

How To Enroll - ACH & Credit Card Payments

As you may be aware, we will be transitioning to a new platform for ACH and credit card payments effective July 1, 2025. To assist with this transition, we've included screenshots below to guide you through the enrollment process. If you have any questions or need further assistance, please don't hesitate to contact John K. Jones at jjones@annamariaofaurora.com or Jeff Hanigan at jhanigan@annamariaofaurora.com. Both can also be reached by phone at 330-562-6171.

Step 1:

Visit the TransactCare payment portal at www.transactcare.com. If you already have an account, enter your email address and password, then click the Sign In button. If you are new to the system and do not yet have a payor account, click "Click Here" located under the welcome message to set up a new account before continuing.



Welcome back,
Please sign in to your account.

Don't Yet Have a Payor Account? [Click Here To Setup a New Account.](#)

Email

User Name / Email

Password

Password

Show Password

[Sign In](#)

[Reset Password](#)

Step 2:

After signing in or creating your account, you'll be prompted to Search By Organization. From the dropdown menu, choose Anna Maria of Aurora as the organization. Then, select the appropriate care setting / building within The Campus Of Anna Maria that corresponds to your payment needs - Independent and Assisted living residents will choose Anna Maria ALF, Nursing home residents of Anna Maria will choose Anna Maria of Aurora, and Kensington Nursing home residents will choose Kensington at Anna Maria.

Note: If you are unsure which division to select, please contact our team for assistance before proceeding.



[Create an Online Payment Account](#)

Please follow the instructions below to create an account.

Already Have a Payor Account? [Click Here To Login and Process a Payment.](#)

[Search By Organization](#)

[Search By State](#)

Anna Maria

Anna Maria ALF

Anna Maria Of Aurora

Kensington at Anna Maria



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Step 3:

To begin, you'll need to locate the resident's account in the system. You can do this by entering the resident's account number (MRN) along with their last name, then clicking "Search by Last Name and MRN."

Alternatively, if you prefer, you can search by entering the first initial, last name, and date of birth, then clicking "Search by Name and Date of Birth." Make sure all information is entered accurately to ensure the correct resident profile is linked to your payment setup.

 **Create an Online Payment Account**
Please follow the instructions below to create an account.

Already Have a Payor Account? [Click Here](#) To Login and Process a Payment.

1 Find a Resident / Patient 2 Setup Account 3 Confirm Email

Search by Resident's Last Name and Account Number / Medical Records Number (MRN)
Account Number or MRN [Where Can I Find This?](#)

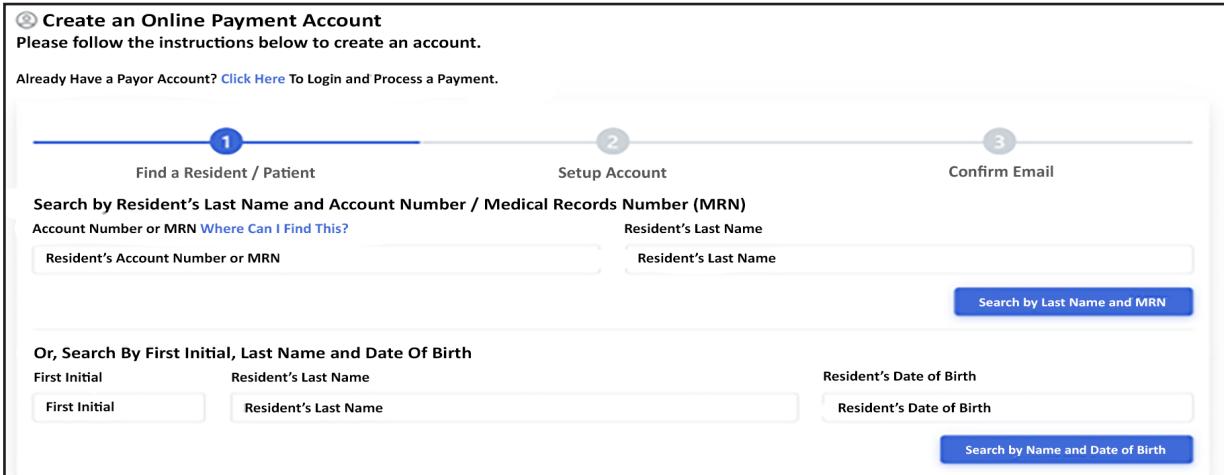
Resident's Account Number or MRN Resident's Last Name

Or, Search By First Initial, Last Name and Date Of Birth

First Initial Resident's Last Name Resident's Date of Birth

First Initial Resident's Last Name Resident's Date of Birth

Search by Name and Date of Birth



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Step 4:

Fill in the required fields including your email address, first name, and last name. Then, create a password that you will remember—this will be used to access your account moving forward. Once all information is entered, click "Set Up Account" to complete your registration.

1 Find a Resident / Patient 2 Setup Account 3 Confirm Email

Email

First Name Last Name

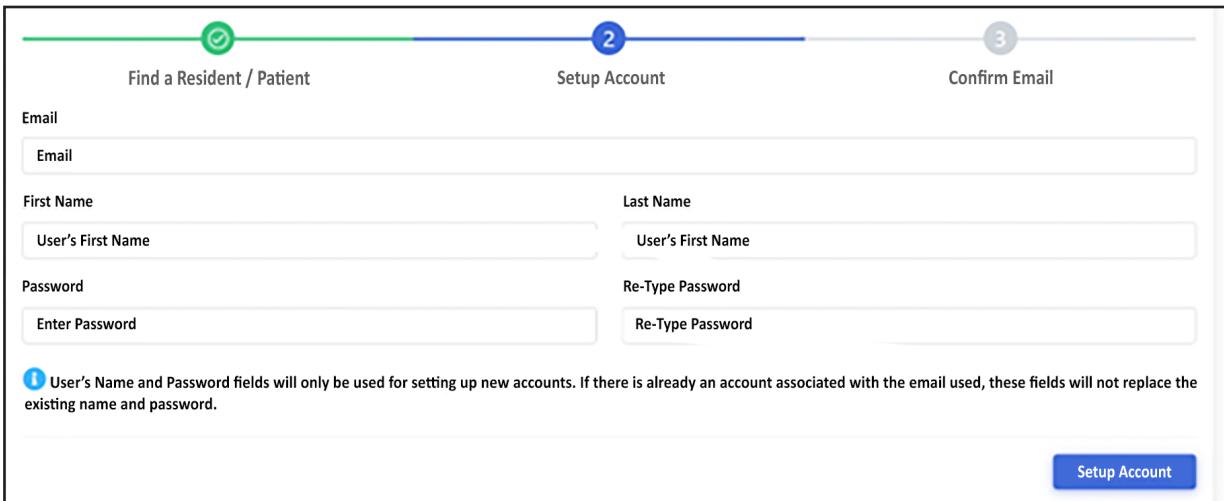
User's First Name User's First Name

Password Re-Type Password

Enter Password Re-Type Password

 User's Name and Password fields will only be used for setting up new accounts. If there is already an account associated with the email used, these fields will not replace the existing name and password.

Setup Account



Once you click Setup Account you will see this screen. Leave this screen open and open your email program to confirm your email address and finalize your account setup.

 **Create an Online Payment Account**
Please follow the instructions below to create an account.

Already Have a Payor Account? [Click Here](#) To Login and Process a Payment.

Find a Resident / Patient  Setup Account  Confirm Email 



 **ALMOST DONE!**
You have successfully setup an online payment account but before you can use the account you must check your email and follow a confirmation link to finalize your account setup.

You will receive an email from Transactcare which you will need to click on the confirmation link to finalize account setup.



Step 5:

After creating your account, you will receive an email from TransactCare. Open the email and click the "Get Started" button to continue the setup process. If you don't see the email in your inbox within a few minutes, be sure to check your spam or junk folder.


TransactCare™

YOUR NAME

You have been invited by:
Anna Maria ALF
to use **TransactCare** to view
statements online.

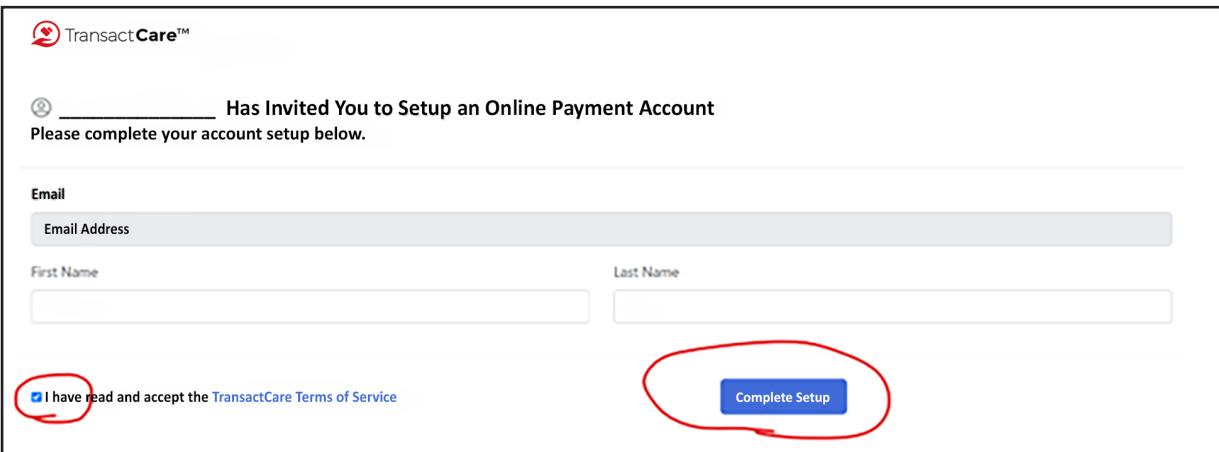
To see your outstanding balance, please follow the invitation link
below.
Thank you!

Get Started

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Step 6:

On this screen, enter your email address, first name, and last name to finalize your account. Then, check the box to confirm that you have read and agree to the Terms of Service. Once all information is entered and the box is checked, click “Complete Setup” to move forward.



TransactCare™

Has Invited You to Setup an Online Payment Account
Please complete your account setup below.

Email

Email Address

First Name

Last Name

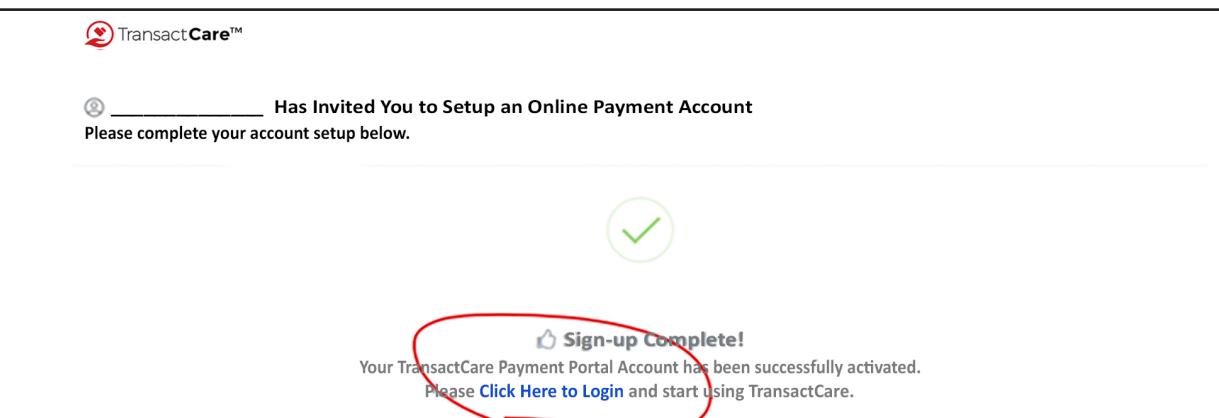
I have read and accept the [TransactCare Terms of Service](#)

Complete Setup

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Step 7:

Click the “Click Here to Login” link to enter your TransactCare account. Once logged in, you’ll be taken to your dashboard, where you can choose how you’d like to set up your payment method—either as a one-time payment or through autopay (covered in the next step).



TransactCare™

Has Invited You to Setup an Online Payment Account
Please complete your account setup below.

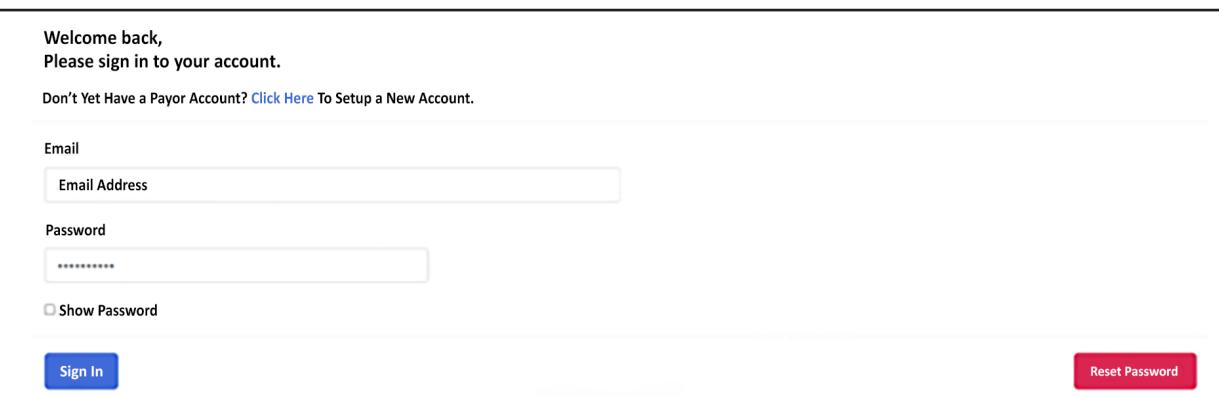


Sign-up Complete!
Your TransactCare Payment Portal Account has been successfully activated.
Please [Click Here to Login](#) and start using TransactCare.

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Step 8:

Now that your account is set up, return to the TransactCare login screen. Enter the email address and password you created in the previous steps, then click the blue “Sign In” button to access your account. Be sure to use the same login credentials you set up earlier to avoid login issues.



Welcome back,
Please sign in to your account.

Don't Yet Have a Payor Account? [Click Here](#) To Setup a New Account.

Email

Email Address

Password

Show Password

Sign In

Reset Password

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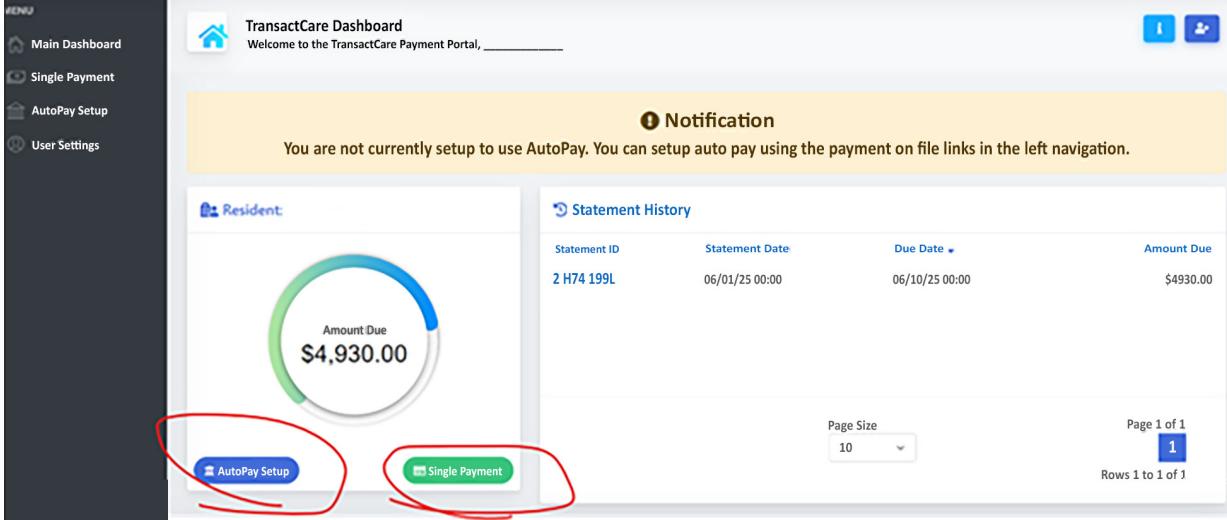
Step 9:

Within your TransactCare Dashboard, you will see two options:

Autopay Setup – to schedule recurring payments - Single Payment – to make a one-time payment

Click on the button that best fits your preferred payment method to continue the setup process.

You can always update or change your selection later from the dashboard.



The screenshot shows the TransactCare Dashboard. On the left, a sidebar menu includes 'Main Dashboard', 'Single Payment', 'AutoPay Setup', and 'User Settings'. The main content area features a 'Notification' box stating: 'You are not currently setup to use AutoPay. You can setup auto pay using the payment on file links in the left navigation.' Below this is a 'Resident' section with a circular graphic showing an 'Amount Due' of '\$4,930.00'. At the bottom of this section are two buttons: 'AutoPay Setup' and 'Single Payment', both of which are circled in red. To the right is a 'Statement History' table with one row of data:

Statement ID	Statement Date	Due Date	Amount Due
2 H74 199L	06/01/25 00:00	06/10/25 00:00	\$4930.00

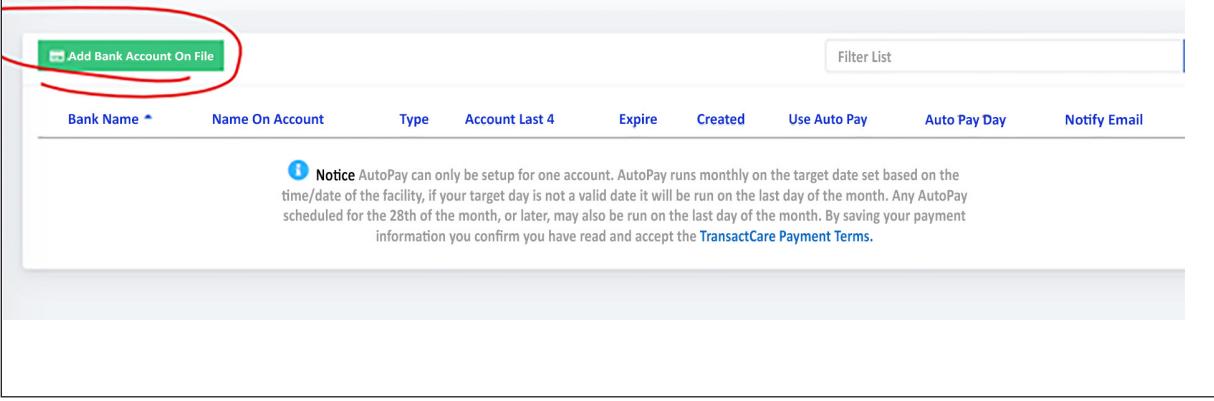
At the bottom of the page are 'Page Size' and 'Page 1 of 1' controls.

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Step 10:

To proceed with ACH payments, click the "Add Bank Account on File" button.

This will take you to the secure entry screen where you can provide your bank account details.



The screenshot shows a table titled 'Add Bank Account On File' with the following columns: Bank Name * (with a red asterisk), Name On Account, Type, Account Last 4, Expire, Created, Use Auto Pay, Auto Pay Day, and Notify Email. A 'Filter List' input field is at the top right. A notice message at the bottom left states: 'Notice AutoPay can only be setup for one account. AutoPay runs monthly on the target date set based on the time/date of the facility, if your target day is not a valid date it will be run on the last day of the month. Any AutoPay scheduled for the 28th of the month, or later, may also be run on the last day of the month. By saving your payment information you confirm you have read and accept the TransactCare Payment Terms.' A large empty input field is at the bottom.

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Step 11:

If you selected ACH (bank account) as your payment method, you'll now be prompted to enter your bank information. Fill in the name on the bank account. Enter the routing number and account number for the checking account you wish to use. Once completed, proceed to finalize and save your payment method.

Tip: Double-check your routing and account numbers for accuracy to avoid payment delays or errors.

Bank Account Details X

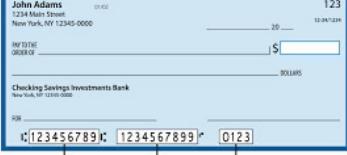
Name On Bank Account
Name As It Appears On the Acc

Your Bank Account Number
Account Number

Retype Your Bank Account Number
Retype Account Number

Your Bank Routing Number
Routing Number

Account Type
Checking



Routing Number
Account Number
Check Number