How to register for the Payfabric Portal

Overview
The PayFabric Customer Portal allows you to:

- Make online payments
- View account history
- Access invoices and account information
- Manage your customer account

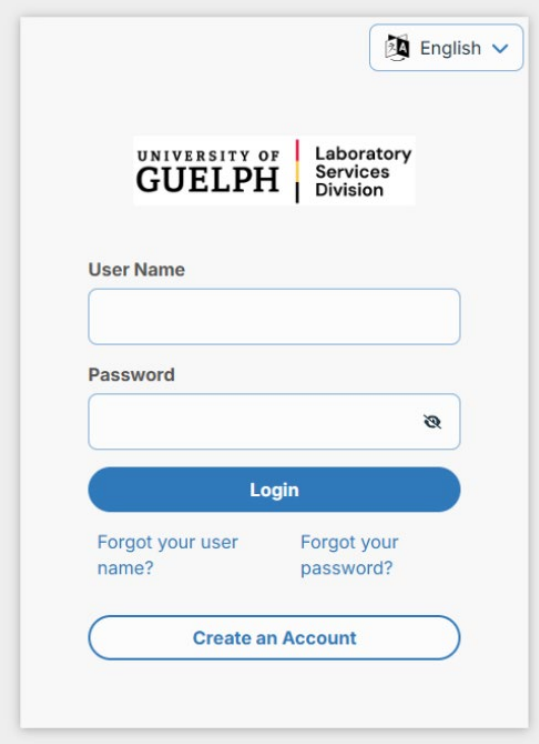
Step 1: Check Your Email
You will receive an email invitation containing the URL:
https://paymentportal.lsd.uoguelph.ca

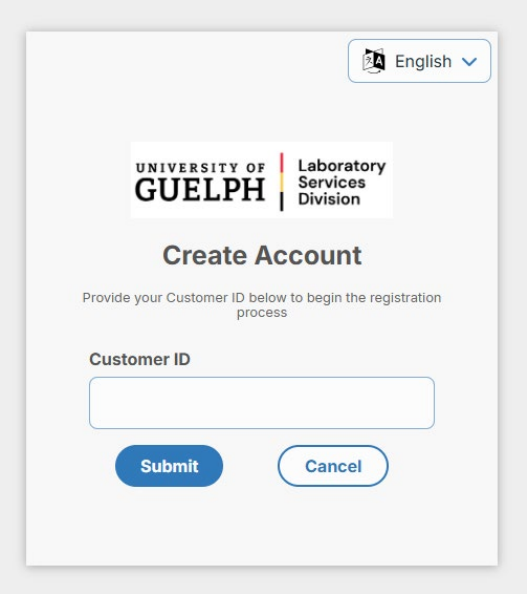
To begin registration:

- Open the email invitation.
- Click the URL provided.
- Alternatively, copy and paste the URL into your web browser.

Once selected, you will be directed to the Customer Portal registration page

- Click on **Create an Account**





Step 2: Provide your Customer ID

- Enter your Customer ID (Customer Number).

Your Customer ID (Number) can be found on your invoice or account statement. If you manage multiple customer accounts, a separate registration is required for each Customer ID.

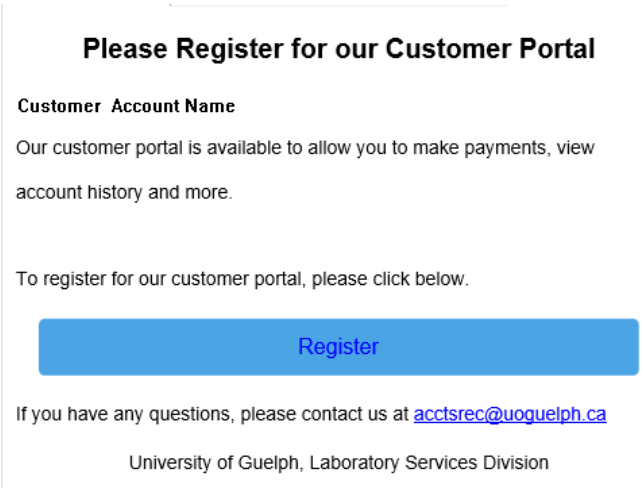
- Click **Submit**.

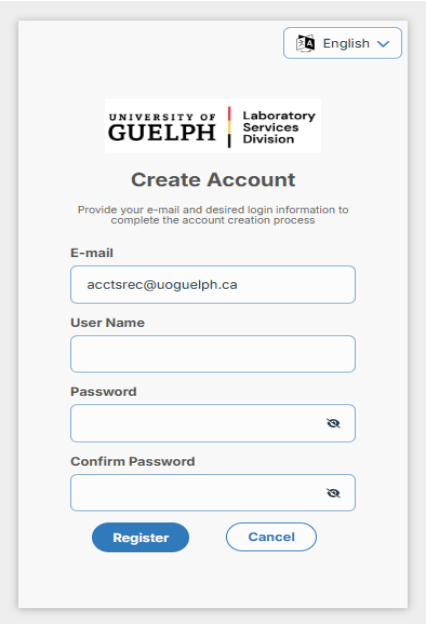
The system will validate the Customer ID and send a registration email to the email address associated with your account.

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Step 3: Open Your Registration Email

- Locate the registration email sent by PayFabric.
- Open the email.
- Click **Register**.





Step 4: Create Your Customer Portal Account

Your email address will be prefilled

Complete all other fields on the registration form, including:

- Username
- Password
- Password Confirmation

After all required information is entered, Click **Register.**

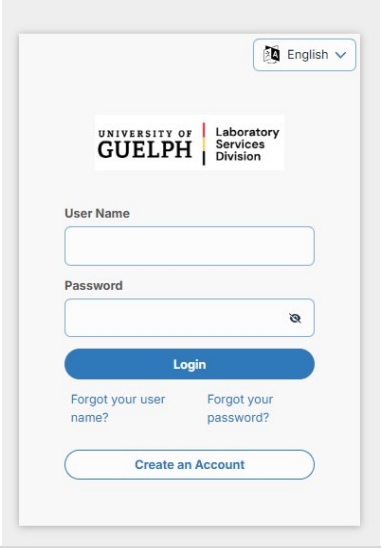
- The system will create your account.
- You will be redirected to the Customer Portal login page and receive a welcome email.

Step 5: Sign In to the Customer Portal

- Enter Username
- Enter Password

Click **Login.**

You now have access to your customer account and can begin using the portal's features.



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Troubleshooting Guide

Issue	Resolution
Register button does not work	Open the email in a web browser or copy and paste the registration link directly into your browser.
Forgot password	Select the **Forgot your password?** link on the login page and follow the instructions.
Forgot username	Select the **Forgot your username?** link on the login page and follow the instructions.
Registration email not received	Check your Junk or Spam folder and ensure emails from PayFabric are not being blocked.
Registration link expired	Contact Laboratory Services Accounts Receivable to request a new registration invitation.