

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**.
3. Tap **Android version** or **Software information**.

Tips for paying premiums on the ACCESS website

You must open access.wi.gov 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**

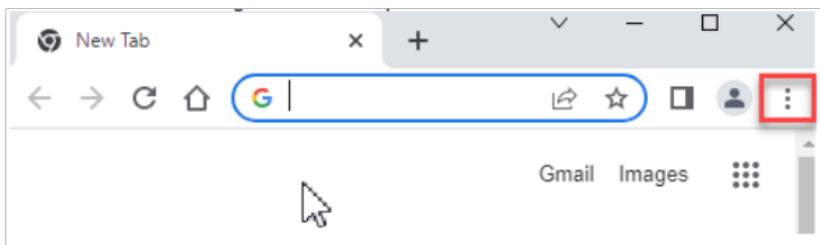
You are not able to pay less than the premium amount displayed. If you think the amount shown is incorrect, contact your agency.

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

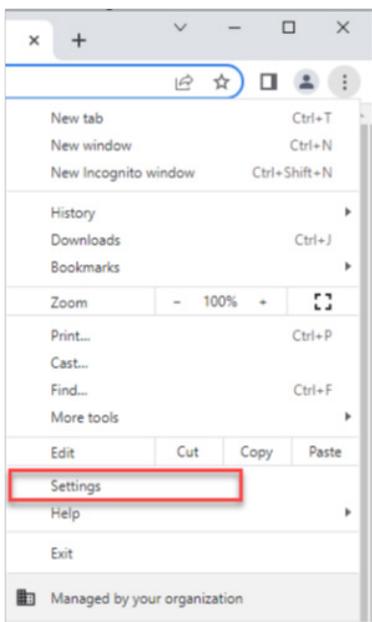
You may need to disable a pop-up blocker. The steps are a little different depending on your browser. Here are the steps for the two most popular browsers: Google Chrome and Microsoft Edge.

Google Chrome

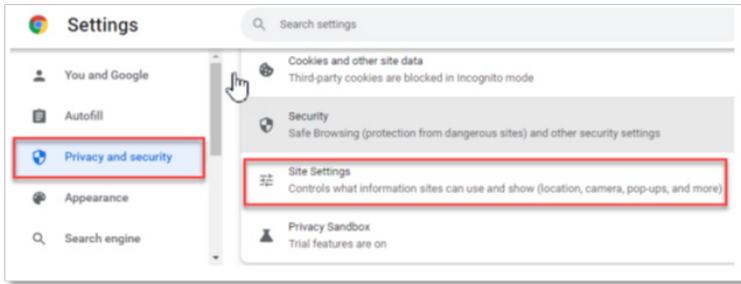
1. Click on the three dots on the top right side of the page.



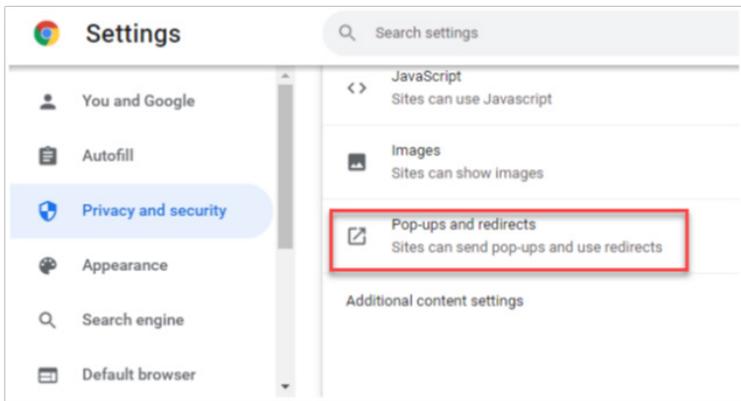
2. Click on **Settings**.



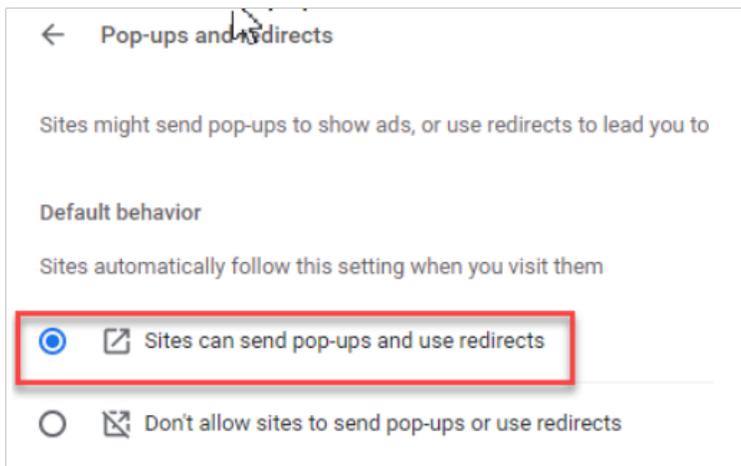
3. Click on **Privacy and security** on the left-hand side navigation, then click on **Site Settings**.



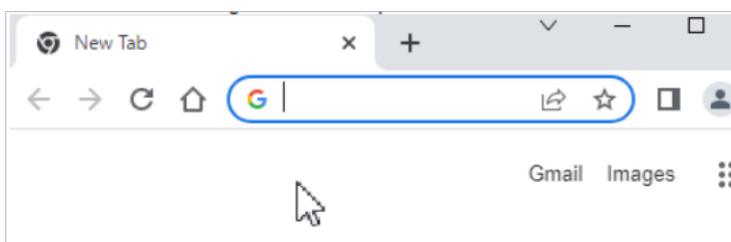
4. Scroll down and click on **Pop-ups and redirects** under Content.



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

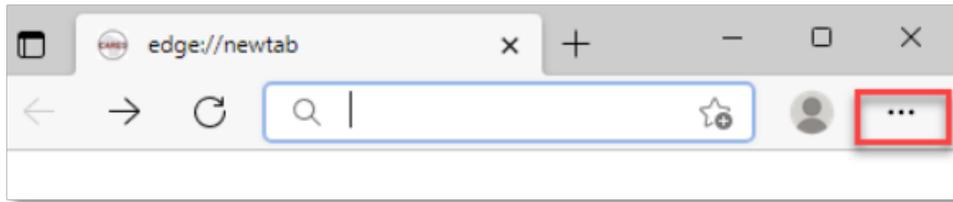


6. Refresh the browser by clicking the circle arrow.

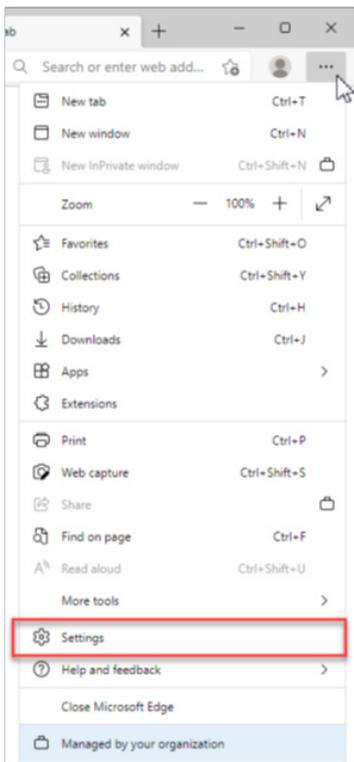


Microsoft Edge

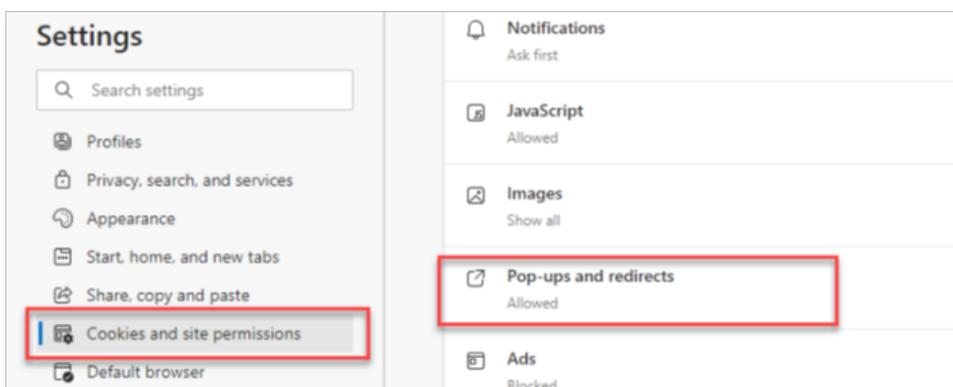
1. Click on the three dots on the top right side of the page.



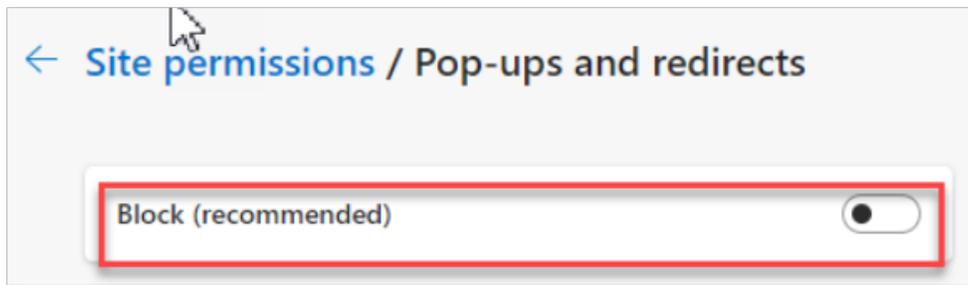
2. Click on **Settings**.



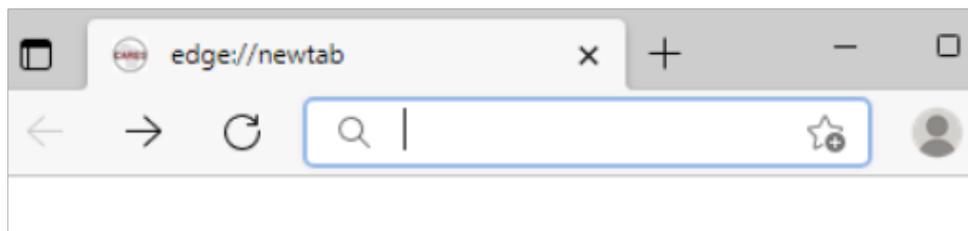
3. Click on **Cookies and site permissions** in the menu on the left and scroll down under Site permission and click on **Pop-ups and redirects**.



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.