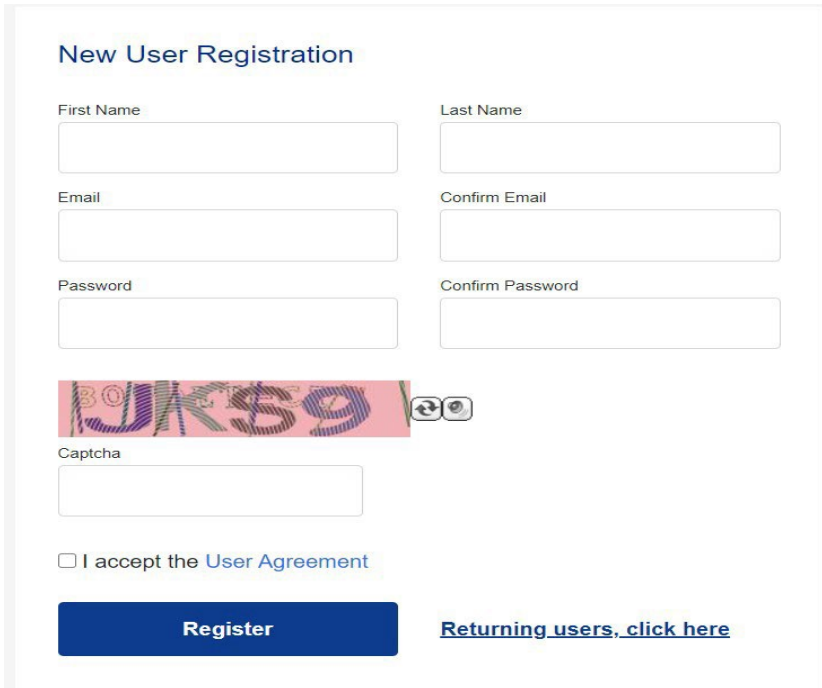


## Claims Portal Registration/Log-in Steps and Troubleshooting

### 1. After entering the Portal, you will see the below Registration Screen.



**New User Registration**

First Name


Last Name

Email

Confirm Email

Password

Confirm Password



I accept the [User Agreement](#)

[Returning users, click here](#)

Fill in all requested information and click “Register.”

Note, passwords are case sensitive and must be at least 11 characters and include a lowercase letter, an uppercase letter, a number and a special character.

If done correctly, you will receive a confirmation email to the email address provided with instructions on how to finish confirming your account.

NOTE: If you do not receive the email after a few minutes, the following are a few of the common reasons:

- a. The confirmation email is in your Junk/Spam mailbox.
- b. You input the wrong email address into the registration page. (Example: your email is [JSmith@###.com](mailto:JSmith@###.com), but you input [JSmith1@###.com](mailto:JSmith1@###.com)).
- c. The email address you entered does not match the email address input into the “Confirm Email” box.
- d. The password you entered does not match what you entered in the “Confirm Password” box.
- e. Your password is less than 11 characters or is missing one of the following: an uppercase letter, a lowercase letter, a number and a special character.  
Please note the password is **CASE SENSITIVE**.
- f. The Captcha Code is incorrect.
- g. You did not check the “I accept the User Agreement” checkbox.
- h. You already have an account registered.

### 2. Once your account is registered and confirmed, log-in through the “Returning Users” section shown at the bottom right of the registration screen. You will then see the following login screen:

## Claims Portal Registration/Log-in Steps and Troubleshooting

Please enter your information

Email

Password

Remember Me

**Login**

[I forgot my password](#)      [I want to register](#)

Enter your login information and click on “Login.”

NOTE: If the Login attempt doesn't work, then the following are a few of the common errors/reasons:

- a. The Email or Password you input are incorrect.
- a. You did not successfully register and confirm your account.
- b. Your account has been blocked because of too many attempts to log in with the incorrect password. To unlock it, please email us at [parfunding@epiglobal.com](mailto:parfunding@epiglobal.com) for assistance.