



REALTIME

CLINICAL TRIAL MANAGEMENT SYSTEMS

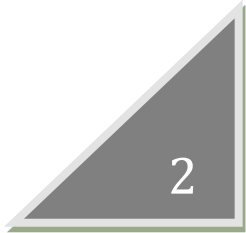


REALTIME-PAYCARD PATIENT PORTAL ACTIVATION INSTRUCTIONS

MAY 2019

VERSION 1.0

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INTRODUCTION

The RealTime-PAY feature utilizes instant issue compensation cards by Mastercard® and VISA® for quick, easy and secure stipend payments to research subjects. RealTime-PAY provides greater convenience and faster stipend payment for subjects, integrated and streamlined payment systems for site staff and administrators, and greater security for both the research site and the subject. This manual will guide site staff and administrators through the set-up and implementation of RealTime-PAY.

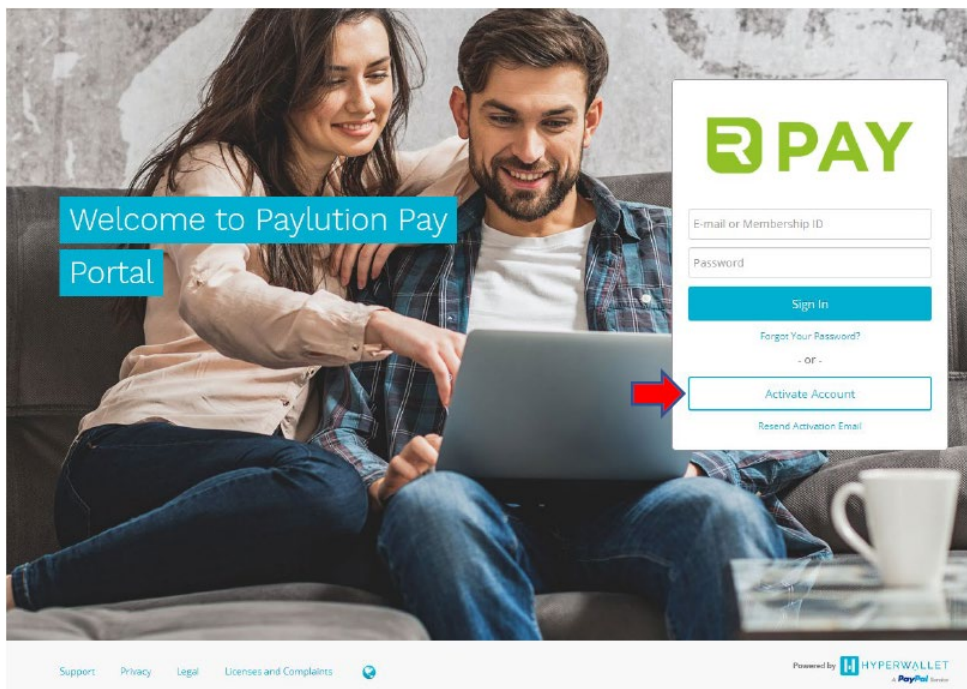
The RealTime-PAY Team is dedicated to ensuring that each RealTime site and cardholder have a smooth experience using their RealTime-PAYcard. As you may know, there is an online portal that patients can use to set up their PIN, monitor their transactions, and initiate a transfer of funds from their card and into their personal bank account. Sites that educate their patients on using the portal tend to have less questions from patients, and it provides the patient more flexibility with accessing the funds on the card.

If your site needs a refresher on any RealTime-PAY features, please contact the RT-PAY department for additional instructions. Reach the PAY team direct by calling, **210-852-4310 option 5** or via email at rtpay@realtime-ctms.com.

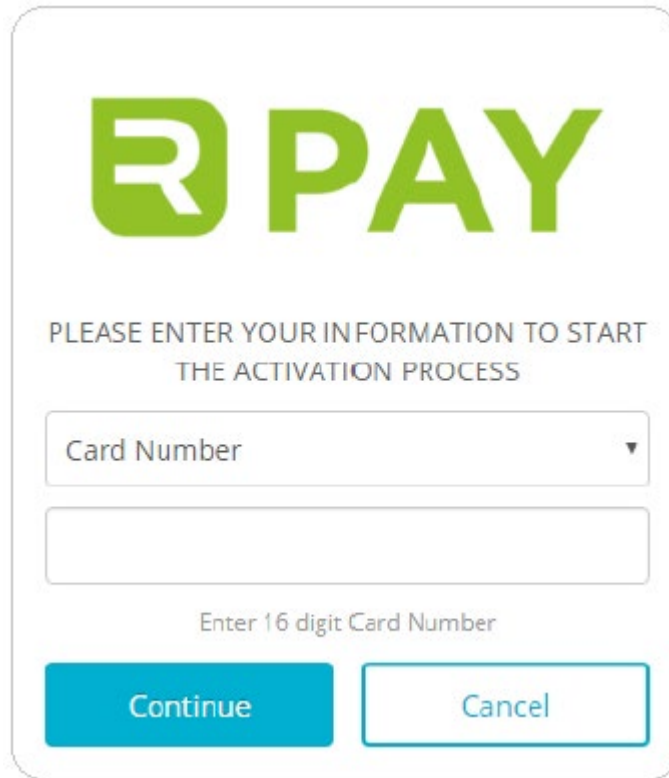
REALTIME-PAYCARD ACTIVATION INSTRUCTIONS

In order to set up this online portal the patient will need to follow the following steps:

Step 1: Go to: <https://realtimepay.paylution.com>, select *Activate Account*.



Step 2: Enter the *16-digit card number* located on the center of the card, then click *Continue*.



R PAY

PLEASE ENTER YOUR INFORMATION TO START THE ACTIVATION PROCESS

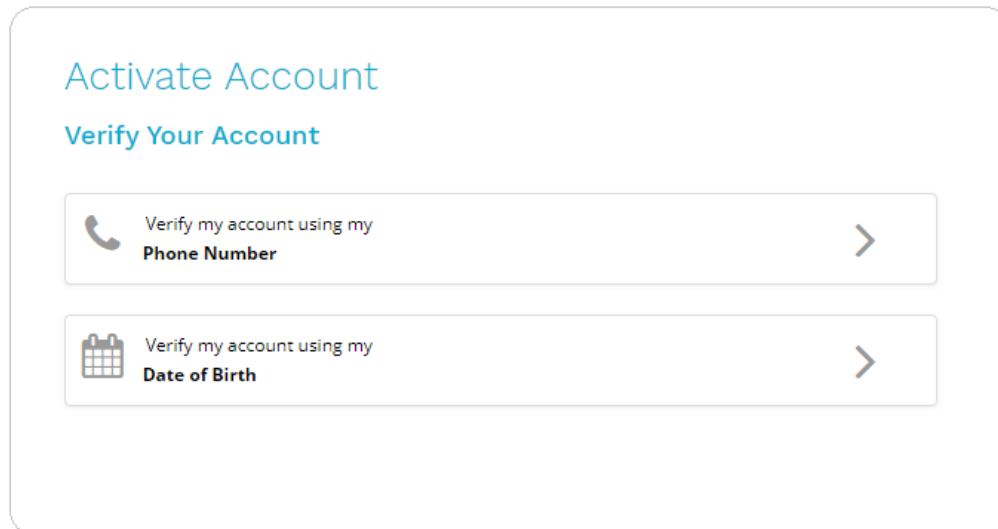
Card Number ▼

Enter 16 digit Card Number

Continue Cancel

Step 3: Verify Your Account. Select one way to verify your account:

- Phone Number
- DOB (*Recommended*)



Activate Account

Verify Your Account

Verify my account using my Phone Number >

Verify my account using my Date of Birth >

Step 4: *Select the Account Type:*

- Individual (*Recommended*)
- Business

Activate Account

Select the Account Type

I am an **Individual** >

Select Individual if you are one of the following:

- An Individual
- A Sole Proprietor
- A Single-Member LLC

I am a **Business** >

Select Business if you are one of the following:

- A Corporation
- A Partnership
- A Limited Liability Company

Step 5: Enter Your Personal Information then click *Continue*.

Personal Information

First Name:

Last Name:

Gender: Male Female

Date of Birth:

Month Day Year

Membership ID:

Phone Number:

Mobile Number:

Home Address

Country:

State/Province:

Address Line 1:

Address Line 2:

City:

Zip/Postal Code:

Step 6: Set up Your Account Credentials, Security Questions, and Legal Agreements then click *Confirm* to complete the activation process.

Email and Password:

Email Address:

Password:

Confirm Password:

Security Questions

Question One:

Answer One:

Question Two:

Answer Two:

Legal Agreements

Hyperwallet: I have read and agree to the [Hyperwallet Electronic Signature and Communications Delivery Policy](#).

I have read and agree to the [Hyperwallet Terms of Service and Hyperwallet Privacy Policy](#).

Prepaid Card: I have read and agree to the [BANCORP Electronic Communications Agreement](#).

I have read and agree to the [Pay Portal USD VISA Cardholder Agreement](#).

I have read and agree to the [BANCORP Privacy Policy](#).

Step 7: Set Up a PIN will be prompted after activation process is complete. (*Optional but recommended*)

Prepaid Card PIN

To use your card at an ATM you must select a PIN.

Create New PIN:

Confirm New PIN:

Activation Complete!