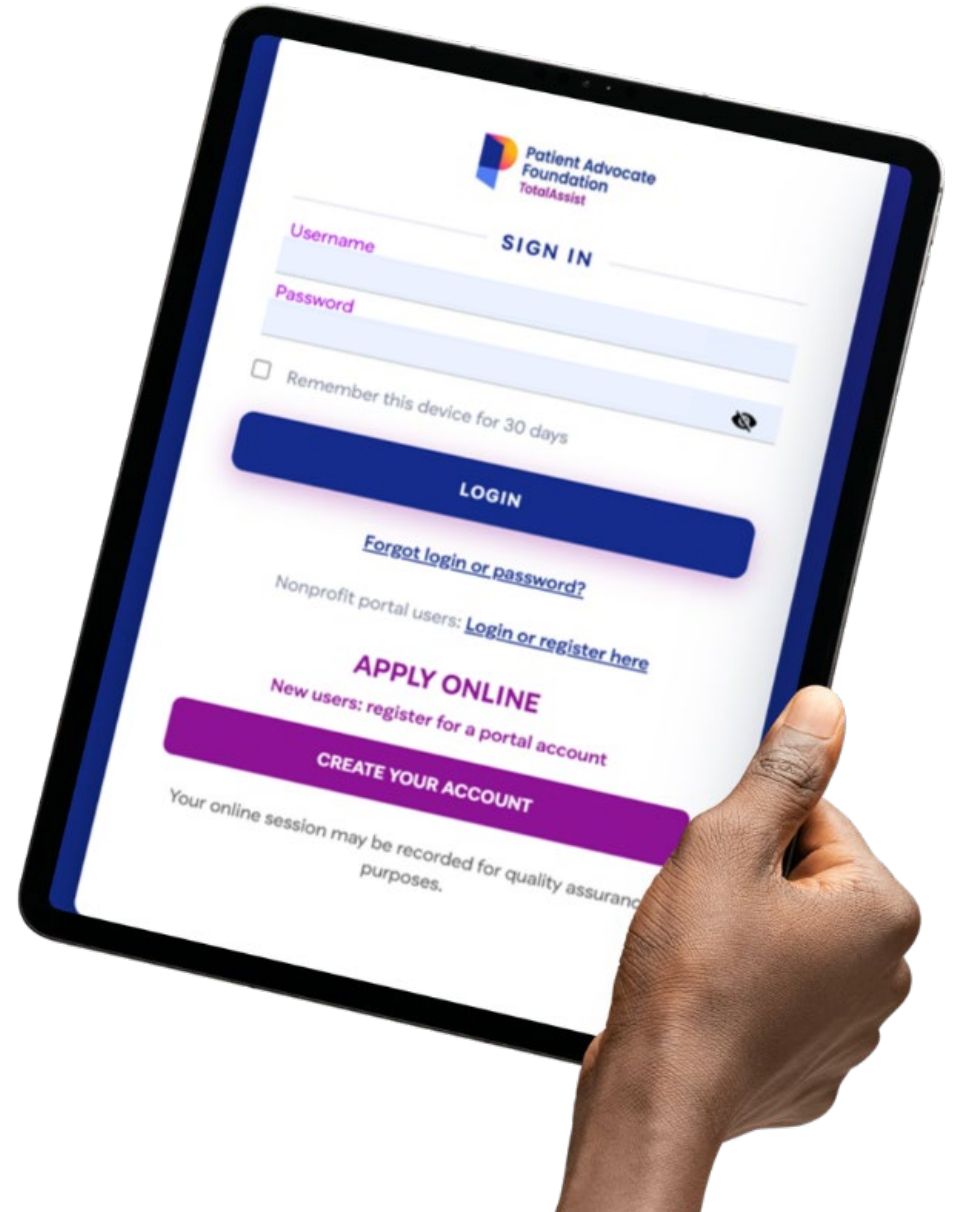


# Getting started with the TotalAssist patient portal

# What's in a portal account?

You can log in to your TotalAssist portal 24/7 to:

- Apply for **new** TotalAssist grants
- Apply for **renewal** TotalAssist grants
- Access your virtual pharmacy card
- Submit claims and upload documents
- Check information like approval status, grant balances, eligibility dates, and claims status
- Access important documents and updates



# Login screen: Portal.TotalAssist.org

Log in or register for a TotalAssist portal account.

TotalAssist Portal Login & Quick Action Tools

**SIGN IN**

Username  
john.doe@yahoo.org

Password

Remember this device for 30 days

**LOGIN**

[Forgot login or password?](#)

Nonprofit portal users: [Login or register here](#)

**APPLY ONLINE**

New users: register for a portal account

**CREATE YOUR ACCOUNT**

Your online session may be recorded for quality assurance purposes.

**QUICK ACTION TOOLS - NO LOGIN NEEDED**

Quickly check award and claims information

- Account status, grant balance, award amount, award dates
- Claim status, payee, payment date, and check number

**Quick search**

Notifications when funds open

**Sign up or update preferences**

New transportation grants

**Activate travel VISA card**

Need help with grants, claims, or your portal account?

**Search help center**

Live chat help from a support specialist:  
Mon - Fri, 8:30am - 5:30pm ET  
or call [1-866-512-3861](tel:1-866-512-3861)

[Find a TotalAssist fund](#) [Portal updates and news](#)

**Let's Chat**

Quick action tools – no portal log in required

- Quickly check award and claims information
- Sign up for TotalAssist fund opening notifications
- Search our help center
- And more!

# Logging in for existing PAF CPR or PAN portal users

## PAF CPR portal users:

Enter your CPR portal username (email) and password to log in. (This will also be the process if you have BOTH a PAF CPR and PAN portal account.)

## PAN portal users:

Select 'Forgot login or password.' Enter your PAN portal username (email) and follow prompts to reset password.



Portal.TotalAssist.org

# Creating a NEW TotalAssist portal account

Beginning July 1, if you do not have an active PAF CPR or PAN Foundation portal account, you can sign up for a new TotalAssist portal account in a few easy steps:

- 1 Visit **portal.TotalAssist.org**. Bookmark the log in page for easy access.
- 2 Find and click 'Create your account.'
- 3 Select the type of user you are ('Patient Registration').
- 4 Follow the prompts and complete the required fields on each screen, then click 'Register.'
- 5 You'll receive a registration confirmation email with a link to confirm your portal account and verify your email. The link in the email is valid for 2 hours. (NOTE: If you do not receive an email confirmation, please check your junk/spam folder).
- 6 At sign in, you'll be prompted to complete multi-factor authentication. (This is when a special code is sent to your email as an added security step when you log in.) Check your email and enter your unique code to access your account.


# Creating a NEW TotalAssist portal account

Don't have either a PAF  
CPR or PAN portal  
account?

Visit [Portal.TotalAssist.org](https://Portal.TotalAssist.org)  
and click 'Create  
Your Account'



TotalAssist Portal Login & Quick Action Tools



**SIGN IN**

Username

Password

Remember this device for 30 days

**LOGIN**

[Forgot login or password?](#)

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# Creating a NEW TotalAssist portal account

Select 'Patient Registration', then click 'Next'.



Patient Advocate Foundation  
TotalAssist

WELCOME TO PATIENT ADVOCATE FOUNDATION'S  
TOTALASSIST REGISTRATION!

1 WHO ARE YOU? — 2 BASIC INFO — 3 CONTACT INFO

Please select the type of user you are to proceed

PATIENT REGISTRATION

PROVIDER REGISTRATION

PHARMACY REGISTRATION

Need Help? [Assistance and Information](#)  
Already a registered user? [Click here to login](#)

NEXT

# Creating a NEW TotalAssist portal account

This portal is for Patients only. ✕

Patient portal members may include

- Spouse
- Family Member
- Friend
- Guardian, etc

**To Register:** You must have a valid email address. Once you submit your registration, you will receive an email (typically within five minutes) directing you to a website to create your password. You can then begin entering your application information.

A pop up will appear. Click the blue 'Next' to continue.

Click **Next**, to begin the registration process for the Patient portal.

# Creating a NEW TotalAssist portal account

On the next screen enter in the following:

- Patient First Name
- Patient Last Name
- Patient Date of Birth (DOB)
- Email
- Social Security Number or Alien Number

Then create your password and click 'Next'.

1 WHO ARE YOU? — 2 BASIC INFO — 3 CONTACT INFO

Provide patient basic information to validate their identity and check their eligibility

Patient First Name Patient Last Name DOB (MMDDYYYY)

Email SSN or Alien No

CREATE YOUR PASSWORD

**Password Requirements**

Cannot contain the user's account name  
Must be at least eight characters in length  
Contain characters from the following four categories:

- English uppercase characters(A-Z)
- English lowercase characters(a-z)
- Numeric digit(0 through 9)
- Non-alphabetic characters(for example:!,\$,#,%...)

Password Confirm Password

CANCEL NEXT

# Creating a NEW TotalAssist portal account

Patient Advocate Foundation  
TotalAssist

WELCOME TO PATIENT ADVOCATE FOUNDATION'S  
TOTALASSIST REGISTRATION!

1 WHO ARE YOU? ——— 2 BASIC INFO ——— 3 CONTACT INFO

Provide the patient contact information for further communications

Phone Type  Phone  Address Line 1

Address Line 2  City  State

ZIP Code

**VERIFY ADDRESS**

On the next screen enter in the following:

- Your phone type (e.g., home, work)
- Your phone number
- Your home address

Then click '**Verify Address**'.

# Creating a NEW TotalAssist portal account

Our system will try to match your address with known addresses in the postal system.

**If your address is verified, continue.**

**If your address cannot be verified** (shown here), check to make sure the details are correct.

If correct, click '**Keep Unverified Address**' to continue.

## Address

We could not verify the information provided. Please confirm the address entered is accurate.

### Address-Provided

421 Butler Farm Rd,

Hampton, VA

23666

**KEEP UNVERIFIED ADDRESS**



# Creating a NEW TotalAssist portal account

Next, **add any authorized person(s)** who can speak to PAF about your grant. Include their:

- First name
- Last name
- Relationship to the patient
- Answer questions about:
  - their communications preferences
  - and contact information



**Authorized Person(s)**

Patient information will only be discussed or released as required to assist in the determination and delivery of services from the Program to which the patient is applying. Any requests or sharing of information with anyone other than the medical team, can only be done with the expressed consent of the patient. Please list all individuals (other than patient's medical care team) that the patient has authorized to contact the program on their behalf. (Examples of such individuals can include case managers (not part of the medical care team), spouse, children, friends, etc.).

Are there any authorized users able to speak on behalf of the patient?  YES  NO

**First Name**  
Rosemary

**Last Name**  
Russell

Suffix

**Relationship to Patient**  
Family

Allow program communications via email?  NO  YES

Same Address as Patient?  YES  NO

Same Phone Number as Patient?  YES  NO

# Creating a NEW TotalAssist portal account

Scroll down to provide **additional information**, including your:

- Gender
- Employment status
- Veteran information
- Marital status
- Household size
- Race
- National origin



**ADDITIONAL INFORMATION**

<b>Gender</b> Male <span style="float: right;">▼</span>	<b>Employment Status</b> Employed <span style="float: right;">▼</span>	<b>Veteran</b> Yes <span style="float: right;">▼</span>
<b>Marital Status</b> Married <span style="float: right;">▼</span>	<b>Household Size</b> 4 <span style="float: right;">▼</span>	
<b>Race (Select all that apply)</b>		
<b>Hispanic/Latino/Spanish Origin?</b> No <span style="float: right;">▼</span>		

# Creating a NEW TotalAssist portal account

Share your **communications preferences**, including:

- Preferred language
- Preferred method (mail or email)
- Your email
- Email type and owner

Opt-in or out of communications from PAF, then read, review, and agree to the **Privacy Policy** and **Terms of Use**.

Click the checkbox and select **'Register'** to finish!



**Communication Preferences**

**Correspondence**

<b>Preferred Language</b> English	▼	<b>Preferred Method</b> Email	▼	<b>Email</b> email@yahoo.com
<b>Email Type</b> Home	▼	<b>Email Owner</b> Patient	▼	

**Opt-In**

May the Patient Advocate Foundation and the TotalAssist Program use your contact information in the future to share printed and or electronic communications with you? Application updates will still be sent regardless of your choice.  YES

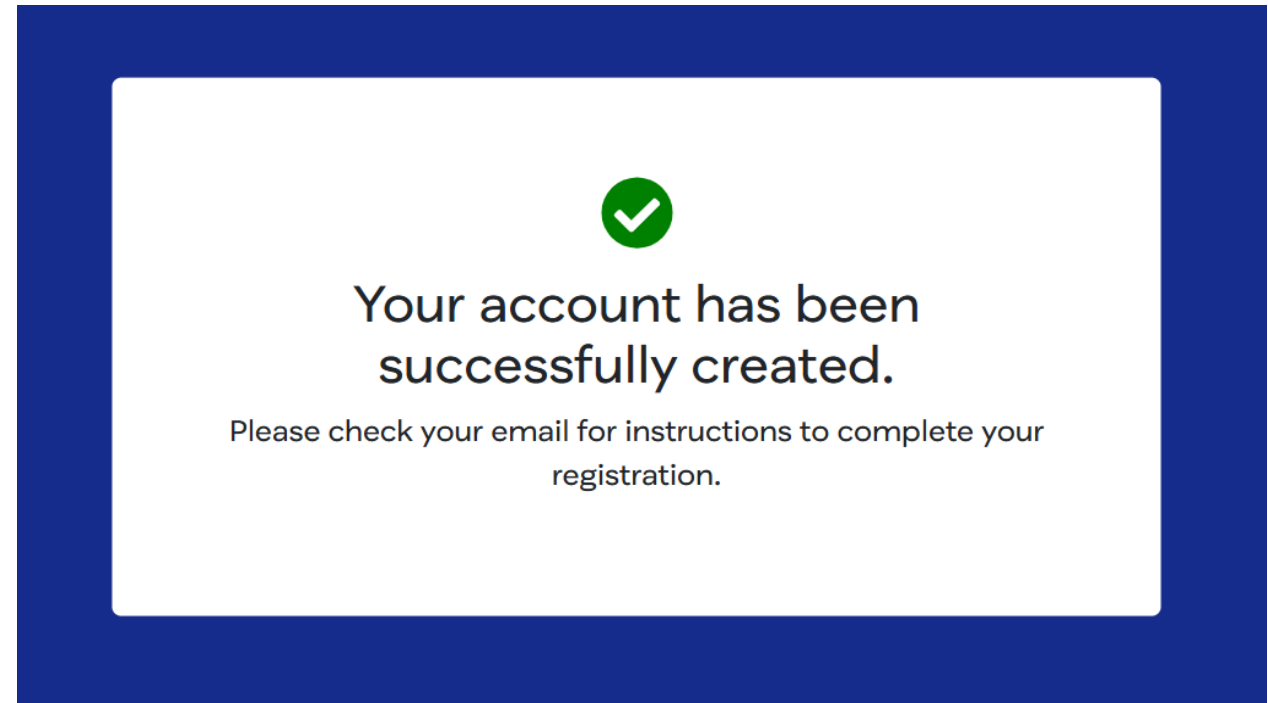
Please review and agree to our [Privacy Policy](#) and [Terms of Use](#) in order to proceed

**CANCEL** **REGISTER**

# Creating a NEW TotalAssist portal account

You'll receive **on-screen notification** that your account was successfully created.

**Check your email** for instructions on how to finish your registration and log in for the first time!



# Multi-factor authentication



**TIP:** When logging in, select **‘Remember this device for 30 days’**. After completing multi-factor authentication once, you won’t have to complete this step again at sign-in for 30 days.

The screenshot shows the TotalAssist Portal Login & Quick Action Tools page. The main content area is divided into two columns. The left column contains the login and registration options, while the right column contains quick action tools. A red arrow points to the checkbox labeled "Remember this device for 30 days" in the login section.

**TotalAssist Portal Login & Quick Action Tools**

**Patient Advocate Foundation TotalAssist**

**SIGN IN**

Username

Password

Remember this device for 30 days

**LOGIN**

[Forgot login or password?](#)

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