



# CustomCare™

## EASY SET-UP GUIDE

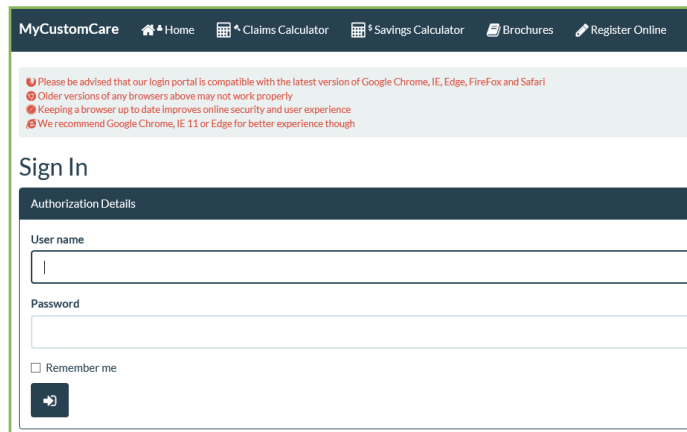
### Online Claims Account

#### CREATING ONLINE ACCOUNT

This is an extremely easy and convenient way to add funds at any time!

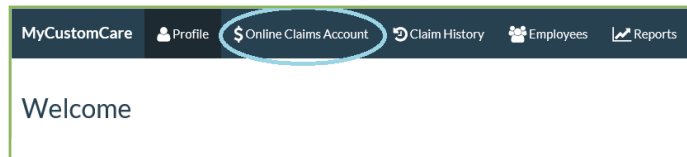
You can follow these easy steps below.

**STEP 1:** You need to login to your Admin account at <https://my.customcare.ca/>

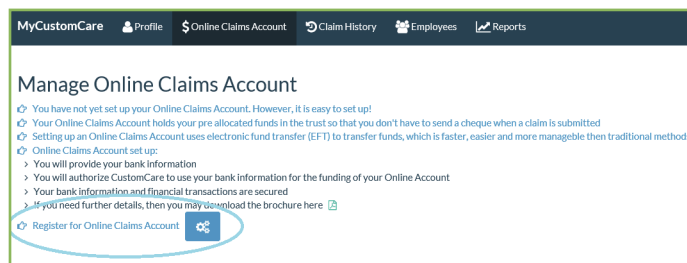


The screenshot shows the CustomCare login page. At the top, there is a navigation bar with links for Home, Claims Calculator, Savings Calculator, Brochures, and Register Online. Below the navigation bar, there is a warning message about browser compatibility. The main heading is "Sign In". Underneath, there is a section for "Authorization Details" with input fields for "User name" and "Password". There is also a "Remember me" checkbox and a login button.

**STEP 2:** Once logged in, you will click on the Online Claims Account tab on the navigation bar.



**STEP 3:** You need to click on the Register for Online Claims Account button.



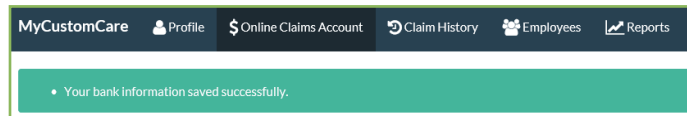
**STEP 4:** Fill out the banking info for your company, upload a copy of your company void cheque, and check off the "I Authorize" box and submit. At this time there is no need to enter a dollar amount, you are only setting up the banking information at this time.

The screenshot shows the 'Setup Online Claims Account' page. At the top, there is a navigation bar with 'MyCustomCare', 'Profile', 'Online Claims Account', 'Claim History', 'Employees', and 'Reports'. The main heading is 'Setup Online Claims Account'. Below this, there is a 'Bank Account' section. The form contains the following fields and options:

- Branch or Transit Number (for example: 02089)**: Input field.
- Institution Number (for example: 004)**: Input field.
- Account Number (for example: 0896541234)**: Input field.
- Initial Amount (for example: 500, Min 0; Max 10000)**: Input field with '0.00' entered.
- Upload a Void Cheque Image (JPG or PNG or PDF)**: A 'Browse...' button.
- I authorize CustomCare to collect the company's bank information**: A checkbox that is currently unchecked.

On the right side of the form, there is a sample void cheque image with the word 'VOID' printed across it. The cheque includes fields for 'Pay to the order of', 'Amount', and 'Date'.

You will receive a confirmation message if the upload is successful.



**STEP 5:** Once we receive your request to set up an Online Account, we will go over the information provided. When verified, you will receive an email advising of your successful online set up.

**STEP 6:** You can now click on the Online Claims Account button again to add a top-up to your account.

The screenshot shows the 'Top up (One time)' form. At the top, there is a navigation bar with 'MyCustomCare', 'Profile', 'Online Claims Account', 'Claim History', 'Employees', and 'Reports'. The main heading is 'Top up (One time)'. The form contains the following information and fields:

- This is one time top up only; there is no regular auto top up option available right now**: A blue informational message.
- Please ensure that your top up includes the 10% admin fee and applicable provincial tax**: A yellow warning message.
- It may take 2 to 3 business days to transfer your funds**: A blue informational message.
- Account Balance**: A field showing '0.00'.
- Top up Amount**: A field showing '100.00'.
- Top up Any Amount**: A button.

You will receive a confirmation message once the request has been sent.

