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## Instructions and Helpful Hints for Accessing Your ProgenicsCryobank.com Account

Through your online ProgenicsCryobank.com account, you are able to make online payments, make changes to your personal information, select your preferred method of receiving invoices and receipts, and update your child's information.

If you require any assistance with your online payment please call us during our office hours at 416-221-1666/1-866-921-1666, or e-mail us at: [info@progenicscryobank.com](mailto:info@progenicscryobank.com)

Click on [My account] to log in to your Progenics account, type your last name, first name and Progenics ID and click [Login].

### Select from the following options:

- Online Payment
- Changes in mother's information
- Method of receiving invoices and receipts
- Child's information

After making your selection, click [Next]. To go back to the previous screen at any time, click [Back]. To logout from your account at any time, click [Logout].

### With the online payment system you can:

- make your installment payments online
- renew your storage fees
- pay any other outstanding fees

### Once you are in the online payment section of your account, you may select from the following:

- Pay my installments
- Renew storage
- Pay my installments:

### If you registered after June 6, 2007, you will see your payment history under the [My Payment List].

1. Click on [Pay This] next to the item you wish to pay
2. You will be prompted to enter your billing and credit card information.
3. Click on [Submit] after you have completed your payment.
4. A receipt will be emailed to you.

### If you registered before June 6, 2007

1. Click on [Add New Payment].
2. An entry will be created on the [My Payment List] with the [Subtotal Due] box empty.
3. You can enter the amount you wish to pay into the [Subtotal Due] box on the [My Payment List].
4. Click on [Pay This] next to it and you will be prompted to enter your billing and credit card information.
5. Click on [Submit] after you have finished.
6. A receipt will be emailed to you.

**Alternatively, if you wish to pay for an amount that is not on the [My Payment List]:**

1. Click on [Add New Payment].
2. An entry will be created on the [My Payment List] with the [Subtotal Due] box empty.
3. You can enter the amount you wish to pay into the [Subtotal Due] box at the bottom of the payment list and click on [Pay This] next to it.
4. You will be prompted to enter your billing and credit card information.
5. Click on [Submit] after you have finished.
6. A receipt will be emailed to you.

**Renewing your storage fee:**

1. You must click on [Renew Storage].
2. You will see a table with options for storage renewal.
3. Click on the Select box on the right side of the one you wish to renew.
4. Click on [Pay by Credit Card].
5. You will be prompted to enter your billing and credit card information.
6. Click on [Submit] after you have finished.
7. A receipt will be emailed to you.

**If the renewal storage option is not in the table or if you are paying a different fee based on your invoice:**

1. You must enter the fee shown on your invoice (not including HST) in the [Others] box under the storage option table.
2. Click [Recalculate]
3. Click on [Pay by Credit Card].
4. You will be prompted to enter your billing and credit card information.
5. Click on [Submit] after you have finished.
6. A receipt will be emailed to you.

**Changes in mother's information:**

- In this section, you may make changes to the mother's personal information, address, contact information, and second contact information. Required fields are indicated by an asterisk.
- After making the required changes, you must click [Save] to prevent the changes from being lost.

**Method of receiving invoices and receipts.**

- Click on one of the listed options to indicate your preferred method of receiving your invoices and receipts. Options include email, mail, or both email and mail. After making your selection, click [Save].

**Child's information**

- You may use this section to enter your child's name. Your child's date of birth will already be entered. Click on the text boxes to type your child's given name (first name) and last name. Click [Save]. The date and time that the information was updated will automatically be entered.