

HOW TO:  
**CREATE A PORTAL ACCOUNT**



Providers and pharmacies can use the PAN Foundation's online portal to enroll patients, review grants, and maintain key information. Please note that any other parties, such as health insurance companies and those affiliated with manufacturers, will be denied access.

**Please note:** Portal access is only available on a desktop or laptop computer. You must use Google Chrome, Firefox, Microsoft Edge or Internet Explorer 6 (or higher) to access the PAN Portals. All other web browsers are not compatible and will not allow access to the portals. Portals are not compatible with tablets or mobile devices.

To get started, select the relevant link.

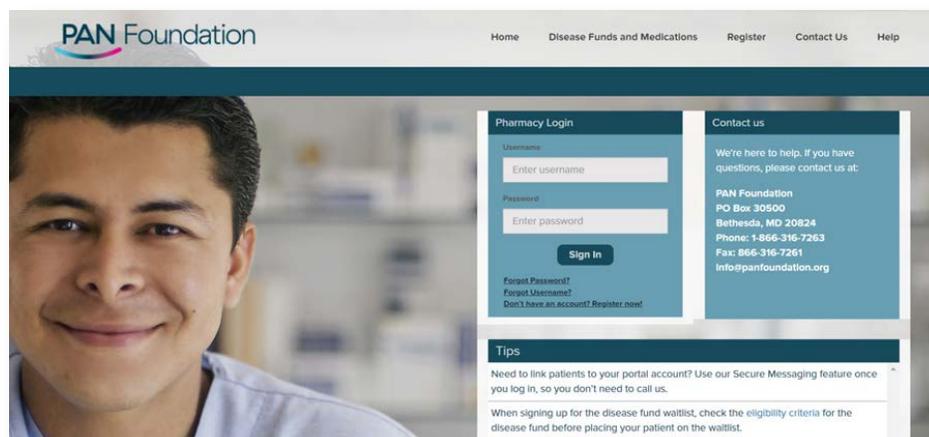
**Provider portal:** [providerportal.panfoundation.org](http://providerportal.panfoundation.org)

The provider portal is for healthcare providers who help patients get financial aid for their treatment. This may include patient financial navigators, medical billers, doctors, nurses, social workers, and more.



**Pharmacy portal:** [pharmacyportal.panfoundation.org](http://pharmacyportal.panfoundation.org)

The pharmacy portal is for pharmacy staff who help patients get financial aid for their treatment. This may include pharmacy technicians, patient financial navigators, claims specialists, pharmacists, and more.



## Portal login page

The login homepage features “**Tips**” and “**Announcements**” below the “**Login**” and “**Contact Us**” boxes.

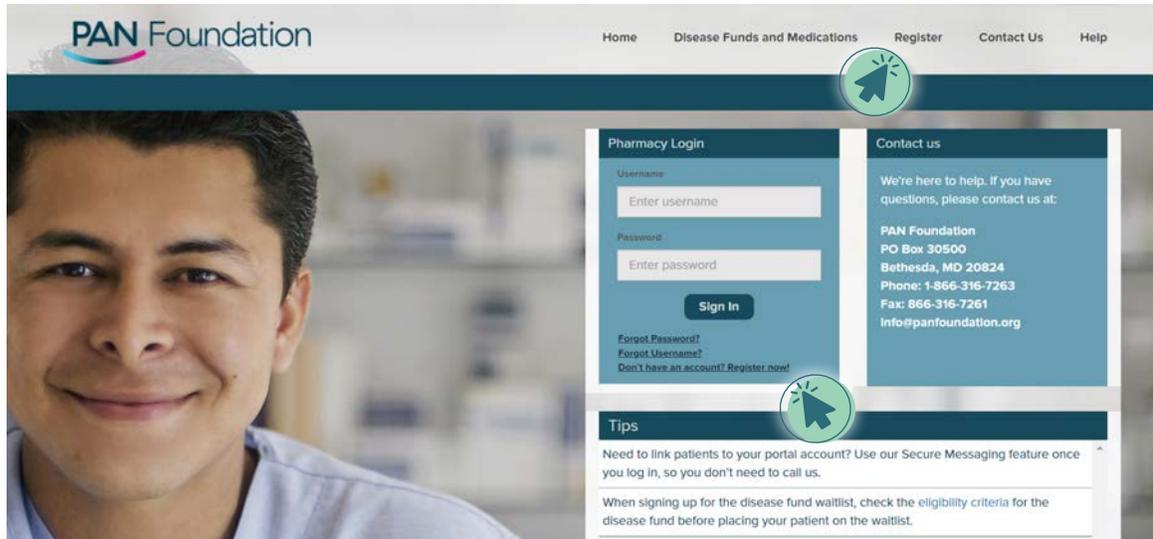
Refer to the tips to learn how to use the portal or refer to frequently asked questions. Under the announcements, you may find portal updates or news from the PAN Foundation.

## How to register

1

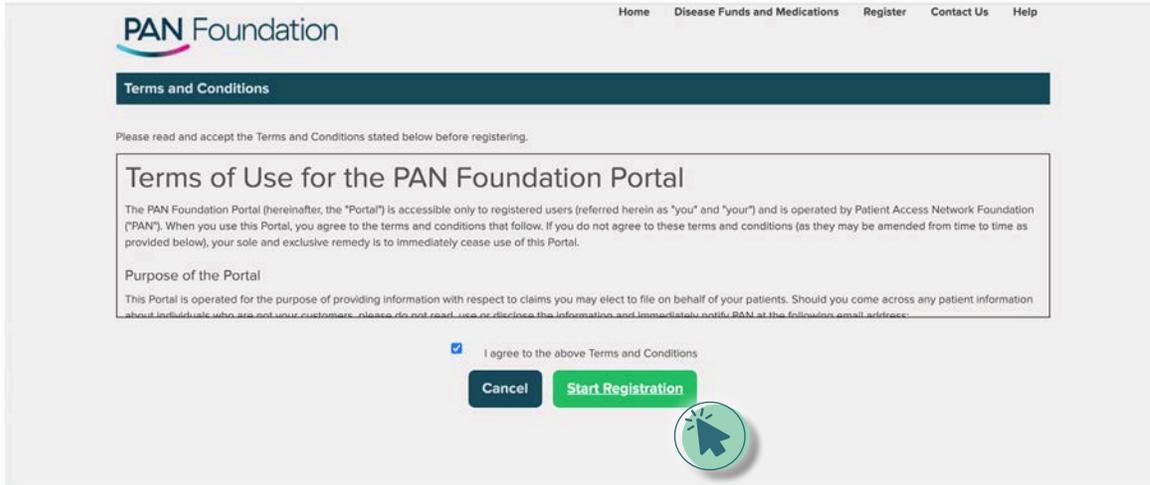
You can register two ways:

- A.** Select “**Register**” in the menu at the top of the page or
- B.** Select “**Don’t have an account? Register now**” at the bottom of the blue, login box



2

The “**Register**” button takes you to the portal’s Terms of Use. Review the terms and conditions for using the portal. When ready, select “**I agree to the above Terms and Condition.**” Then, click the green “**Start Registration**” button.

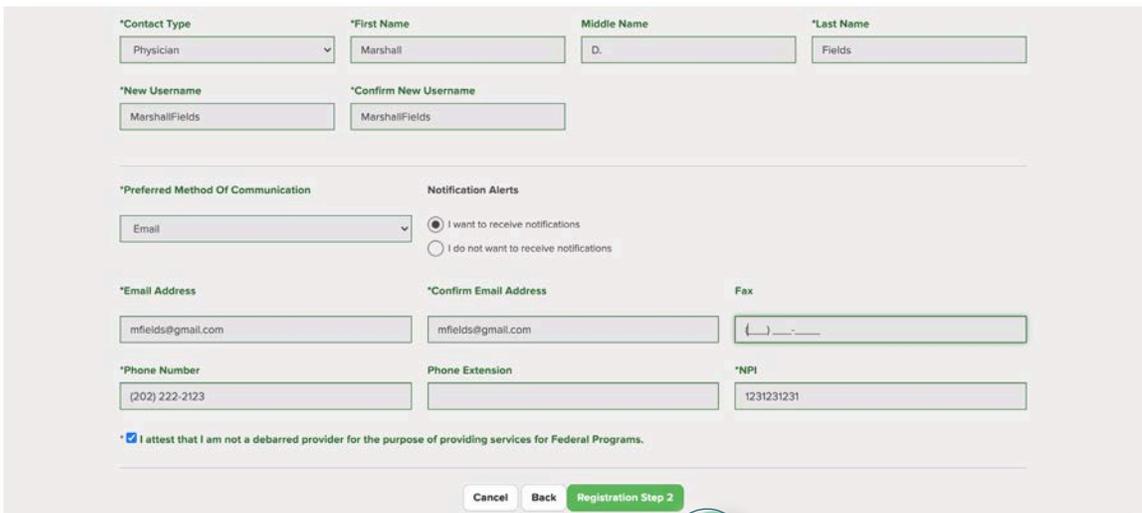


3

At the “**Account Registration**” page, enter your contact information. Please note that all fields with an asterisk are required. This includes your desired username, which must be at least eight characters long.

If you are a doctor, physician assistant, nurse practitioner, or pharmacist, you must enter your National Provider Identifier (NPI) number and attest that you are not a debarred doctor. The NPI is required and must not be used with another portal account.

Once you’ve filled out the required fields, click the “**Registration Step 2**” button to continue.



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Next, fill out your practice's contact information. All fields with an asterisk are required. When all required fields are complete, click the green "Submit Registration" button.

The screenshot shows a web form titled "New Account Registration" with the instruction "Please provide information to create your user profile." The form contains several input fields, some marked with an asterisk to indicate they are required. The fields are: Practice Name (filled with "Kind Doctors of Kansas"), Street Address (filled with "123 Kansas City Way"), Apt./Suite (filled with "Suite 1000"), City (filled with "Kansas City"), State (a dropdown menu filled with "Kansas"), ZIP (filled with "64106"), Phone Number (filled with "(222) 212-2121"), Phone Extension (empty), Fax Number (filled with "(222) 212-3131"), Practice NPI (filled with "1231231231"), and Tax ID/EIN (filled with "33-1122441"). At the bottom of the form are three buttons: "Cancel", "Back", and "Submit Registration". A green mouse cursor icon is positioned over the "Submit Registration" button.

## Portal request submission and approval

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Once you submit, the system will confirm your portal request. You will also get an email to confirm your request was submitted to PAN.

The screenshot shows the PAN Foundation website's "New Account Registration" confirmation page. The page header includes the PAN Foundation logo and navigation links for Home, Disease Funds and Medications, Register, and Contact Us. The main content area features a dark blue header with the text "New Account Registration". Below this, a message states: "Your registration request has been submitted!". A paragraph of text follows: "Your account registration will be reviewed for approval before you can log in. Please allow 1-2 business days for your account to be reviewed. You will be notified by email once your account has been activated. Your email address has been recorded as your preferred contact method. This can be changed once you are logged in. If you have any questions, please contact the PAN call center at 1-866-316-7263". At the bottom of the message is a green button labeled "Return Home".

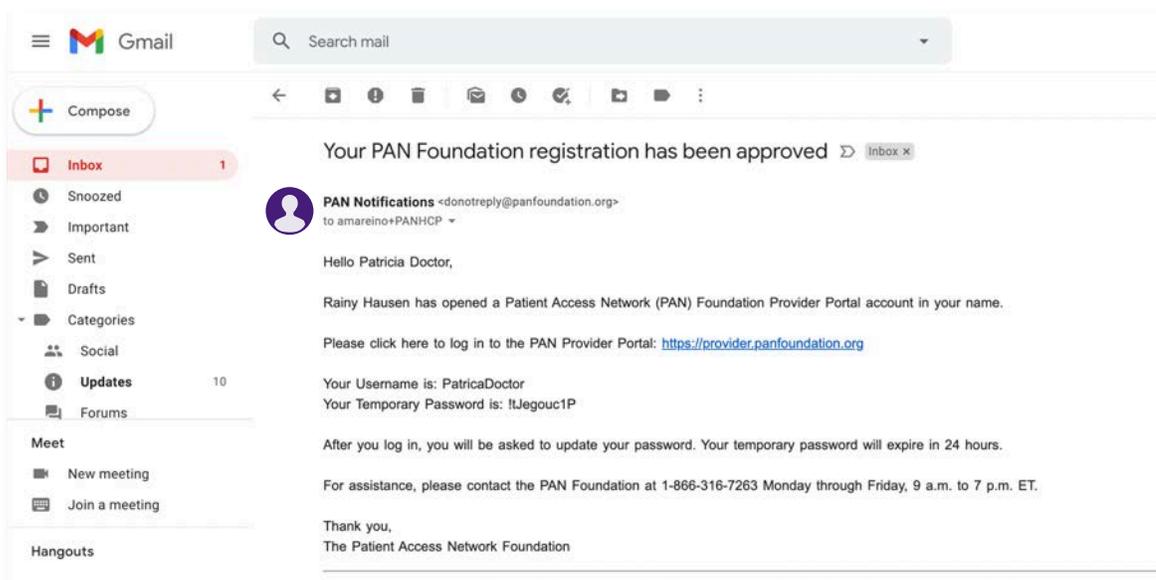
It may take one to two business days for your account to be approved. During this time, the PAN team will reach out to validate your request. If the PAN team cannot reach you after three attempts, your portal request will be denied.

You can give us a call to speed up the approval process and begin using your account right away. **After submitting your request, call us at 1-866-316-7263, select option 4, and ask for an expedited validation.**

## 6

After your request is validated, your account is active. You will get an email at the email address connected to your account with the portal URL, your username, and a temporary password. After logging in to the portal for the first time, you will be prompted to update your password.

**Please note: Your temporary password will expire after 24 hours.**



Once you log in, you can use all the helpful features on the PAN Provider or Pharmacy Portal.

## Questions?

For more information about enrollment or how to use the PAN portal refer to our [webinar library](#), our other [how-to guides](#), or review the [pharmacy](#) or [provider](#) FAQs. You can also call us at **1-866-316-7263**, Monday through Friday, from 9 a.m. to 7 p.m. ET.



**PAN** Foundation

[panfoundation.org](https://panfoundation.org)