row Counts						1 Trustw	eme.			
	Derest B.		Induste Row Counts						Trustw New Sciences	narrer Sizz			
Enrolle	ACRYNES	55	Activity Sum						Scheening	ilue – la		ord befo	
Enrolle The en	ACRYNES	ie 55	Activity Sum 1. Date and	Time – mo		as		6. N	Schematic Schematic Did Va	lue – la alue – r	record	of new	activity
Enrolle The en item o	ACRYNES	ie 55	Activity Sum 1. Date and saved/sub	Time – mo mitted	ment task w			6. N 7. S	Did Va Jew V	lue – la alue – r – lists e	record enrollm		activity
Enrolle The en item o page is	ACRYNES	ie ch	Activity Sum 1. Date and saved/sub 2. Activity -	Time – mo omitted defines the		t is taking	g place	6. N 7. S	Did Va Jew V Status	lue – la alue – r – lists e nation s	record enrollm status	of new	activity I edit





- I. Non-Authenticated Payment
  - A. Create Payment detailed required information
- II. Search Payments
  - A. Create Search
- III. Transaction Reconciliation
  - A. Create Search
  - B. New Features Available
  - C. Export Search Results
- **IV. Account Posting** 
  - B. Create Search
  - C. Export Search Results
- V. Recurring Payment Summary
  - D. Create Search
  - E. Export Search Results





## I. Non-Authenticated Payment

Only the users who have been assigned the permissions to search payments will utilize this feature and follow these steps.

- A. Create a Non-Authenticated Payment
  - i. Go to Customer Payments menu and select Search Payments
  - ii. Fill in the fields as needed and information is available
  - iii. Payment Information

Make a Non-A	Authenticated	d Payment		
Payment Information	Billing Information	Process Payment	Confirmation	
				* Denotes Required Fields
Payment Inform	mation			
Clier	nt * All		▼ Details *	At least one of the following (Date of Birth or Description) must be completed:
			Date of Birth	mm/dd/yyyy
Account Num	ber		Description	
Amou	nt * \$			
				Cancel Previous Next

- 1. Fill in the required information shown with an asterisk (\*)
- 2. Client name in the dropdown box should be your organization
- 3. The account number is not a required field, but if you have one available this is the best identifying information for the account posting record
- 4. Details: You must provide at least one of the two options: DOB or Description

The account description field is used to list the account number(s) if this is an insurance payment in order for account posting to be accurate. If you do not know the account number(s), use this field to describe the department or the service provided that the payment is being posted for with reference to the customer's name.

- iv. Billing Information
  - 1. Fill in the required information shown with an asterisk (\*)
  - 2. Enter the name according to the information this is on the credit card being used for payment
    - If you are posting a guarantor, insurance company, or any type of bulk payment, use the insurance company name and split it between first and last name fields





- 3. Enter Patient Phone number and capture patient email address
- 4. Confirm and enter the Billing Address if different from Mailing

Mailing Address & Billing Address can be populated with the same information by selecting Use Mailing? feature

- v. Process Payment
  - 1. Fill in the required information shown with an asterisk (\*)
  - 2. All Credit Card information is required
- vi. Confirmation
  - 1. Validate all information entered on previous screens is correct
  - 2. Select Agree to the Payment Policy
  - 3. Select Submit Payment
- vii. Payment Receipt
  - a. You can select view receipt and view the receipt in a printer friendly version (PDF)

## II. Search Payments

Only the users who have been assigned the permissions to search payments will utilize this feature and follow these steps.

- A. Create Search
  - i. Go to Customer Payments menu and select Search Payments
  - ii. Fill in the fields as needed and information is available
    - 1. Select the client name (the only option in dropdown box should be your organization)
    - The Account Name and Number fields are filters for more exact results. Account number if available is the recommended field to use. These fields are not required to have completed information. Partial entry will provide a wider range of results.
    - 3. Payment Transaction ID: If available, this is the recommended field to use





- 4. Transaction Status this field is used as a filtering tool for results:
  - a. Pending are payments not cleared to the account
  - b. Completed are payments that are done or can be reversed and show a separate credit transaction with type Reverse
  - c. Denied are payments that were declined during transaction
  - d. Voided are payments that were reversed prior to the payment being completed
  - e. Errored are payments that did not complete during the transaction due to an error in data input or transmission through processing
- 5. Amount Paid this field is used as a filtering tool for results
- 6. From & To Dates this field is used as a filtering tool for results
- iii. Select Search
- iv. List should be populated below with results from the search criteria

Client			Account	Name			Account N	lumber			
City Healthca	ire Systems	•									
ransaction Sta	tus	Transaction Type	Amount	Paid	Transaction ID		From		То		
All	•	All	\$								
24 payment(	s) found to	taling \$184.68								Search	Clea
Transaction ID	Account Number	Account Name		Payment Made By	Payment Taken By		ment ount	Payment Da	te	Transac Status	tion
25		Feb 1 1955 12:00AM no acct # - DOB & Des	sc Only	Client	admin@acryness.com	\$12.	.34	11/10/2014 1 PM	2:59:13	Complet	ed
24		Jan 1 1969 12:00AM		Client	admin@acryness.com	\$11.	.11	11/10/2014 1 PM	2:55:24	Complet	ed
23		No statement availabl service	e - new	Client	admin@acryness.com	\$22.	22	11/10/2014 1 PM	2:47:38	Complet	ed
21	12345678 34567890	Washington, George Washington, Martha		Client	admin@acryness.com	\$36.	22	11/10/2014 1 PM	2:40:35	Complet	ed
20		John Adams		Client	Unknown	\$12.	.12	11/5/2014 4: PM	55:08	Complet	ed
19		John Adams		Client	Unknown	\$12.	.12	11/5/2014 4: PM	55:03	Complet	ed
18	12345678 34567890	Washington, George Washington, Martha		Client	Unknown	\$60.	.55	11/5/2014 4: PM	48:23	Voided	

- You can select the transaction ID in this menu to be redirected to the transaction details to review the information provided
- There may be additional information provided with the transaction ID # details
- You can Reverse the transaction in the details screen by selecting
   Reverse this transaction





## III. Transaction Reconciliation

Only the users who have been assigned the permissions to search transactions will utilize this feature and follow these steps.

- A. Create Search
  - i. Go to the Customer Payments Menu and select Transaction Reconciliation
  - ii. Fill in the fields as needed and information is available
    - 1. Select the client name (the only option in dropdown box should be your organization)
    - 2. Transaction Amount this field is used as a filtering tool for results
    - 3. Payment Method The "All" selection is the best practice for this filter
    - 4. Transaction Status this field is used as a filtering tool for results:
      - a. Pending are payments not cleared to the account
      - b. Completed are payments that are done or can be reversed and show a separate credit transaction with type Reverse
      - c. Denied are payments that were declined during transaction
      - d. Voided are payments that were reversed prior to the payment being completed
      - e. Errored are payments that did not complete during the transaction due to an error in data input or transmission through processing
    - 5. From & To Dates this field is used as a filtering tool for results
  - iii. Select Search
  - iv. List should be populated below with results from the search
    - The list can be sorted by any of the column headers

Transac	tion Reco	nciliatio	n					
Client:				Transac	tion Amount	Payment Method		Transaction Status
City Healthcare	Systems			• S		All	•	All
From	То							
10/1/2014 12:00	× 00:							
NEW	s) found totaling	\$529.47						Search
	Transaction ID	Payment User	Payment Taken By	Transaction Amount	Transaction Date	Payment Method	Card Type	Transaction Status
à	21	Client	Test Admin	\$36.22	11/10/2014	CreditCard	Visa	Completed
۹	23	Customer		\$22.22	11/10/2014	CreditGard	Visa	Completed
۹	24	Customer		\$11.11	11/10/2014	CreditGard	Visa	Completed
٩	25	Customer		\$12.34	11/10/2014	CreditGard	Visa	Completed
٩	18	Client	Test Admin	\$60.55	11/05/2014	CreditGard	Visa	Voided
٩	19	Gustomer		\$12.12	11/05/2014	CreditCard	Visa	Completed





- B. New Feature Available
  - i. Select  $\frown$  for Transaction Details
  - ii. Review information provided
    - a. There may be additional information provided under the transaction ID #
    - b. You can Reverse the transaction by selecting Reverse this transaction
    - c. You can view the receipt in a printer friendly version (PDF)

Payment Tra	ansaction Details			
Transaction ID: 2	514936			View Receipt
Accounts Paid				
Account Number		Name / Description		Payment
34567890		Washington, Martha		\$1.23
			Payment Sub	Total \$1.23
			Processi	ng Fee \$0.03
			Total A	mount \$1.26
Billing Info		Payment Inf	ormation	
Name Street 1 City State Zip	Martha Washington 3200 Mt Vernon Memorial Hwy Alexandria VA 22121	Credit Card <b>Type</b> Visa	Number 1111	Expiration **/**

#### C. Export Search Results

- i. Select the box for Include Header Row at the bottom of the search results list
- ii. Select Export To CSV
- iii. Prompt will appear and user should select Open.
- iv. Spreadsheet with data from search results will be created

(See next page for definitions of header columns for data)





- v. Header Row Definitions
  - 1. Payment ID Transaction ID number
  - 2. User Type this details if this was a "customer" online payment or if it was a "client" in office initiated payment.
  - 3. Payment amount this field is not customized to show as dollars and cents but can be done after export if needed.
  - 4. Payment Date
  - First Name, Last Name, Address Lines (5 total), Phone Number, Customer Email – all will reflect as entered at the time of payment for the patient account posting
  - 6. Payment Type represents the form of payment used such as credit card, cash or check
  - 7. Payment Method represents the credit card type
  - Client First Name, Client Last Name, Client Email these fields detail which user input the payment information, if the payment was client initiated (see #2)
  - 9. Payment Status provides the status of the payment at the time the report is being generated

## IV. Account Posting

- A. Create Search
  - i. Go to the Customer Payments Menu and select Account Posting
  - ii. Fill in the fields as needed and information is available
  - iii. Select the client from the drop down (your organization should be the only option available)
  - iv. Date Range: input according to the intentions of the results output.

If you do not do this, you may receive results for every transaction that has occurred in the last 24 months

v. Limit your search results by using these specific fields





- Transaction Type: select the type of payment you are searching for based on the data input at the time the payment was posted. Default for this field is "All"
- a. Authenticated: this is a payment entered directly through a patient account record for reconciliation
- b. Non-authenticated: this is a payment entered directly through the Non-authenticated feature in that is not directly linked to a patient account record for reconciliation
- Transaction Status: this field is not required to filter results but can be specified with the drop down menu or left with the category of "All" according to the intentions of the results output
- a. Pending: any payment that has not currently completed the processing for account reconciliation
- b. Completed: any payment that has currently completed the processing for account posting
- c. Reversed: any payment that has been manually reversed and will not reconcile for account posting
- d. Errored: any payment that attempted to complete the processing for account posting but was not successful
- vi. Select Search
- vii. List should be populated below with results from the search

lient			Account Nan	ne			Account Number			
City Healthcare Syst	ems	•								
ayment Taken By			Payment Me	thod	Transaction St	atus	Transaction Type	9	Transact	tion Amount
			All	•	All	•	All	•	s	
rom	То									
10/1/2014 12:00:00 /	ť									
7 payment(s) fou	nd totaling \$5	56.79							Sea	arch Clear
2 3 > >>										
Account Number	Account Name	Client Name	Payment Made By	Payment Taken By	Transaction ID	Transaction Amount	Transaction Date	Payment Method	Card Type	Transaction Status
12345678	Washington, George	City Healthcare Systems	Client	Test Admin	21	\$1.22	11/10/2014	CreditCard	Visa	Completed
34567890	Washington, Martha	City Healthcare Systems	Client	Test Admin	21	\$30.00	11/10/2014	GreditCard	Visa	Completed
	in a na	aystems								
No statement available - new service	inci inc	City Healthcare Systems	Client		23	\$22.22	11/10/2014	CreditCard	Visa	Completed
available - new		City Healthcare	Client		23 24	\$22.22 \$11.11	11/10/2014	GreditCard GreditCard	Visa Visa	Completed Completed
available - new service D1/D1/1969 no acct # - DOB &		City Healthcare Systems City Healthcare								
available - new service	Washington, George	City Healthcare Systems City Healthcare Systems City Healthcare	Client	Test Admin	24	\$11.11	11/10/2014	GreditCard	Visa	Completed





- You can select the hyperlink for any account number in the results to view the account details
- You can select the hyperlink for any transaction ID in the results to view the payment transaction details
- If multiple accounts are paid with the same transaction, this is identified here with the same transaction ID number
- B. Export Search Results
  - i. Select Include Header Rows
  - ii. Select Export to CSV
  - iii. Data fields are defined as follows:
    - 1. Client Name will always reflect your organization's name
    - Department represents the department that would have been directly involved with the data input at the time the payment was posted (if applicable)
    - 3. Account Number represents the patient account number associated with the statement
    - First Name, Last Name, Address Lines (5 total), Phone Number, Customer Email – all will reflect as entered at the time of payment
    - 5. Processing Payment this details if this was a "customer" online payment or a "client" user payment
    - Payment Received by and Client Email Address client user that input the payment information, if the payment was client initiated
    - 7. Transaction ID payment record identification number
    - 8. Transaction Amount
    - 9. Transaction Date
    - Payment Method represents the credit card type such as Visa, MasterCard, etc.
    - 11. Payment Type represents the form of payment used such as credit card





12. Payment Status – provides the status of the payment if Completed
or Errored

4	A		В	C	D	E	F		G		H	
1	ClientName		Departmen	t Account Number	Blank Field	First Nam	e Last N	lame	Address Line 1		Address Line 2	
2	Payment Total			5 Line Count	1							
3	City Healthcare System		n BST Suppor	t 1234567	3	GEORGE	WASH	INGTON	8200 TELEGRAPH RD			
	I J		К	L	N	1	N		0			
1	City	State	Zip Code	Phone Numbe	er Email Ad	ddress I	rocess	sing Pay	ment	Payment F	leceived by	
2												
3	LORTTON VA 2		22079-1219	70479935	D		Client		Vicki Goetz			
	Р		Q	R	S		т	U		V	w	
1	Client Email Address T		Transaction ID	ransaction Amount	Fransaction Tot	al Transact	Transaction Date		Method	Payment Type	Payment Status	
2												

## V. Recurring Payment Summary

### A. Recurring Payment Search

- i. Select Recurring Payment Summary from the Customer Payments menu
- ii. Select the client from the drop down (your organization should be the only option available)
- iii. Use the fields provided to filter your search results
- 1. Recurring Payment ID if available, this will provide exact results
- 2. Account Number & Name
  - If there are multiple accounts being paid with 1 Recurring setup, only enter 1 of the 2 account numbers or names associated. The results will populate information for both.





- 3. Status
  - In Process payment plan is not complete and is scheduled for a future date
  - On Hold setup is placed on hold normally due to an attempt to process and resulted with error or decline transaction
  - Completed payment plan has finished terms successfully
  - Cancelled setup was cancelled before terms were successfully completed
- 4. Date Range: enter the date range of the next expected scheduled payment date
- iv. Select Search
- v. List of results is presented
  - Columns highlighted in blue can be sorted

Recurring Payments - Search													
Client		Recurring Payment	D	Account Number:	Account Number:			Name					
Acryness Health Care Sy	vstem 🔻					washin	gton						
Status All	Payment Amount	Start Date:		End Date		Search		Clear					
	ID Status Accour	t Number First Name	Last Name	Created On	Next Payment Date	Payment	Fee	Total					
۹.	30 Canceled 1234567	8 George	Washington	3/19/2015 2:15:43 PM	03/20/2015	\$12.00	\$0.35	\$12.35					
Q 📝 🚥 🖨	25 In Process 1234567 3456789		Washington Washington	3/18/2015 1:27:37 PM	03/19/2015	\$2.47 \$7.53	\$0.30	\$10.30					

- iv. Select  $\stackrel{{f Q}}{\longrightarrow}$  to view the details of the recurring payment setup
- v. Select  $\overline{\mathbb{S}}$  to edit the current payment terms of the recurring payment
  - The credit card information is unable to be edited. You must cancel the payment that is currently setup and create a new one
- vi. Selecting 🖤 will allow you to temporarily suspend the recurring payment
  - Status is now "on hold" until it is manually changed
  - The icon will automatically change to when 🔀 HOLD is selected
  - To return to status IN PROCESS and release the recurring payment from ON HOLD status, you can select this icon again
- vii. Selecting 💙 will cancel the recurring payment setup.
  - You must confirm the cancellation before proceeding





## **Client Manager**

I. Online Payment Services

THIS MENU FEATURE IS NOT CURRENTLY AVAILABLE TO CLIENTS. ALL FUNCTIONALITY, AT THIS TIME, WILL BE INITIATED BY ACRYNESS ADMINISTRATORS ONLY.

## II. Statement Services

THIS MENU FEATURE IS NOT CURRENTLY AVAILABLE TO CLIENTS. ALL FUNCTIONALITY, AT THIS TIME, WILL BE INITIATED BY ACRYNESS ADMINISTRATORS ONLY.

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**END OF THIS DOCUMENT** 



SPW 4.7 User Manual