using the QuickPay Portal on your mobile device

Prefer making a payment **without** logging into the Patient Portal? Make a quick and easy payment online using the QuickPay Portal, now available on mobile and desktop devices. With the mobile QuickPay Portal, you can make a payment anytime, anywhere.
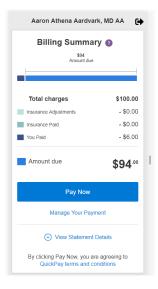
Making a payment

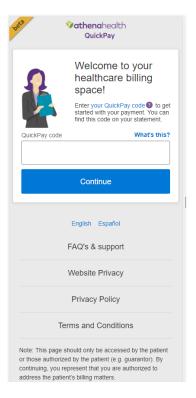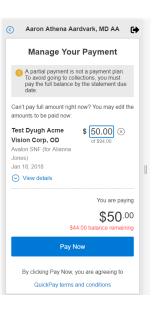1. Look at your statement and find the **QuickPay Code**.

2. Go to www.quickpayportal.com on your mobile device.

3. Enter the QuickPay code from your statement, and then tap **Continue.**

4. If you'd rather view the website in Spanish, select Español at the bottom of the screen.

5. Review your statement details on the Billing Summary page. Tap **Pay Now** to pay the full amount due from your statement, or tap **Manage Your Payment** to make a partial payment. By tapping Pay Now, you agree to the QuickPay terms and conditions.
Note: Tap View Statement Details to view the details of your billing statement.

6. On the Manage Your Payment page, enter the amount you want to pay. You'll see the balance you have remaining. Tap **Pay Now** to make a partial payment, which we'll apply to the oldest charges first.
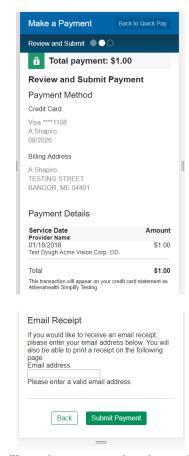

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Making a payment cont.

7. On the Make a Payment page, enter your credit card information and your billing address. Tap **Review Payment** to continue.

8. On the Review Payment page, review the details of your payment before submitting. If you'd like a receipt for your payment, enter your email address. Once you're finished reviewing tap **Submit Payment** to make your payment.

9. The Payment Confirmation page describes the details of your payment. You'll receive your receipt via email if you entered your email address. To log out of the QuickPay Portal, tap **Sign out**.

Troubleshooting

Clearing your cache

Having trouble accessing the QuickPay Portal on your mobile device? It might be because you've previously tried to access QuickPayPortal.com from your mobile device before a mobile version was available. Try clearing the cache on your mobile browser and re-loading the page. Cached app data is where temporary files from your apps are stored; over time, this data may interfere with other apps loading, such as the QuickPay Portal.

To clear your Safari cache, do the following:
1. Open Settings
2. Scroll down to Safari
3. Select Clear History and Website Data

To clear your Chrome cache, do the following:
1. Open the app
2. Go to Options > Settings
3. Tap Privacy
4. Tap Clear Browsing Data
5. Select the browsing data you want to delete (cookies, history, cached images and files) and tap Clear Browsing Data