

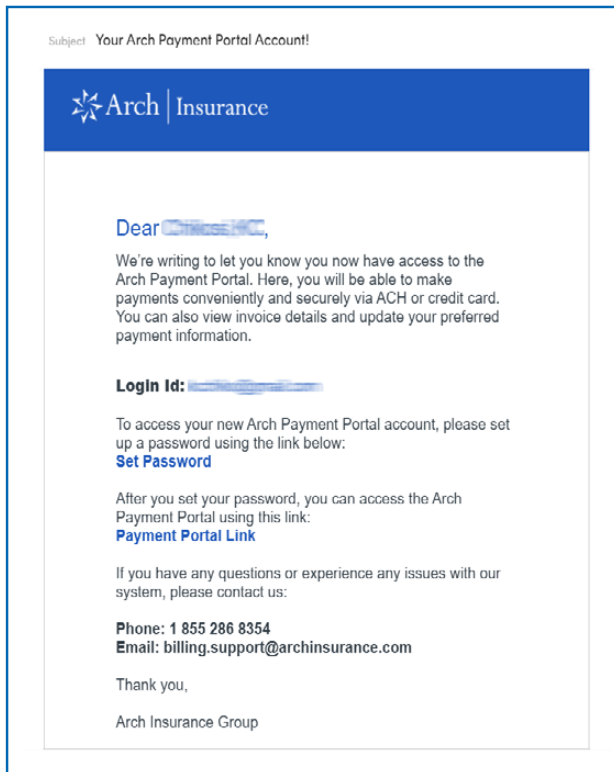


Payment Portal Guide

Registration

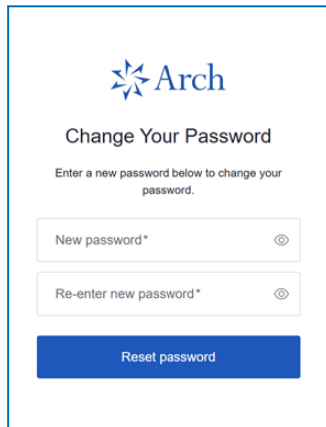
To register for the Arch Payment Portal, please start the registration process by calling 855 286 8354 or emailing billingsupport@archinsurance.com.

After you are registered you will receive a welcome email similar to this:

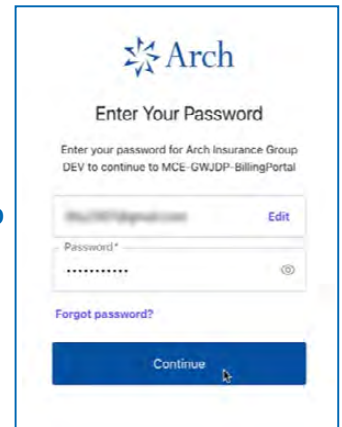


Log In, Enter ID and Reset Password

To access the Arch Payment Portal, you must reset your password. Click the password reset link provided in the Registration email. After setting your password, you will be prompted to complete an Identity Verification step as an additional layer of security.

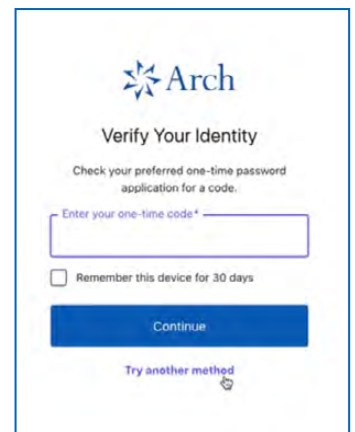
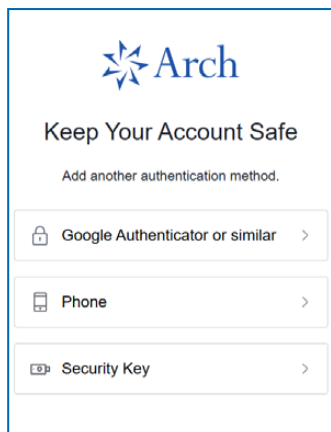


AND

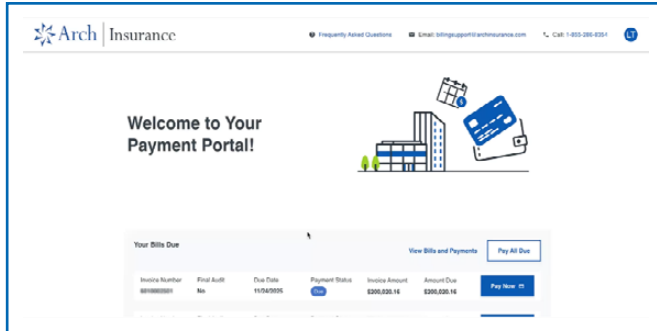


Verify Your Identity

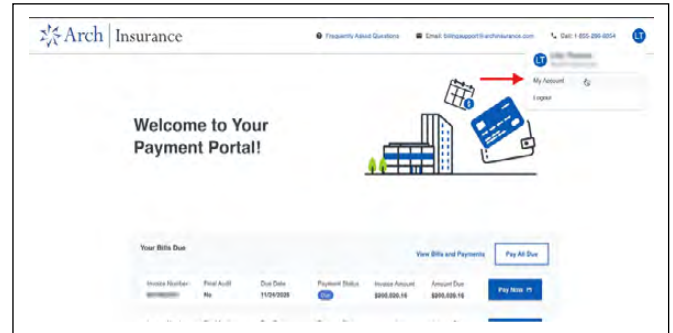
Start by visiting the Arch Payment Portal at MCEportal.archinsurance.com.



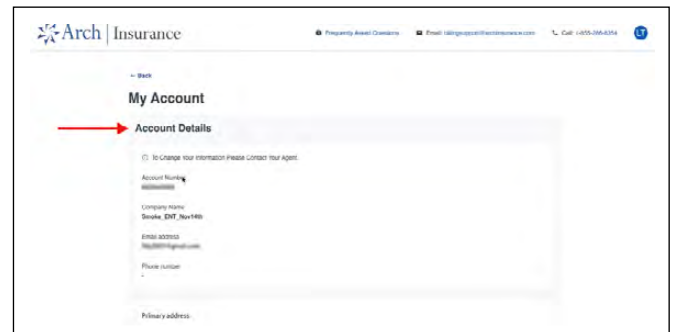
Enter the Payment Portal Dashboard



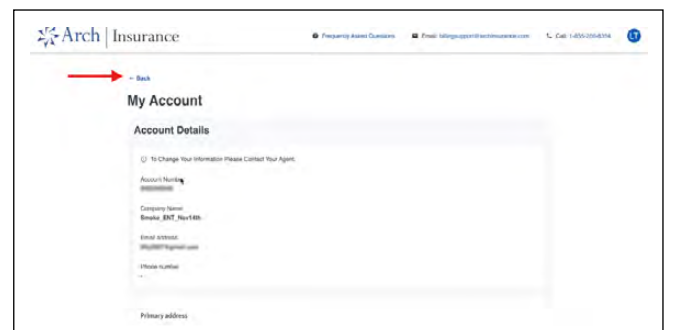
a. Review **My Account** details here.



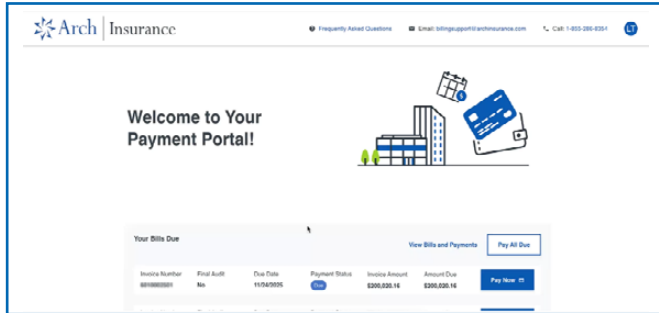
b. Review/Edit **My Account Details**.
if you need to make changes to your account,
please contact billingsupport@archinsurance.com for assistance.



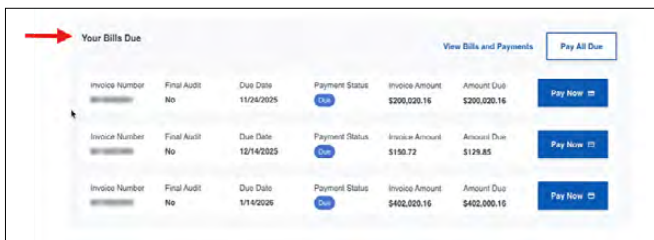
c. Click **Back** to go back to Dashboard.



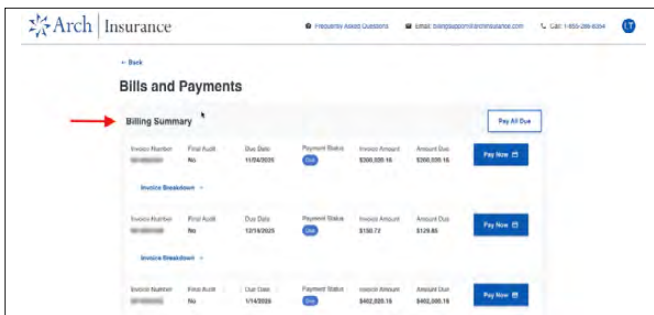
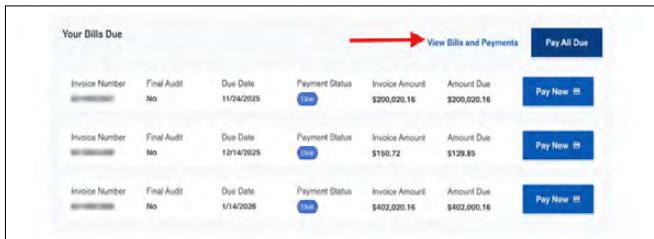
Payment Portal Dashboard



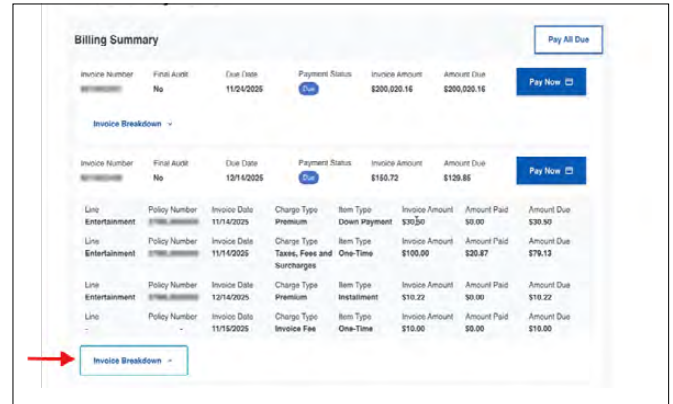
a. Your Bills Due are shown on the Dashboard
Up to three bills are shown. Planned and paid bills are not displayed on the home page.



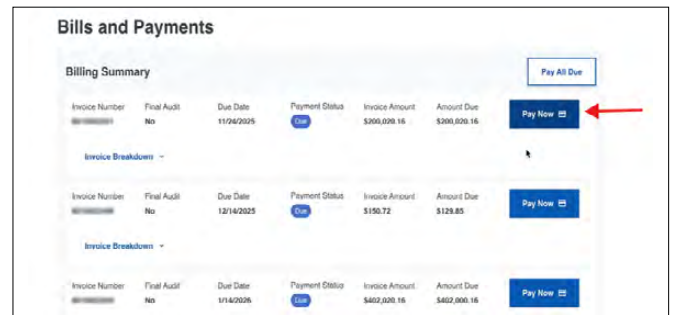
b. Clicking View Bills and Payments will show the **Billing Summary** for all bills due and payment statuses



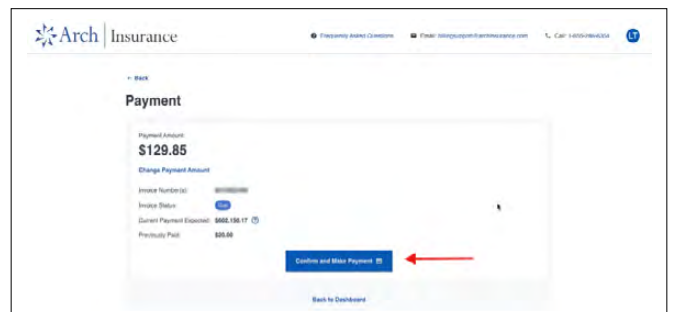
c. Clicking Invoice Breakdown will show the invoice



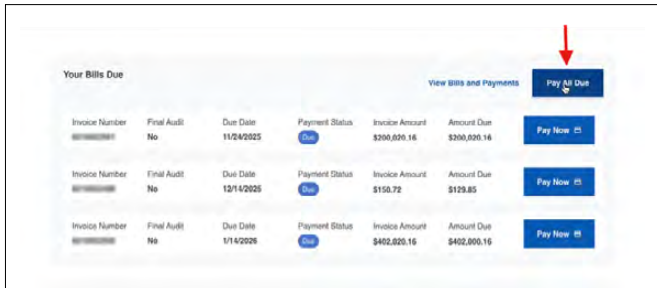
d. Click Pay Now to pay a single invoice



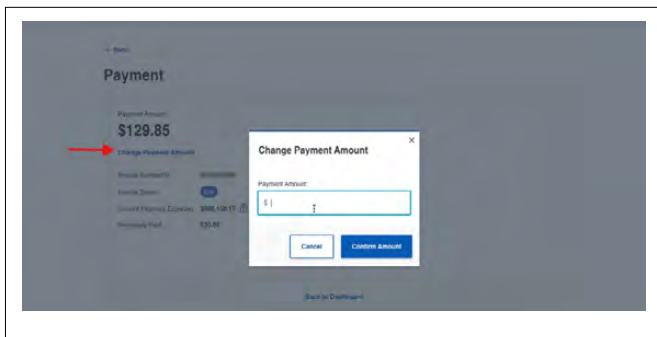
e. Review single invoice payment details and click Confirm and Make Payment



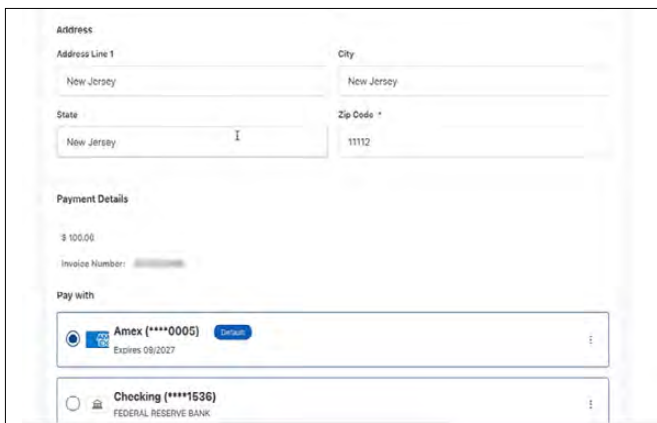
f. Click on **Pay All Due** to pay all due bills.



g. Click on **Change Payment Amount** to pay a different amount.



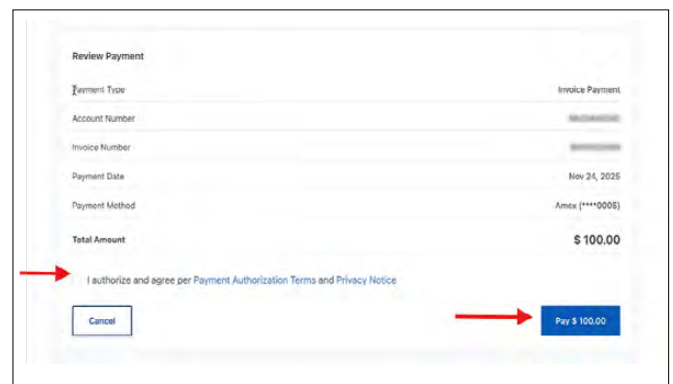
h. Enter your payment details and payment method.



i. Add a payment method if needed by clicking **Add Payment Method**. Your payment method will be saved for future use.

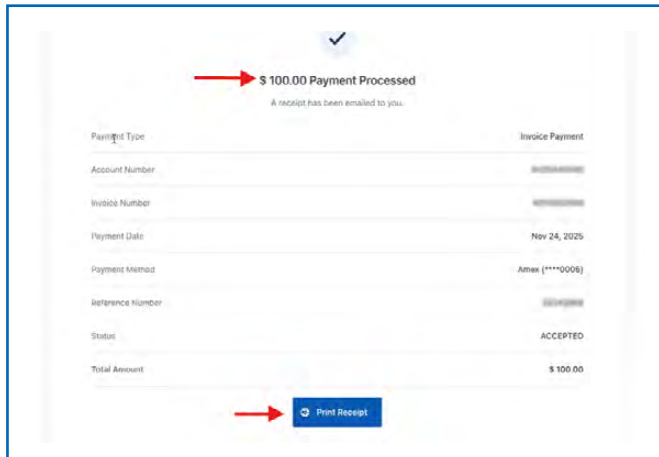


j. **Review Payment** details. Authorize payment and click **Pay** button.

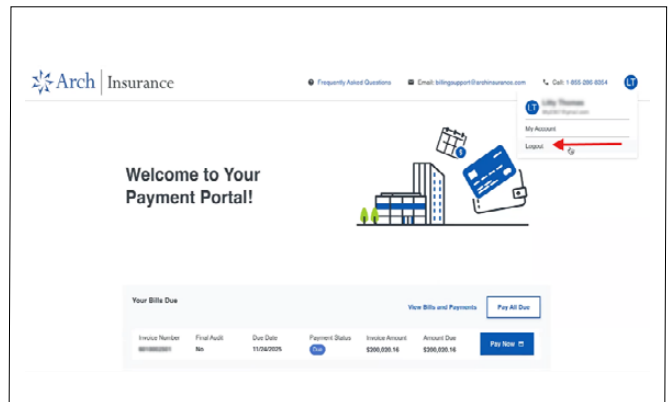


Payment Confirmation

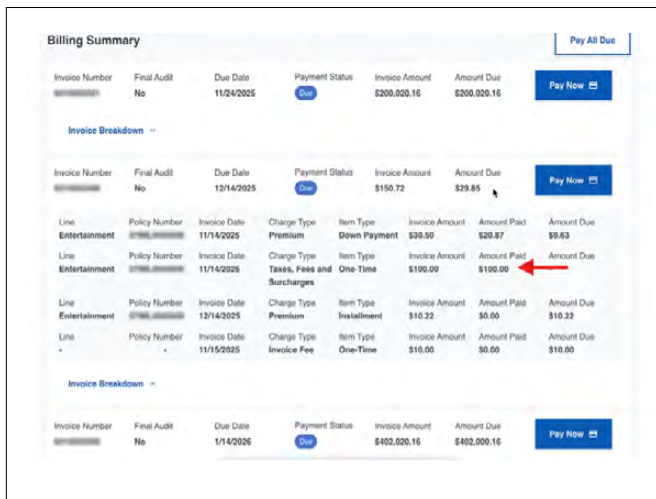
a. Use the **Print Receipt** button to print or save your



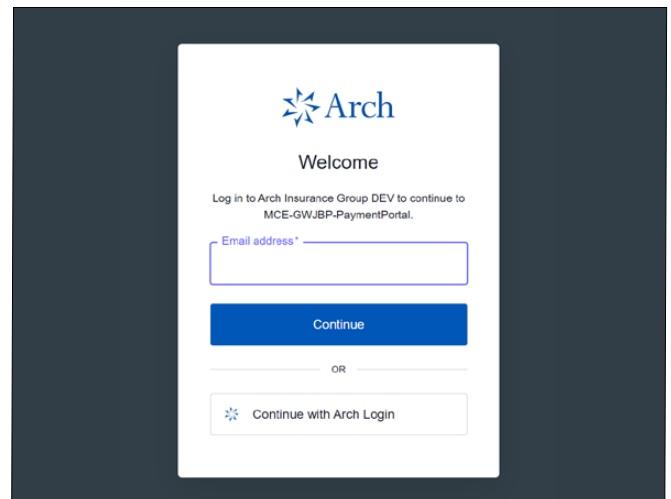
c. Return to Dashboard to continue with other payments or click your profile in the upper right corner anytime to **Log Out**.



b. The payment made will show near real time in the **Bill Summary**.



d. Successfully **Logged Out**.



Having the right partner changes everything

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