

Autopay Guide

Quick Links

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Service Center (Classic), Practice Mate, and EHR 24/7

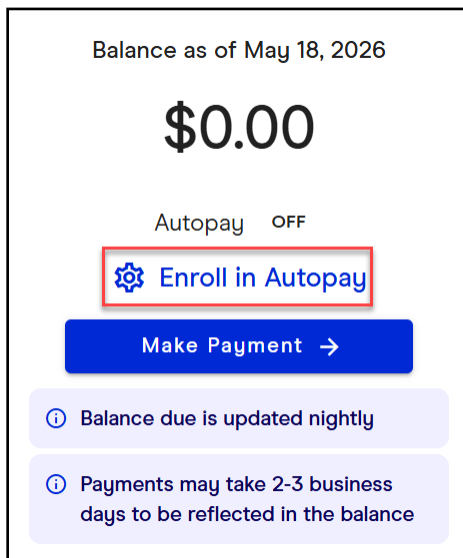
[How to Enroll](#)

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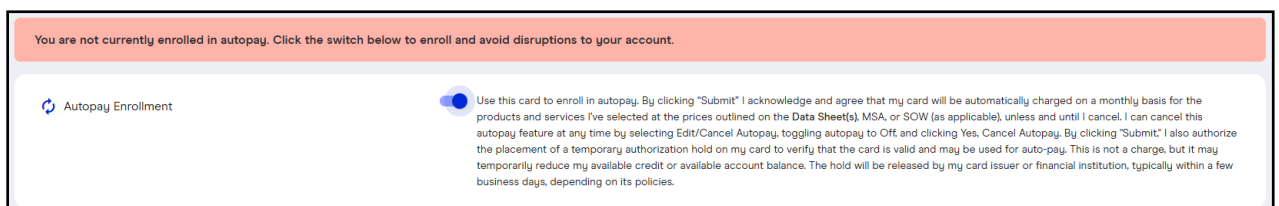
Service Center (New)

How to Enroll in Autopay

1. Log into your Office Ally Account.
2. Click on **Account Management** and then **Pay Office Ally Bill**.
3. On the **Pay OA Bill** screen click on **Enroll in Autopay**.



4. On the **Autopay Settings** page:
 - a. Ensure the toggle agreeing to the autopay enrollment terms is switched **On**.



- b. Complete all required fields in the **Billing Information** section

The screenshot shows the 'Billing Information' section of a form. It includes a 'Contact Information' section with fields for 'EMAIL ADDRESS *' and 'PHONE NUMBER *'. Below that is a 'Billing Address' section with fields for 'COMPANY NAME', 'FIRST NAME *', 'LAST NAME *', 'STREET ADDRESS *', 'STREET ADDRESS LINE 2', 'CITY *', 'STATE *', 'ZIP CODE *', and 'COUNTRY *' (with 'US' selected).

- c. Select desired **Payment Method (Credit/Debit Card or ACH)**, complete required fields, and click **Submit**.

The screenshot shows the 'Payment Method' section of a form. It has two tabs: 'Credit/Debit Card' (selected) and 'ACH'. Under the 'Credit/Debit Card' tab, there is a section titled 'Enter Payment Details' with the following fields: 'Account Holder Name' (with 'Name on card' as a placeholder), 'Credit Card Number' (with a card icon and the number '1234 5678 9012 3456'), 'Expiration Date' (with 'MM/YY' as a placeholder), and 'CVV' (with '123' as a placeholder). Below these fields is the text 'Payment method will be saved to wallet.' and a 'Submit' button.

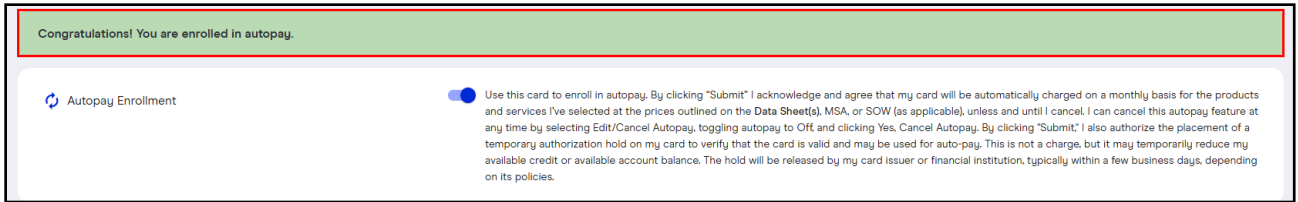
- d. Check the **I'm not a robot** box and/or complete any image challenge required to verify you are a human.

The screenshot shows the reCAPTCHA 'I'm not a robot' checkbox. It consists of a small square checkbox, the text 'I'm not a robot', and the reCAPTCHA logo.

- e. You will see a confirmation message.

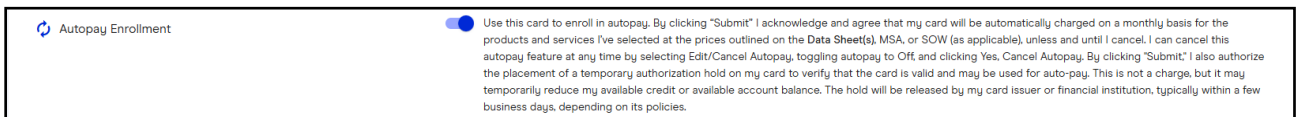
The screenshot shows a green confirmation message box with the text 'Your autopay settings were saved successfully.' and a close button (X).

- f. To confirm you were successfully enrolled in Autopay, verify you see the confirmation in a green box stating **Congratulations! You are enrolled in autopay.** If you do not see this green message, you are not enrolled in Autopay.

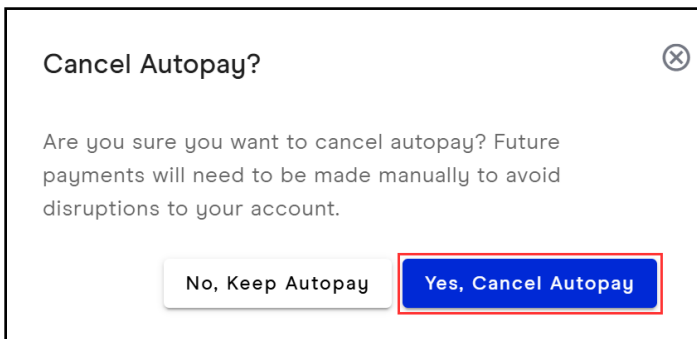


How to Cancel Autopay

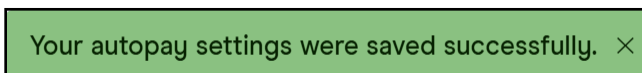
1. Log into your Office Ally Account.
2. Click on **Account Management** and then **Pay Office Ally Bill**.
3. On the **Pay OA Bill** screen click on **Edit/Cancel Autopay**.
4. On the **Autopay Settings** page:
 - a. Select the toggle to initiate the cancellation of your agreement to the **Autopay Enrollment** terms.



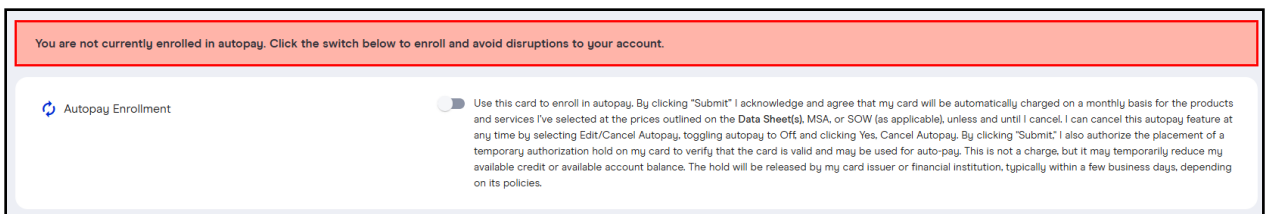
- b. On the pop-up titled **Cancel Autopay?**, select the **Yes, Cancel Autopay** button.



- c. You will see a confirmation message.



5. To confirm you successfully cancelled Autopay, verify you see the red box stating **You are not currently enrolled in autopay. Click the switch below to avoid disruptions to your account. If you still see the green box stating, Congratulations! You are enrolled in autopay, then you have not successfully cancelled Autopay.**



Service Center (Classic), Practice Mate, and EHR 24/7

How to Enroll in Autopay

1. Log into your Office Ally Account.
2. Navigate to **Pay Bill** based on which Product you are logged into:
 - **Service Center:** Select **Classic Service Center** from the drop down in the upper left corner of the screen and then click on **Pay Bill**.
 - **Practice Mate:** Select **Manage Office** then click on **Pay Bill**.
 - **EHR 24/7:** Select **Manage Office** then click on **Pay Bill**.
3. Click on the **Enroll In Autopay** button.

Amount Due: 0.00 (as of May 21, 2026, 09:04 AM) Amount due is updated nightly.

Online payments take 2-3 business days to be reflected in Account Balance.

⚠ You are not currently enrolled in autopay. Click the "Enroll in Autopay" button to enroll. **ENROLL IN AUTOPAY**

Autopay Enrollment

Use this card to enroll in autopay. By clicking "Submit" I acknowledge and agree that my card will be automatically charged on a monthly basis for the products and services I've selected at the prices outlined on the [Data Sheet\(s\)](#), MSA or SOW (as applicable), unless and until I cancel. I can cancel this autopay feature at any time by selecting Edit/Cancel Autopay, type "cancel" and click submit. By clicking "Submit," I also authorize the placement of a temporary authorization hold on my card to verify that the card is valid and may be used for auto-pay. This is not a charge, but it may temporarily reduce my available credit or available account balance. The hold will be released by my card issuer or financial institution, typically within a few business days, depending on its policies.

4. In the **Set Up Autopay** section:
 - a. Complete the required fields on the **Billing Information** section.

Billing Information

Contact Information

Email Address * Phone Number *

Billing Address

Company Name

First Name * Last Name *

Street Address *

Street Address Line 2

City * State *

Zip Code * Country *
US

- b. Select the appropriate tab for your **Payment Method (Credit/Debit Card or ACH)**, enter your payment information and press the **Submit** button when finished.

Payment Method

CREDIT/DEBIT CARD ACH

Enter Payment Details

Account Holder Name

Name on card

Credit Card Number

1234 5678 9012 3456

Expiration Date CVV

MM/YY 123

Payment method will be saved to wallet.

SUBMIT CANCEL

- c. Check the **I'm not a robot** box and/or complete any image challenge required to verify you are a human.

I'm not a robot reCAPTCHA

- d. You will see a confirmation message.

Payment method added **CLOSE**

5. To confirm you were successfully enrolled in Autopay, navigate to the **Pay Bill** screen, and verify you see the confirmation in a green box stating **Congratulations! You Are Currently Enrolled in Autopay**. **If you do not see this green message, you are not enrolled in Autopay.**

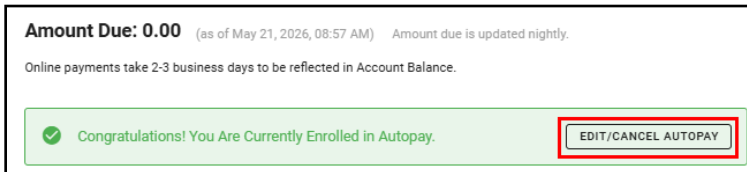
Amount Due: 0.00 (as of May 21, 2026, 08:57 AM) Amount due is updated nightly.

Online payments take 2-3 business days to be reflected in Account Balance.

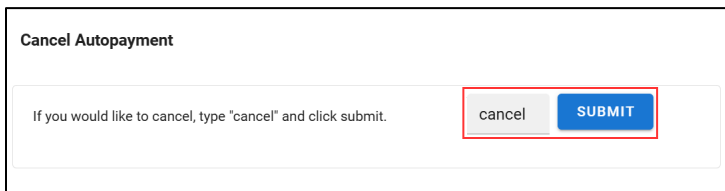
Congratulations! You Are Currently Enrolled in Autopay. **EDIT/CANCEL AUTOPAY**

How to Cancel Autopay

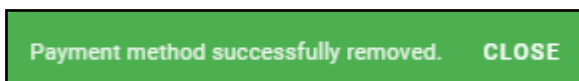
1. Log into your Office Ally Account.
2. Navigate to **Pay Bill** based on which Product you are logged into:
 - **Service Center:** Select **Classic Service Center** from the drop down in the upper left corner of the screen and then click on **Pay Bill**.
 - **Practice Mate:** Select **Manage Office** then click on **Pay Bill**.
 - **EHR 24/7:** Select **Manage Office** then click on **Pay Bill**.
3. On the **Pay Bill** screen click on the green box titled **Edit/Cancel Autopay**.



4. In the **Cancel Autopayment** section at the bottom, type the word **cancel** in the text box and click the blue **Submit** button. (Note, this field is case sensitive, so make sure to type it in all lowercase).



5. You will see a confirmation message.



6. The **Autopay Settings** screen will display a message that you are not currently enrolled in Autopay. **If you still see the green box stating, Congratulations! You Are Currently Enrolled in Autopay, then you have not successfully cancelled Autopay.**

