

# Client Portal

We want to make working with us as easy as possible! With that goal in mind, we are excited to offer our easy-to-use client portal. With our portal, you can perform all of the functions indicated below.

- [Portal Access](#)
- [Dashboard & Functions](#)
- [Add a New Credit Card Payment Method](#)
- [Add a New Bank Account \(ACH\) Payment Method](#)
- [Manage Existing Payment Methods](#)

**i** Enrolling as a client portal user and adding a payment method will automatically enroll your organization in account autopay. Products obtained through DHS direct-cost procurement services are charged weekly on Mondays and your service agreement is charged between the 1st and 10 of each month. If you wish to disable automatic payments, please reply to any emailed account statement.

## Portal Access

1. **Navigate to Portal:** Open a web browser on your computer or mobile device and [navigate to our Client Portal](#).
2. **Log In:** Enter your organization email address, enter your password, and click "Sign In" button.

The image shows the login page for DigiCom Healthcare Solutions. At the top, there is a green header with the DigiCom logo and the text "Healthcare Solutions". Below the header, there are three main steps highlighted with red circles and boxes:

- 1**: A red box highlights the "Enter Email \*" input field. Below the field, it says "Please enter valid email."
- 2**: A red box highlights the "Enter Password \*" input field. Below the field, it says "Please enter password".
- 3**: A red box highlights the "Sign In" button.

At the bottom of the page, there are two buttons: "Request Account" and "Reset Login or Password".



- If you don't remember your Client Portal password, click the "Reset Login or Password" link on the login page, enter your email address (the same address we send invoices to) and a password reset link will be emailed to you.
- If you have not used our client portal before and would like access, simply click "Request Account" button, enter your contact information, and if you are authorized by your organization to access billing information, we will set up a portal account and contact you once complete.

Enter Email \*

Please enter valid email.

Enter Password \*

Please enter password

Sign In

Request Account

Reset Login or Password

## Dashboard & Functions

On our client portal dashboard, you have the following options:

**Open Invoices:** View invoice detail and open invoices.

**Invoices:** View all paid and unpaid invoices including invoice detail.

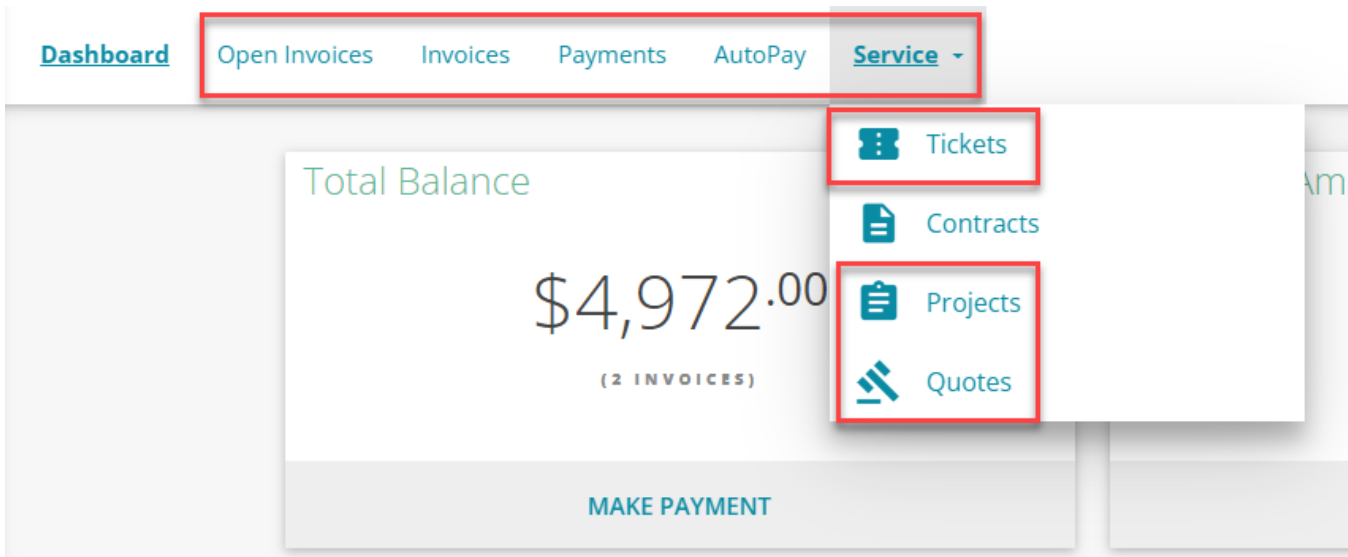
**Payments:** View all transactions and associated invoices paid per transaction.

**AutoPay:** Managed by DHS accounting department. Open invoices are automatically charged during weekly billing cycle.

**Service>Tickets:** View all open/closed Support Tickets and ticket details.

**Service>Projects:** View open project names and statuses.

**Service>Quotes:** View open proposal names and statuses.



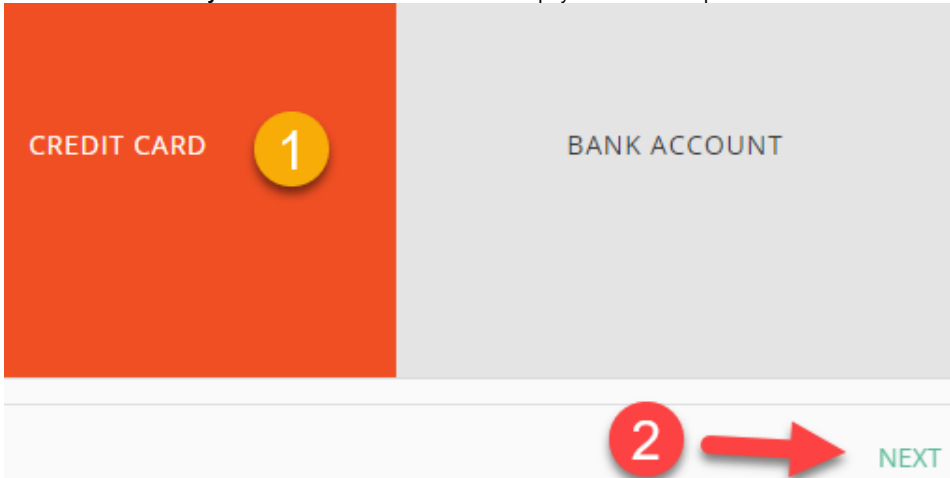
## Add a New Credit Card Payment Method

**i** For Bank Account payment method, [skip to the next section](#). Note that we provide a 3% discount on monthly support agreement invoices if you choose the ACH (bank account) payment method.

1. **Click "New Payment Method"**: Scroll down to middle of portal dashboard and click "New Payment Method" button.



2. **Select Credit Card Payment Method**: Select "Credit Card" payment method option and click "Next" button on lower right hand corner.






3. **Create Credit Card Payment Method**: For Credit Card payment method, enter information as follows.

- a. Friendly Name: "Credit Card" (without quotes)
- b. First Name: Card holder first name
- c. Last Name: Card holder last name
- d. Credit Card Number: Enter your credit card number
- e. Month Expiration: 2-digit card month expiration
- f. Year Expiration: 4-digit card year expiration

g. Click "Next": Click "Next" button



CREDIT CARD

Friendly Name  Credit Card Number

Credit Card  .....5515 

First Name Last Name Month Expiration Year Expiration

John Doe 10 2026

CANCEL  

h. Address: Card holder billing address

i. Address Line 2: Secondary address information such as floor or suite number

j. City: Billing address city

k. State/Province: Billing address state



l. Postal Code: Billing address postal code

m. Phone Number: Card holder phone number associated with account



n. Email Address: Card holder email address associated with account

o. Click "Next": Click "Next" button




CREDIT CARD

Address  Phone Number 



555 Medical Lane 707-555-1212

Address Line 2  Email Address 

Suite 2133 john@brownmedical.com

City  State/Province  Postal Code 


Santa Rosa CA 95404

CANCEL  

p. Authorize Payment Method & Submit: Click to select "I authorize the use of this payment method to settle transactions in this portal" option, and click Submit".

CREDIT CARD


### Summary





\*\*\*\* \* 5515

JOHN DOE 10 / 2026

ADDRESS  
555 MEDICAL LANE  
SANTA ROSA, CA 95404

  I authorize the use of this payment method to settle transactions in this portal.

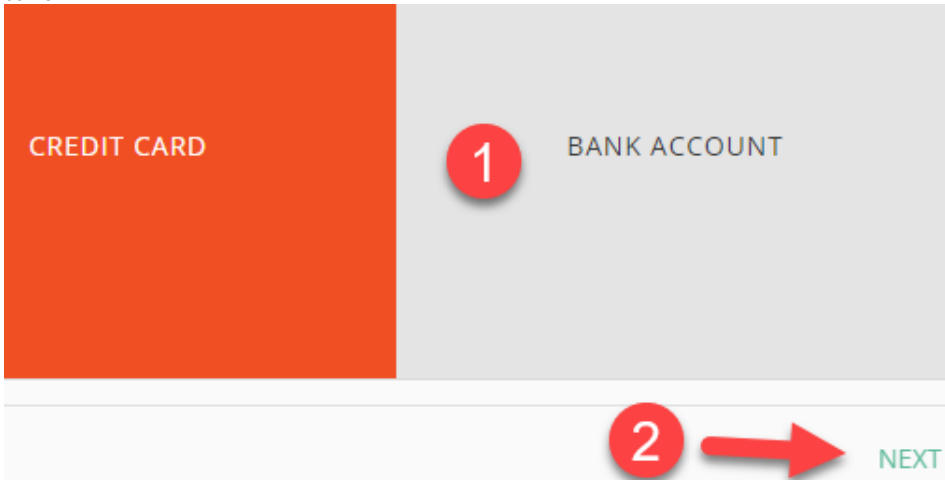
CANCEL  

## Add a New Bank Account (ACH) Payment Method

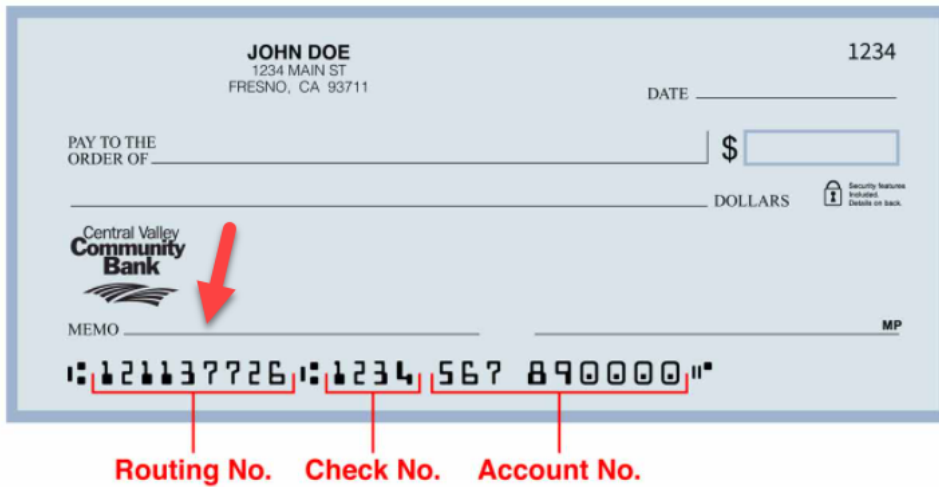
1. Click "New Payment Method": Click "New Payment Method" button.



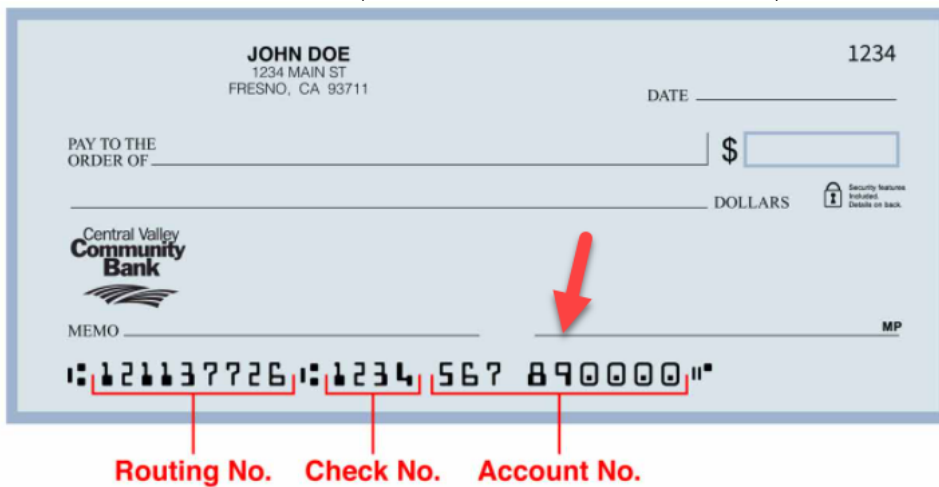
2. **Select Bank Account Payment Method:** Select "Bank Account" (ACH) payment method option and click "Next" button on lower right hand corner.



3. **Create Bank Account Payment Method:** For Bank Account payment method, enter information as follows.  
a. Friendly Name: "Bank Account" (without quotes)  
b. Account Name: Registered account holder first and last name or company name  
c. Routing Number: Bank routing number (can be obtained from a check as shown below)



d. Confirm Routing Number: Confirm same number  
e. Account Number: Bank account number (can be obtained from a check as shown below)



f. Confirm Account Number: Confirm same number  
g. Account Type: Checking  
h. Account Holder Type: Business

i. Click "Next": Click "Next" button

BANK ACCOUNT

|   |  |  |
|---|--|--|
| Friendly Name <sup>?</sup>  | Routing Number                         | Confirm Routing Number   |
| <input type="text" value="Bank Account"/>                               | <input type="text" value="121137726"/> | <input type="text" value="121137726"/>                                   |
| Account Name <sup>?</sup>   | Account Number                         | Confirm Account Number   |
| <input type="text" value="John Doe"/>                                   | <input type="text" value="****0000"/>  | <input type="text" value="****0000"/>                                    |
| Account Type  |  | Account Holder Type  |
| <input checked="" type="radio"/> Checking <input type="radio"/> Savings |  | <input checked="" type="radio"/> Business <input type="radio"/> Personal |

CANCEL BA **2**

j. **Address:** Bank account holder billing address

k. **Address Line 2:** Secondary address information such as floor or suite number

l. **City:** Billing address city

m. **State/Province:** Billing address state

n. **Postal Code:** Billing address postal code

o. **Phone Number:** Bank account phone number associated with account

p. **Email Address:** Bank account email address associated with account

q. Click "Next": Click "Next" button

BANK ACCOUNT

|   |  |                                    |
|---|--|------------------------------------|
| Address <sup>?</sup>                          | Phone Number <sup>?</sup>                          |                                    |
| <input type="text" value="555 Medical Lane"/> | <input type="text" value="707-555-1212"/>          |                                    |
| Address Line 2 <sup>?</sup>                   | Email Address <sup>?</sup>                         |                                    |
| <input type="text" value="Suite 2133"/>       | <input type="text" value="john@brownmedical.com"/> |                                    |
| City <sup>?</sup>                             | State/Province <sup>?</sup>                        | Postal Code <sup>?</sup>           |
| <input type="text" value="Santa Rosa"/>       | <input type="text" value="CA"/>                    | <input type="text" value="95404"/> |

CANCEL BA **2**

r. **Authorize Payment Method & Submit:** Click to select "I authorize the use of this payment method to settle transactions in this portal" option, and click Submit".

BANK ACCOUNT

### Summary

|   |  |
|---|--|
| <p><b>BUSINESS CHECKING ACCOUNT</b></p> <p>JOHN DOE</p> <p>ROUTING NUMBER: 121137726    ACCOUNT NUMBER: **** 0000</p> | <p>ADDRESS</p> <p><b>555 MEDICAL LANE</b><br/><b>SANTA ROSA, CA 95404</b></p> <p><input checked="" type="checkbox"/> I authorize the use of this payment method to settle transactions in this portal.</p> |
|---|--|

CANCEL BA **2**



## Manage Existing Payment Methods

Click three dots to right of "Manage" (below "New Payment Method" button) to to edit or delete existing payment methods.

NEW PAYMENT METHOD +

MANAGE ⋮



-  Edit
-  Delete