Greenphire Patient Payments

Assign or Replace a Physical ClinCard

As a **Study Coordinator**, you have the ability to assign a physical card to a registered participant or replace a previous card.

Assign a Card

Steps:

1	From the **Lookup Participant** page, locate the participant, as described in the Look Up a Participant quick guide. The **Participant Information** page for that participant will display.
2	From the **right-hand menu** of options, click **Manage Payment Methods**. The **Manage Payment Methods dashboard** will display.
3	On the **Enrolled Studies** section at the bottom of the dashboard, select the **checkbox** next to the study or studies in which a ClinCard will be assigned.
4	After selecting the applicable studies, click the **Assign** drop-down menu in the top right-hand corner of the **Enrolled Studies** section. Select **ClinCard – MC** or **ClinCard – VS**, based on the card type you wish to assign. The **Assign ClinCard** slider will display. Note that "MC" and "VS" refer to the network logo on the front of the card. You may see one or both of those options, depending on your study's configuration. For more information, see the About the Available Participant Payment Methods quick reference guide.
5	In the **Recipient Date of Birth** field (Required), enter the **date of birth**. • If a caregiver is listed as the payment recipient, this field will capture the caregiver's date of birth. • If the date of birth was captured for the recipient during the registration process, this field will be pre-filled.
6	In the **Token Number** field, enter the token number visible through the window of the relevant ClinCard card package you received. Note that you should not open this envelope prior to providing it to the participant. Also, you should never solicit this information or the security number from the participant, as this is a violation of banking rules. You should also never take or send a picture of the card.
7	Click **Assign**. A **confirmation message** will appear on the Assign ClinCard slider as follows: "Success! The ClinCard ending in XXXX has been successfully assigned. For participants outside of Europe, the new card will be active within 10 minutes. For participants in Europe, the new card will be activated within 1 business day, pending a standard KYC verification check. Note that this activation timing could take longer if documentation is needed to complete verification. Once the participant has been assigned a card, the **ClinCard tile** will appear on the Manage Payment Methods dashboard in the Active Payment Methods section. Should the participant lose this card in the future, you would click the **vertical ellipsis** on the card tile, and select **Replace Card**.

Replace a Card

Steps:

1	From the **Lookup Participant** page, locate the participant, as described in the Look Up a Participant quick guide. The **Participant Information** page for that participant will display.
2	From the **right-hand menu** of options, click **Manage Payment Methods**. The Manage Payment Methods dashboard will display. Find the **card tile** you wish to replace in the Payment Methods section, click the **vertical ellipsis** in the top right corner of the tile, then click **Replace Card**. The **Replace ClinCard** slider will be displayed.
3	In the **Token Number** field, enter the **token number** on the outside of the envelope and click **Replace**. A **confirmation message** will appear at the top of the Participant Information page, as follows: "Success! The ClinCard ending in XXXX has successfully been replaced and its balance transferred to the following. The new card tile will be displayed on the slider. Once the card is active, the balance from the previous card will be available on the new card.

Related Topics:

Look Up a Participant

Assign or Replace a Virtual ClinCard

V3.1

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About the Available Participant Payment Methods

Frequently Asked Questions

Is the token number I need to enter the same as the number on the card?	No, the token number is unique and is not the same as the 16-digit card number. The token number is used for card assignment. The 16-digit card number should only be available to the participant.
What if the Participant Information page is missing the card number, although one was previously assigned?	If the card number is missing, please look up the participant's Audit History to confirm that Suvoda Support has replaced the card. If they have, the participant must activate the card. Activation will prompt the final four digits of the new card to populate on the Participant Information page.

Suvoda Support Site:

Suvoda Support

V3.1
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