

# New Participant Onboarding Process



- Applicant submits a contact request form on ePAY website
- Consultation call is scheduled with applicant to review program benefits and options
- Enrollment email with link to the ePAY Portal is sent to applicant

- Applicant, using the instructions provided in enrollment email, enters profile data (ePAY team available to assist)
- Applicant executes the NCR and ePAY agreements in the ePAY Portal
- Participant is boarded on PBP processing platform and initial setup is complete\*
- Training email with link to schedule an appointment sent to Participant. If the Participant requires an integration, the appointment will be to discuss set up needs. \*\*

- Conduct Training or Onboarding call with Participant.
- Participant requirements developed by ePAY.
- End to end testing performed by ePAY and Participant.
- Go-Live date established

- Participant is converted to production
- ePAY monitors Participant in production
- Participant is live and can contact Customer Support for further questions at (855) 226-7337 or the ticketing portal at:  
[https://epay.itpyportal.com/Login\\_Epay.aspx](https://epay.itpyportal.com/Login_Epay.aspx)

\* Applicant converts to participant status following approval from underwriting

\*\* Training is provided remotely and through web tutorials