

ONLINE ACCOUNT MANAGER LOGIN HELP

1. How can I obtain my login information?

- Find both your User Name and Password printed on the **IPS eCard** sent to you in the mail or provided to you in person. The **IPS eCard** is a plastic card you can find attached to either the **eCard** introduction letter or the Online Services document in your IPS Welcome Package.



- You can contact us at 1.888.503.4528 ext. 237 or onlinesupport@invoicepayment.ca weekdays between 8:30am and 4:30pm EST/EDT.
- You can obtain your password information by clicking the *Forgot your Password?* link in the Client Login page. Please see below for illustration.

Client Login

Log In

Please check your User Name/Account Number and Password (case-sensitive).

[Forgot your Password? Click here to request your password](#)

2. How can I change my password?

The first time you log in, you will be prompted to change your password. You can also access this feature in the future through Main Menu > Profiles > Password Change

Password Change

| | |
|---------------------------|---|
| User Name/ Account Number | <input style="width: 100%;" type="text" value="2611"/> |
| Old Password | <input style="width: 100%;" type="password" value="*****"/> |
| New Password | <input style="width: 100%;" type="text" value="7 Characters non case-sensitive"/> |
| Confirm Password | <input style="width: 100%;" type="text" value="7 Characters non case-sensitive"/> |

(shown by default during the first login)