# Troubleshooting Guide: Paying MAPP Premiums Online

# Tips for paying premiums with the MyACCESS mobile app

You cannot use ACCESS or MyACCESS to pay your initial premium. You must make your initial payment at your agency.

The MyACCESS mobile app is **only** compatible with:

- iPhones using version iOS 13 or higher.
- Android phones using version 10 or higher.

An operating system (OS) is the software that lets your phone run different applications and programs. If your phone does not meet the minimum operating system requirements or can't be updated to use all the MyACCESS features, you can pay your premium online using a different computer or device, or by sending a check or money order through the mail.

### If you receive errors or the app is not working correctly

Check that your operating system meets the minimum requirements. To find what operating system you have:

#### On an iPhone

- 1. Open the Settings app.
- 2. Tap **General**.
- 3. Select About.
- 4. View iOS Version line.

#### On an Android

- 1. Open the Settings app.
- 2. Tap About phone or About tablet.
- Tap Android version or Software information.

# Tips for paying premiums on the ACCESS website

You must open <u>access.wi.gov</u> in one of these internet browsers:

- Google Chrome
- Mozilla Firefox
- Apple Safari
- Microsoft Edge

An internet browser is what you use to find the website you want to see.



## ■ If the *Pay now* button is grayed out on the "Review your payment" page

Contact your agency to make sure you are enrolled in MAPP. If you are newly enrolled or re-enrolled in MAPP, you may need to pay your first premium by check or money order at your agency.

#### If you want to pay less than the premium displayed

You are not able to pay less than the premium amount displayed. If you think the amount shown is incorrect, contact your agency.

#### If you see a white page when trying to submit your payment

You may need to disable a pop-up blocker. The steps are a little different depending on your browser. Here are the steps for the two most popular browsers: Google Chrome and Microsoft Edge.

#### **Google Chrome**

1. Click on the three dots on the top right side of the page.



2. Click on **Settings**.

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New window			Ctrl	+N	
New Incognito v	vindow Ctrl+Shift+N				
History				+	
Downloads			Ctr	l+J	
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Find			Ctr	1+ F	
More tools				•	
Edit	Cut	Cop	y i	Paste	
Settings	Settings				
Help		-		•	
Exit					
Managed by you	ur organiz	ation			

3. Click on **Privacy and security** on the left-hand side navigation, then click on **Site Settings**.

0	Settings	Q Search settings
÷	You and Google	Cookies and other site data Third-party cookies are blocked in Incognito mode
Û	Autofill	Security Safe Browsing (protection from dangerous sites) and other security settings
0	Privacy and security	Sita Sattinos
	Appearance	Controls what information sites can use and show (location, camera, pop-ups, and more)
٩	Search engine	Privacy Sandbox     Trial features are on

4. Scroll down and click on Pop-ups and redirects under Content.



5. Click the button next to "Sites can send pop-ups and use redirects".



6. Refresh the browser by clicking the circle arrow.



# Microsoft Edge

1. Click on the three dots on the top right side of the page.



## 2. Click on **Settings**.

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	-	New tab		Ctrl+T	3
		New window		Ctrl+N	
	3	New InPrivate window	Ctrl+	Shift+N	Ô
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	3	Extensions			
	0	Print		Ctrl+P	
	Ø	Web capture	Ctrl	+Shift+S	
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		Close Microsoft Edge			
	Managed by your organization				

3. Click on **Cookies and site permissions** in the menu on the left and scroll down under Site permission and click on **Pop-ups and redirects**.

Settings	Notifications     Ask first
Q Search settings	JavaScript Allowed
Privacy, search, and services Appearance	C Images Show all
<ul> <li>Start, home, and new tabs</li> <li>Share, copy and paste</li> </ul>	Pop-ups and redirects     Allowed
Cookies and site permissions     Default browser	Ads     Riocked

4. Slide the button to the left to turn off **Block (recommended)**.



5. Refresh the browser by clicking on the circle arrow.



## If you need technical assistance

Call ForwardHealth Member Services at 800-362-3002, Monday through Friday 8 a.m.-6 p.m.