How To
Enroll - ACH &
Credit Card Payments

THE CAMPUS OF
Anna Maria
OF AURORA
A Family Approach to Senior Living For Over 60 Years

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.

1 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.

2 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.

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 Last Name

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

Search by Last Name and MRN

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
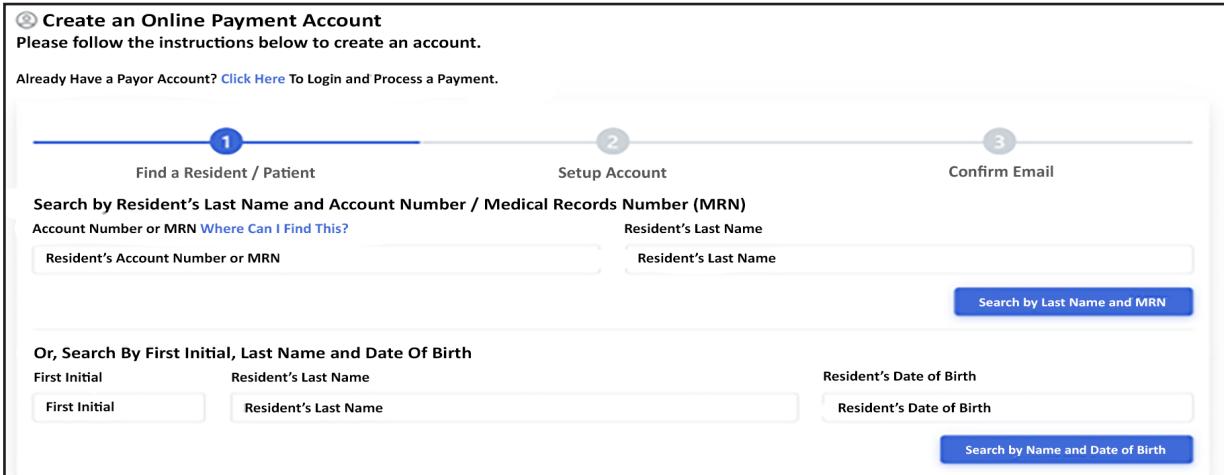
Step 4:

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

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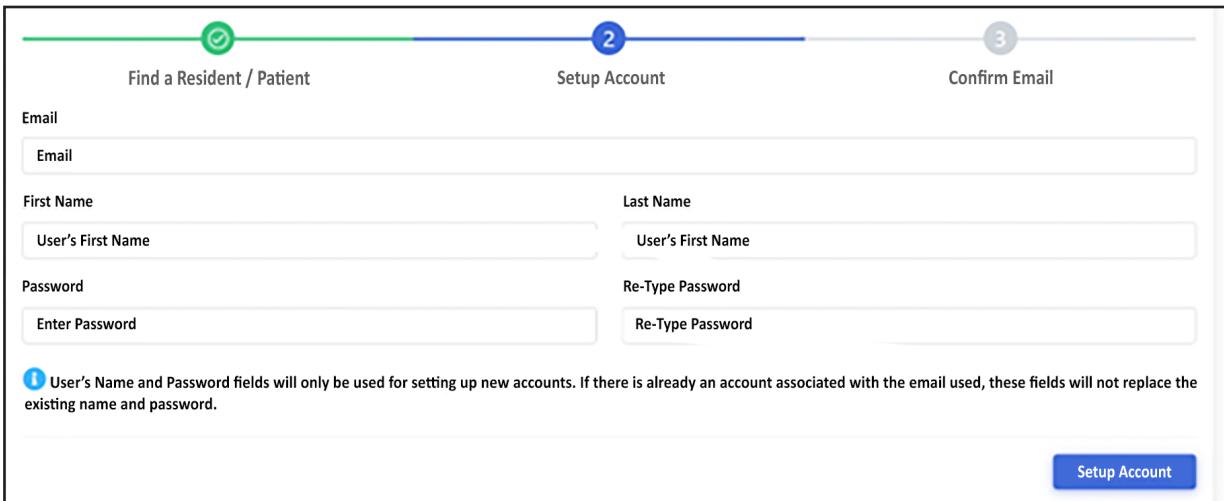
Once you click Setup Account you will see this screen. Leave this screen open and open your email program to confirm your email address and finalize your account setup.

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 ③

(!)

⚠ 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.

Transact**Care**™

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

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.
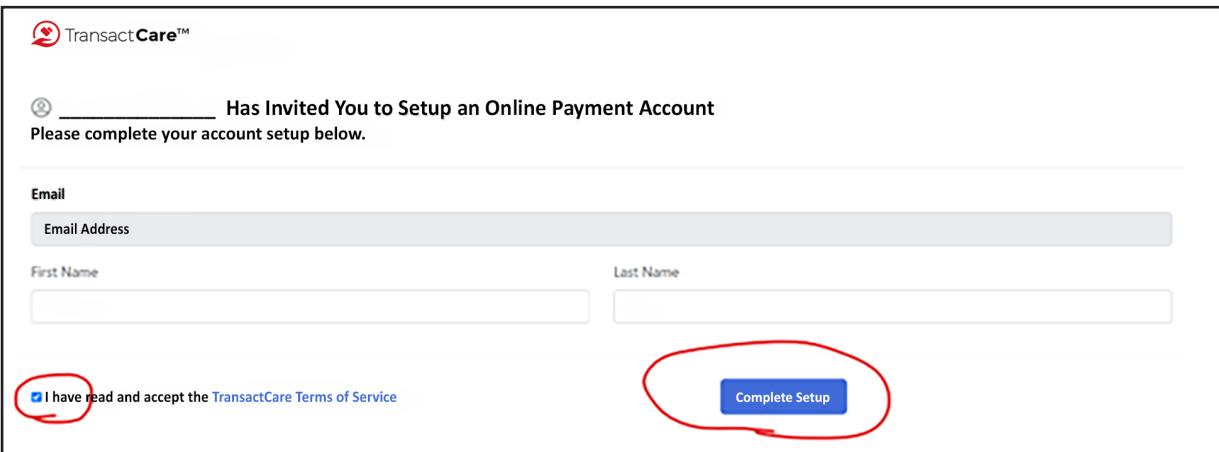
TransactCare™

_____ **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

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).
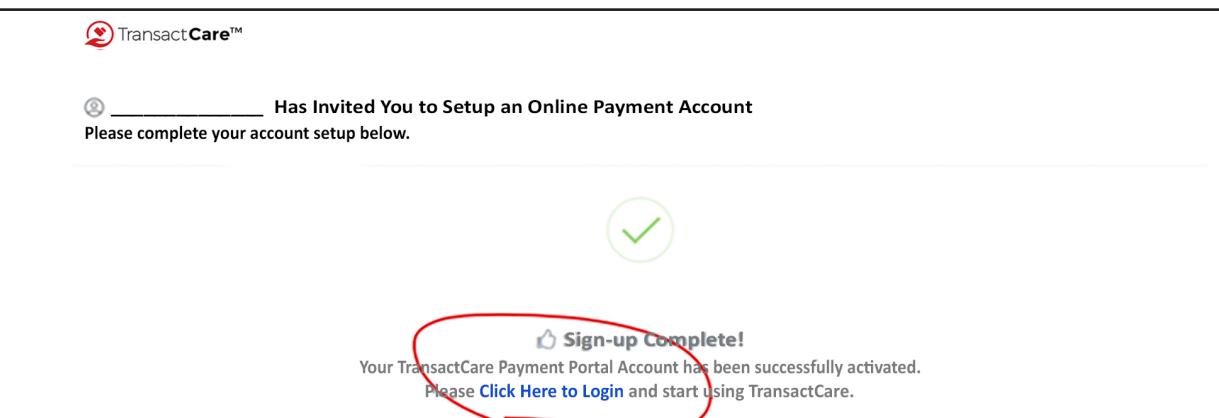
TransactCare™

_____ **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.

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.
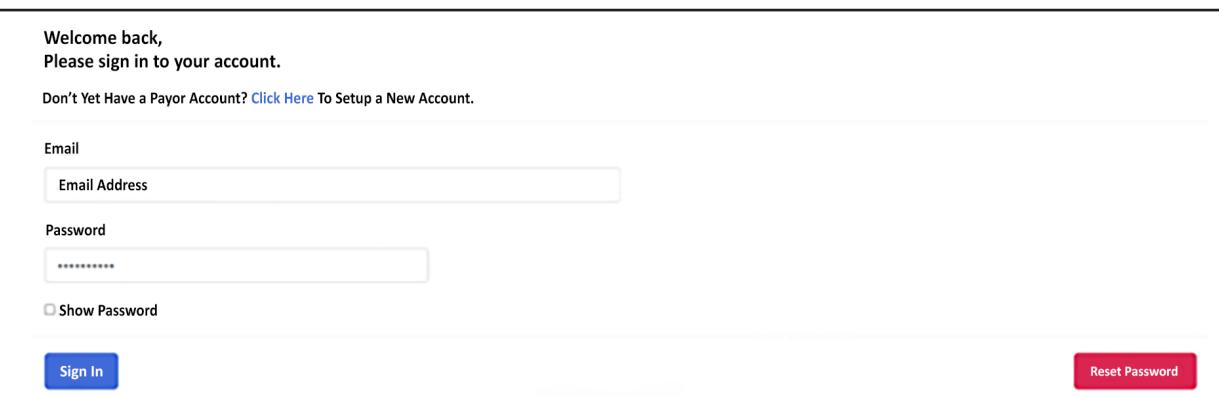
Welcome back,
Please sign in to your account.

Don't Yet Have a Payor Account? Click Here To Setup a New Account.

Email

Email Address

Password

••••••••

☐ Show Password

Sign In

Reset Password

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.

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.

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.