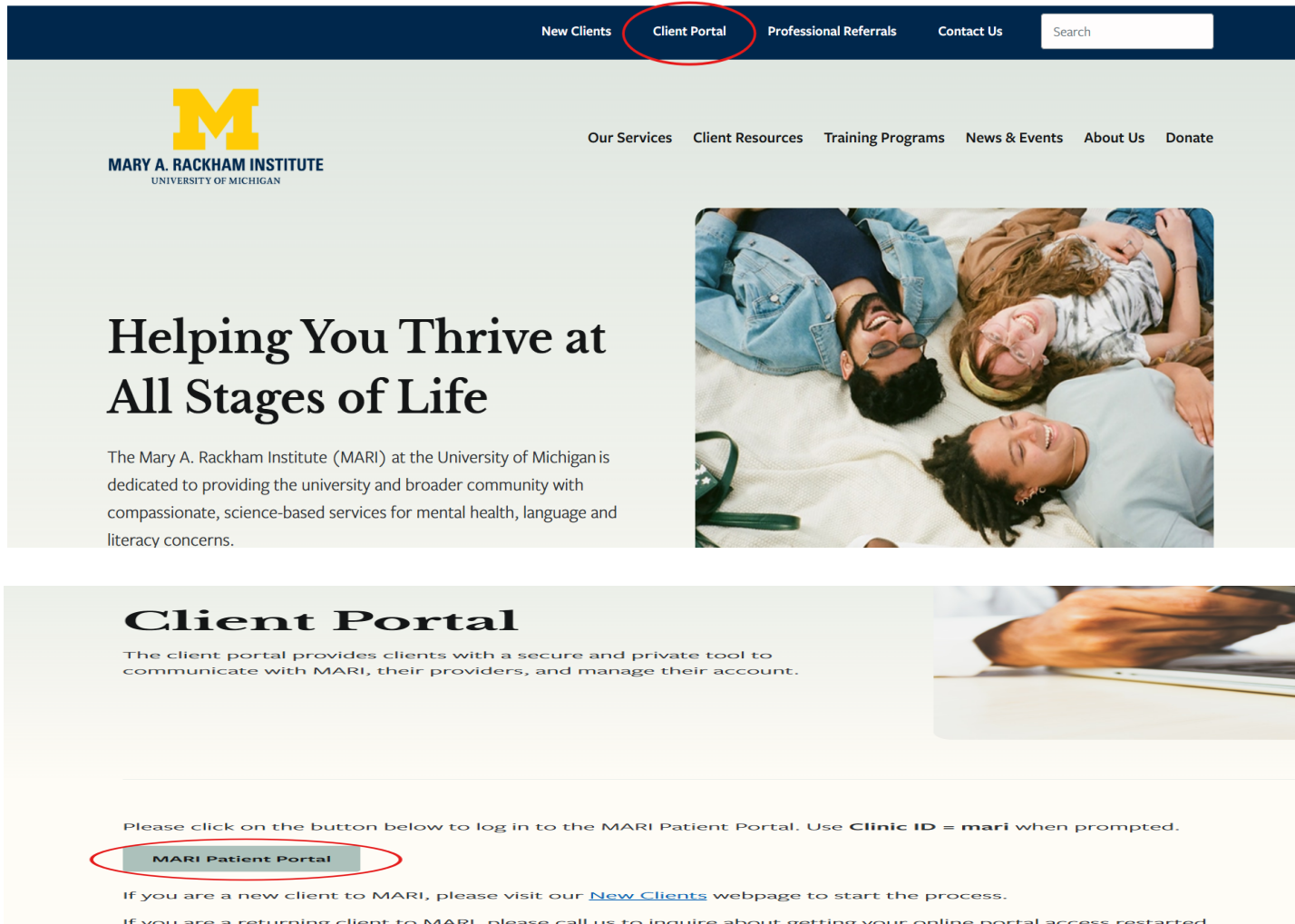


Making a Credit Card Payment in MARI Client Portal

We have changed how clients make credit card payments for services received at MARI. To make a payment, log into your [MARI patient portal account](#) (clinic ID = mari). All current clients have a portal account. New clients are shown how to access the portal before they receive care. If you have forgotten your password, please follow the prompts in the portal to reset it.

How to Get to the MARI Patient Portal From Anywhere on the MARI Site



The screenshot displays the MARI website interface. At the top, a dark blue navigation bar contains links for 'New Clients', 'Client Portal' (circled in red), 'Professional Referrals', 'Contact Us', and a search bar. Below this, the MARI logo is on the left, and a secondary navigation bar lists 'Our Services', 'Client Resources', 'Training Programs', 'News & Events', 'About Us', and 'Donate'. The main content area features a large heading 'Helping You Thrive at All Stages of Life' and a photograph of three people lying down. Below the heading, text describes MARI's mission. Further down, a section titled 'Client Portal' explains its purpose. At the bottom of this section, a button labeled 'MARI Patient Portal' is circled in red, with instructions to click it and use the clinic ID 'mari'. Additional text provides guidance for new and returning clients.

New Clients **Client Portal** Professional Referrals Contact Us Search

MARY A. RACKHAM INSTITUTE
UNIVERSITY OF MICHIGAN

Our Services Client Resources Training Programs News & Events About Us Donate

Helping You Thrive at All Stages of Life

The Mary A. Rackham Institute (MARI) at the University of Michigan is dedicated to providing the university and broader community with compassionate, science-based services for mental health, language and literacy concerns.

Client Portal

The client portal provides clients with a secure and private tool to communicate with MARI, their providers, and manage their account.

Please click on the button below to log in to the MARI Patient Portal. Use **Clinic ID = mari** when prompted.

MARI Patient Portal

If you are a new client to MARI, please visit our [New Clients](#) webpage to start the process.

If you are a returning client to MARI, please call us to inquire about getting your online portal access restarted.

Making a Payment on the Portal

Opening 'Make Payment' Option

Once you have logged into your account, you will see a client dashboard. There is a green button at the top of the page, in the Financial Information card (see image for details). Click on the green “\$ Make Payment” button to launch the payment option.

PATIENT PORTAL FOR CLINICS OF MARY A. RACKHAM INSTITUTE

Welcome E Client

Home

Form Requests (0)

Clinical Info

My Schedule

My Account

Educational Resources

Messages (0)

Linked Profiles

Contact Information

Name: E Client (123456)

Primary Phone (333) 444-5555

Cell Phone:

Email Address: youremailaddress@email.com

Address: 110 Pilot PlaceYourtown, MI 48197

Other Phone:

Preferred Contact Method: Unknown

Financial Information

My Account

Statements

\$ Make Payment

Primary Insurance Self

Secondary Insurance N/A

Tertiary Insurance N/A

Upcoming Appointment

View Scheduled Events

You don't have any upcoming appointments.

Forms to Complete

There are no forms pending completion.

NOTE: If you are a client and you also have a dependent who is a client, you may need to click on Linked Profiles or make sure you are in the correct patient account.

You can also access your patient balance and statements under “My Account” at the top of the page, which offers the Make Payment option too.

Moving through the Payment Steps

Step 1

When you click the payment button, you will open the payment section. It will look something like the below image. You will have the option of selecting specific balances owed or making a general payment.

- Check your balances in the “Your Balance” area.
- Select the line item or click in the “Select Pay Amount” area to enter the amount you want to apply.
- Check the “Total” before clicking “Next” to make sure it is correct.

PATIENT PORTAL FOR CLINICS OF MARY A. RACKHAM INSTITUTE

Welcome E Client

Home

Form Requests (0)

Clinical Info

My Schedule

My Account

Educational Resources

Messages (0)

Linked Profiles

←

Select Services to Pay

Step 1

Select Services

Step 2

Enter Card Holder Details

Step 3

Process Credit Card Transaction

Step 4

Complete

Select Pay Amount	Your Balance	Date	Clinician	Service
✓ 1.00	\$ 1.00	03/04/2022	** General Account Payment **	** General Account Payment **

Enter the payment amount here.

You'll see your balance owed here.

Once you have entered your payment amount, checked it against the balance, and reviewed the total you will be paying in this transaction, click the NEXT button.

Total: \$1.00

Next

Step 2

Once you click Next, you will be asked to fill out your credit card information. The system is secure and is fully aligned with PCI compliance and U-M security standards. Please make sure you:

- Select the correct type of credit card (Visa, AmEx, etc.).
- Make sure the Cardholder name and address are correct.
- **Enter the email you would like a receipt sent to.** It will automatically fill in the email you use in the portal, but you can change it if you'd like. The email receipt **does not contain** clinical details.
- Make sure the total payment amount is correct.

Click Next to move to the next step where you enter the card information.

PATIENT PORTAL FOR CLINICS OF MARY A. RACKHAM INSTITUTE

Welcome E Client

Home

Form Requests (0)

Clinical Info

My Schedule

My Account

Educational Resources

Messages (0)

Linked Profiles

←

Select Services to Pay

Step 1

Select Services

Step 2

Enter Card Holder Details

Step 3

Process Credit Card Transaction

Step 4

Complete

Date	Clinician	Service	Your Balance	Amount to Pay
03/04/2022	** General Account Payment **	** General Account Payment **	\$ 1.00	\$1.00

Billing Details

Card Type:

→

Visa

Card Holder Name:

→

E Client

Address:

110 Pilot Place

Zip Code:

48197

Email Address:

→

YourEmailAddress@email.com

Payment Summary

Amt to Pay:

\$1.00

Fee:

\$0.00

Total:

\$1.00

Next

Step 3

All sections in Step 3 are required to be filled in to process the payment. You will need the credit card number, expiration date and CVV code on the back (or front for AmEx). Click the Pay button to complete the transaction.

PATIENT PORTAL FOR CLINICS OF MARY A. RACKHAM INSTITUTE

Welcome E

Home

Form Requests (0)

Clinical Info

My Schedule

My Account

Educational Resources

Messages (0)

Linked Profiles

←

Select Services to Pay

Step 1

Select Services

Step 2

Enter Card Holder Details

Step 3

Process Credit Card Transaction

Step 4

Complete

Credit Card Transaction

Card Information

* Denotes a required field

*Card Number:

*Expiration:

Month

/

Year

* CVV:

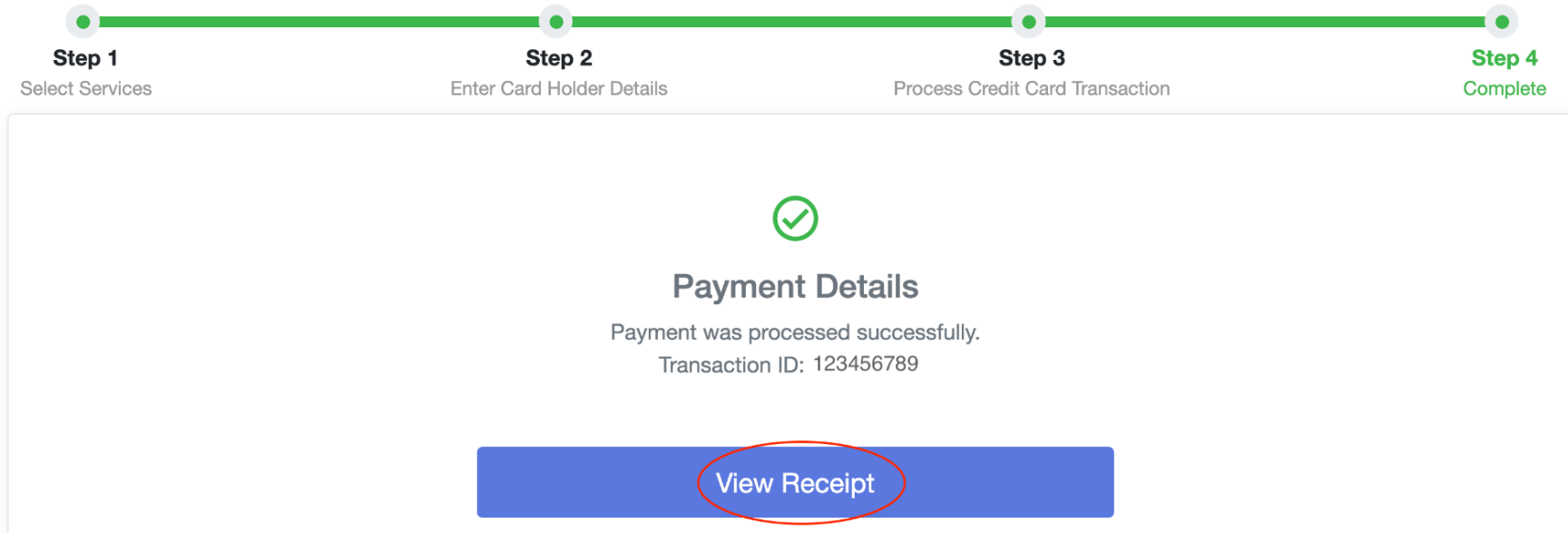
Transaction Information

Amount: \$1.00

Pay

Step 4: Confirmation and Receipt of Payment!

Along with this new process comes digital and emailed receipts! Once you click Pay and the credit card is processed, you will receive a confirmation screen, with the option to View Receipt. When you click that option, the receipt is opened on the screen.



When you click **View Receipt**, click “Print” to print *or* to save as a PDF. You will also receive an email receipt, sent to the email you entered in the payment section.

Mary A. Rackham Institute (MARI)
University of Michigan
500 E Washington
Ann Arbor, MI - 48104
Phone: 734-615-7853

Ref #:
Payment Date: 03/04/2022
Payment Method: Credit Card (Other)
Worldpay Validation Code: ABCD123456EFGH789

Client, E [MR# 1234567]

Payment Applied On: 03/04/2022 10:59:31 AM
Payment ID: 12345678
Entered By: Unknown

Amount: \$1.00

Comments:
Web payment by patient

Credit Card Information:
Transaction ID: 123456789
Payment Date: 03/04/2022
Card Number: *****1234
Status: COMPLETE

Receipt Creation Date:
03/04/2022 10:59:41 AM

- Thank you for your payment -

 Print

Close

Questions or Issues with the Online Payment System?

If you have questions or run into issues when attempting to pay online, you can contact the MARI call center at (734) 615-7853. You may need to leave a message.

NOTE: Some FSA debit cards will not go through (it is based on the FSA administrator and not something we control); please contact our call center to determine next steps.