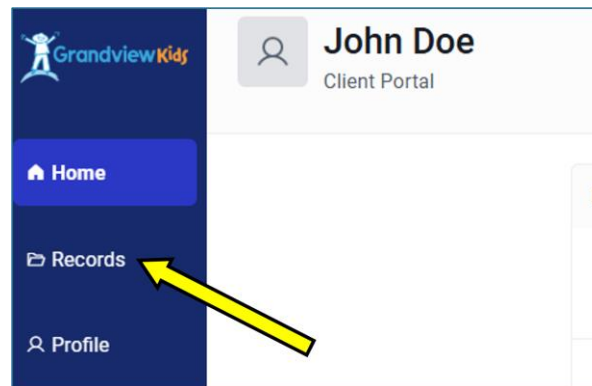


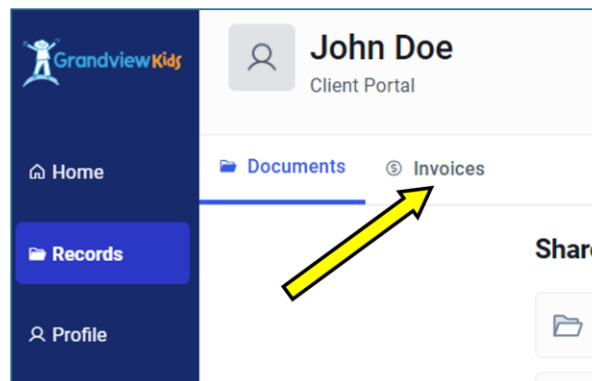
How to view invoices and make payments for Purchased Services in the Client and Family Portal

Follow the step-by-step instructions below to learn how to view invoices and make payments in the Client and Family Portal (Portal).

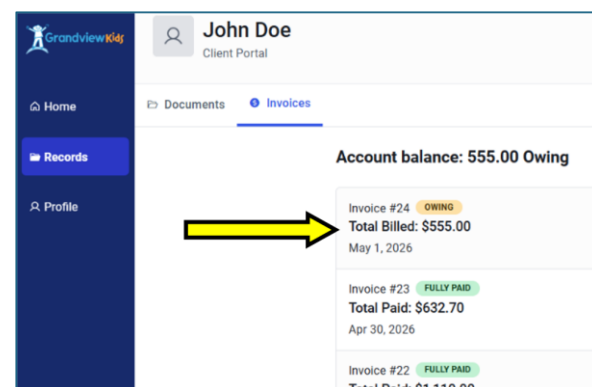
1. After logging into Portal, click on the **Records** tab.



2. Click **Invoices**.



3. From the client's list of invoices, click on the invoice you want to view.



4. From this view, you can see (1) the total amount of the invoice, (2) the total balance on the account when the invoice was created and (3) the invoice details.

←

Invoice #24

OWING

Download

Print

Settings

Pay now

Total Billed: \$555.00

Invoice Date: Apr 21, 2026.

Billing Period: Mar 1, 2026 - Apr 19, 2026

Account Summary

Opening Balance (Mar 1, 2026)

\$0.00

Adjustments, Payments & Charges

\$0.00

Invoice #24 Summary

Visit Total

\$555.00

Invoice Sub-Total

1

\$555.00

Invoice Total

\$555.00

Closing Balance (Apr 19, 2026)

2

\$555.00

Invoice Details						
Date	3	Service	Employee	Quantity	Rate	Amount
Apr 17, 2026 14:00-17:00		SE-ABA-INDIVRXMED	Sarah A.	3.00	\$185.00	\$555.00
Total Visits: 1		Total Hours: 3		\$555.00		

The invoice can also be viewed by doing either of the following:

- Click the **download**  button to save the invoice as a PDF.
- Click the **print**  button to print the invoice on paper.

Documents

Invoices

←

Invoice #24

OWING

Download

Print

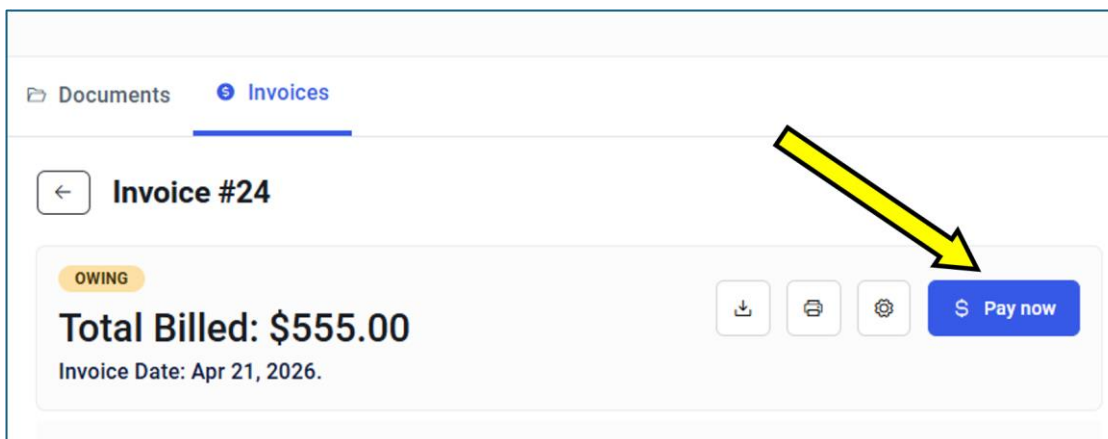
Settings

Pay now

Total Billed: \$555.00

Invoice Date: Apr 21, 2026.

5. Once you have viewed the invoice details and are ready to pay, click **Pay now**.
 - Note: This button is available for invoices with a remaining balance. The button will be disabled for invoices that have a balance of \$0.



Documents Invoices

← Invoice #24

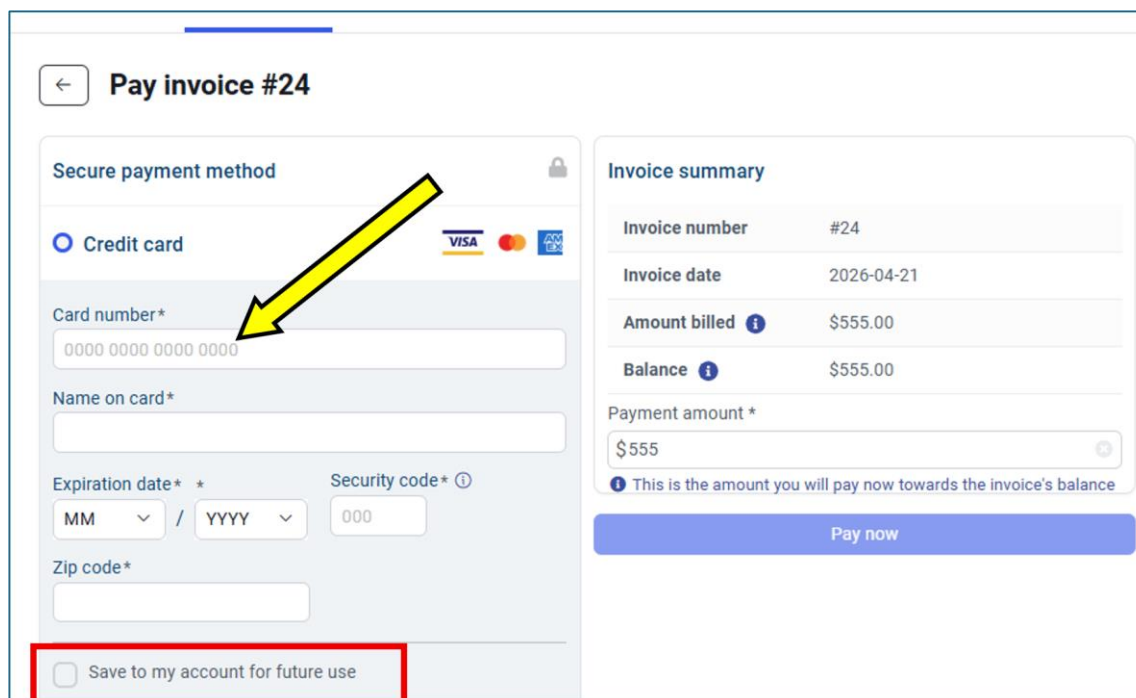
OWING

Total Billed: \$555.00

Invoice Date: Apr 21, 2026.

Download Print Settings Pay now

6. You can now select your chosen payment method and adjust the payment amount. Any saved payment method will automatically appear in the pop-up window. To pay with a credit card, enter the required fields in the pop-up window (see screenshot below). We accept Visa, MasterCard and American Express.



← Pay invoice #24

Secure payment method

☒ Credit card

Card number*

0000 0000 0000 0000

Name on card*

Expiration date* * Security code* ⓘ

MM / YYYY 000

Zip code*

☐ Save to my account for future use

Invoice summary

Invoice number #24

Invoice date 2026-04-21

Amount billed ⓘ \$555.00

Balance ⓘ \$555.00

Payment amount *

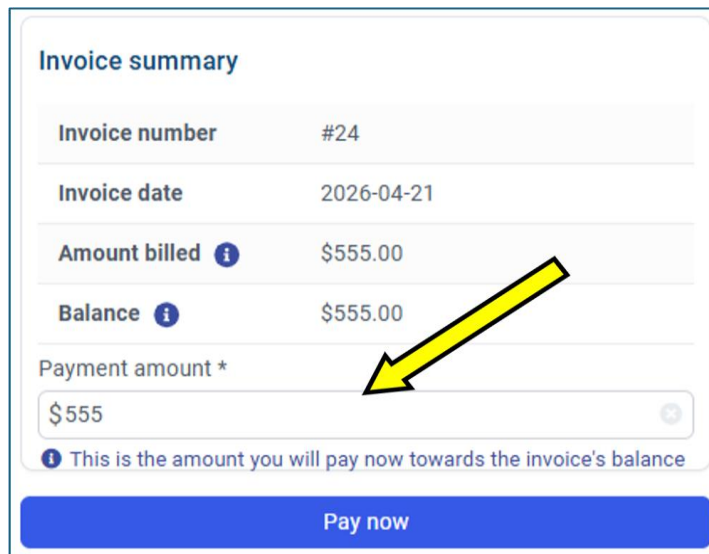
\$555

ⓘ This is the amount you will pay now towards the invoice's balance

Pay now

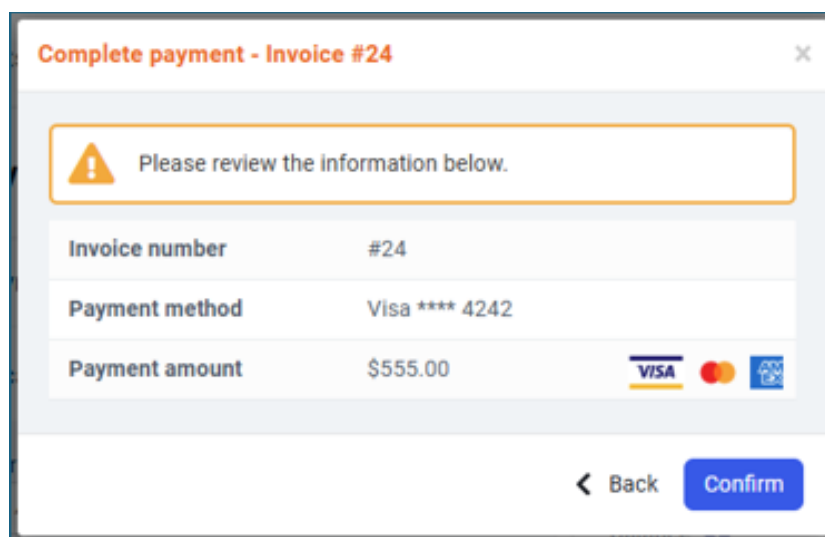
- Note: When you check “Save to my account for future use,” you can make future payments using the same credit card within the Portal without having to re-enter your details.

7. Once you have chosen a payment method, you can customize the payment amount to the amount you want to pay towards the invoice. By default, the payment amount is the invoice's current balance. You will not be able to enter an amount greater than the invoice balance. Click **Pay now** to confirm payment.



Invoice summary	
Invoice number	#24
Invoice date	2026-04-21
Amount billed ⓘ	\$555.00
Balance ⓘ	\$555.00
Payment amount *	\$555
ⓘ This is the amount you will pay now towards the invoice's balance	
Pay now	

8. Review payment details. Select **Confirm** to proceed with payment. Select **Back** to cancel the transaction. Once confirmed, the system will process your payment.



Complete payment - Invoice #24

ⓘ Please review the information below.

Invoice number	#24
Payment method	Visa **** 4242
Payment amount	\$555.00

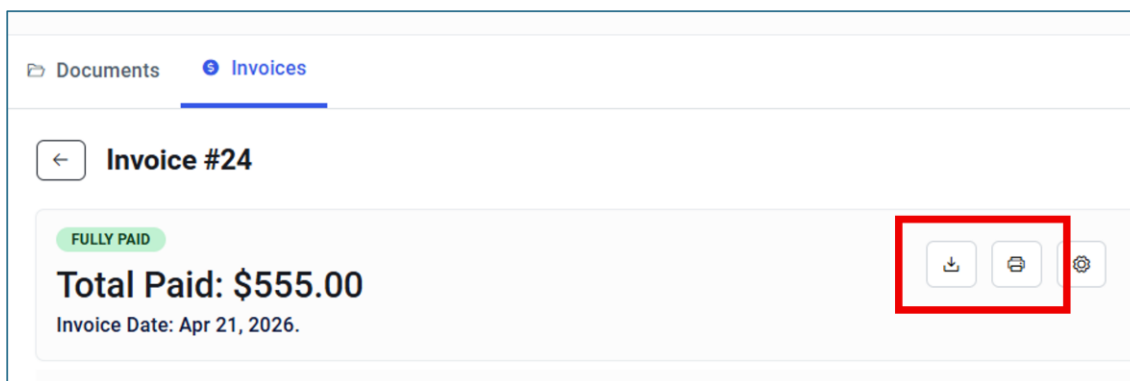
VISA Mastercard American Express

< Back **Confirm**

9. An automatic confirmation email will be sent after payment is processed.
- You cannot submit this confirmation email to AccessOAP.
 - After payment is made, an invoice that you can submit to AccessOAP will be available for download/print within 2 business days. The invoice will replace the original invoice file that is available in the Portal.

The invoice can be viewed by doing either of the following:

- Click the **download**  button to save the invoice as a PDF.
- Click the **print**  button to print the invoice on paper.



Questions?

If you need help, please email PurchasedServices@grandviewkids.ca.