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# HOW TO UPDATE YOUR CREDIT CARD ON FILE

LSTAR Accounting  
Department

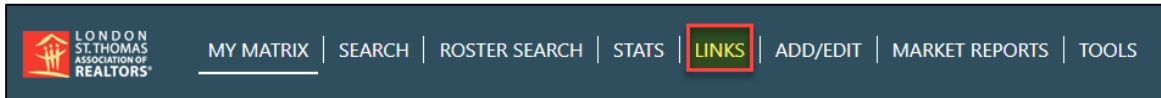
# LOG INTO ITS0 MATRIX®

Applications

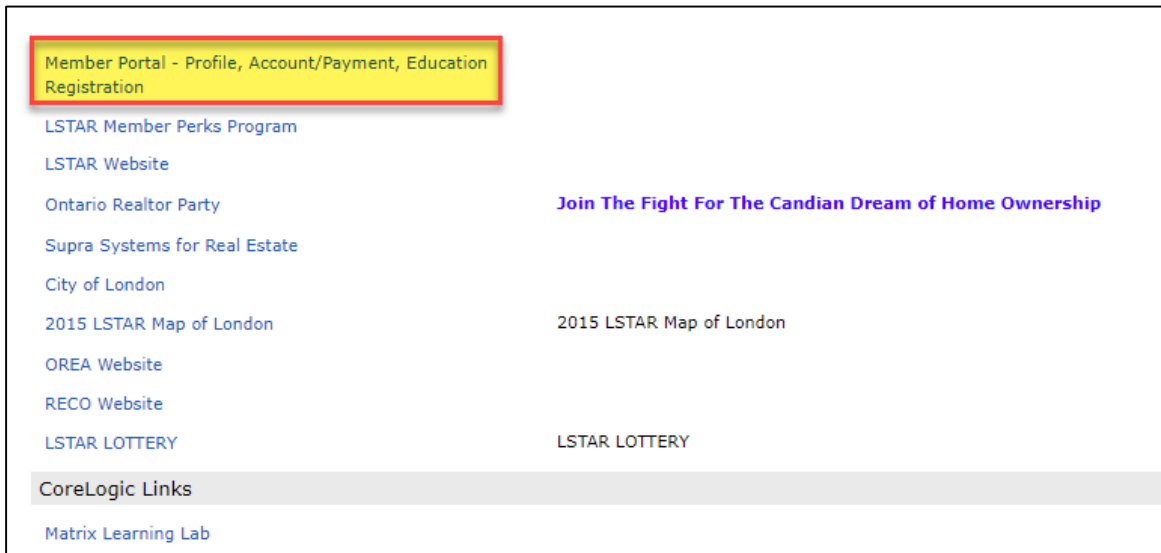
 ITS0 Matrix	 WEBForms	 REALTOR Link	 ShowingTime
 SentiLock	 Matrix Mobile	 SafeAccess	 OneHome

# LINKS

- Select the Links tab on your menu bar

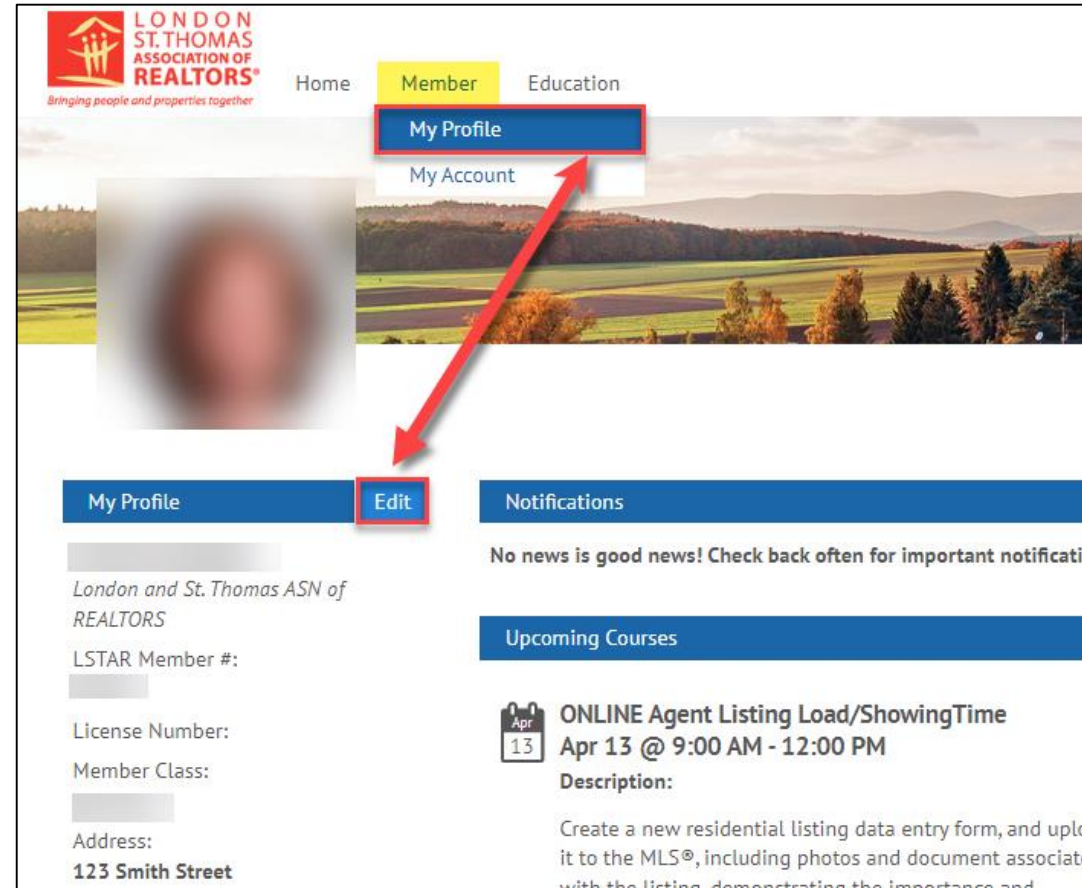


- Once on the Links page, scroll to the Member Portal Link



# MEMBER PORTAL PAGE

- You have two options
  - Select – Member Profile
  - Select - Edit



# MY PROFILE PAGE

- Select – Payment on File tab
- Your current credit card information will be displayed and greyed out.
- Select – Edit (note once you select edit all your information will be removed)

The screenshot shows the 'My Profile' page with the following details:

- Navigation:** Home, Member, Education, Calendar, Connect, Logout
- Profile Tabs:** Personal, **Payment on file** (highlighted), Photo
- Payment on file details:**
  - Name on Card: JOHN SMITH
  - Card Number Ending with: 8978
  - Expiration Month: 01, Expiration Year: 25
  - Customer Profile ID: 532478065, Customer Payment ID: 532010708, Customer AutoPay Type: Signed up for AutoPay
  - Email: john@gmail.com
- Billing Info:**
  - Street Address: 1234 MAIN STREET
  - City: LONDON
  - Province: ON
  - Postal Code: N1N 1N1
- Buttons:** Edit (highlighted), Delete payment type on file
- Footer:** © 2022 MMSI, All rights reserved. Privacy Policy

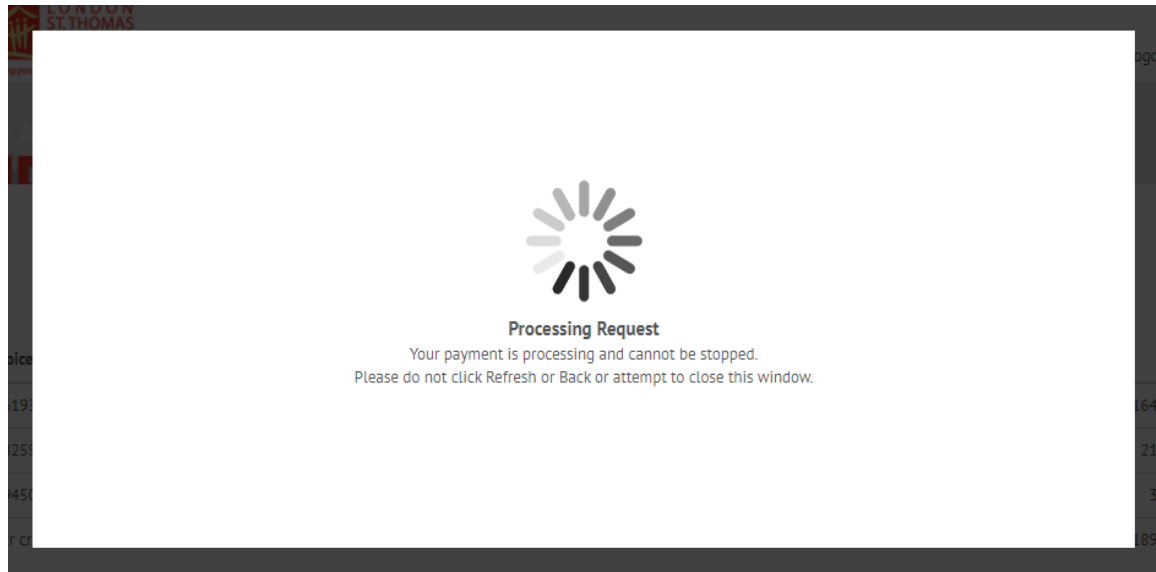
# PAYMENT ON FILE PAGE

- Select – Store my payment type on file and SIGN UP for AutoPay
- Enter – All mandatory fields (\*)
- Select – Submit Profile (green button)

The screenshot shows the 'My Profile' page for the LSTA member portal. The page is titled 'My Profile' and has three tabs: 'Personal', 'Payment on file', and 'Photo'. The 'Payment on file' tab is active. Below the tabs, there is a section for selecting a payment type. The first option, 'Store my payment type on file and SIGN UP for AutoPay', is selected and highlighted in green. Below this, there is a section for 'Card Details' and 'Billing Info'. The 'Card Details' section includes fields for 'First Name \*', 'Last Name \*', 'Card Number \* (no spaces or hyphens)', 'Security Code \*', 'Expiration Month \*', and 'Expiration Year \*'. The 'Billing Info' section includes fields for 'Street Address \*', 'City \*', 'Province \*', and 'Postal Code \*'. At the bottom of the form, there are two buttons: 'Cancel' and 'Submit Profile', which is highlighted with a green border. The footer of the page includes the copyright notice '© 2022 MMSI, All rights reserved.' and a link to the 'Privacy Policy'.

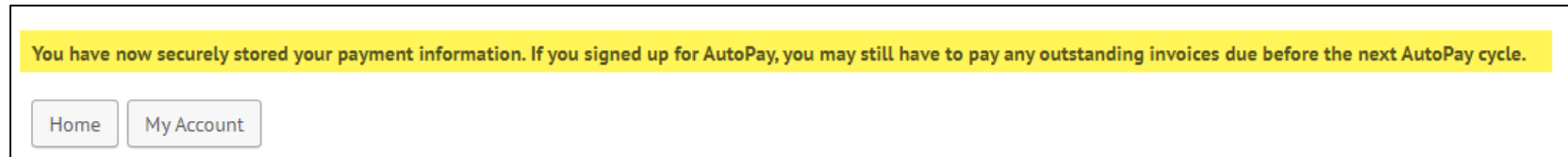
# PROCESSING REQUEST

- Processing Request window will open, be patience it will take a moment.



# CREDIT CARD SUCCESSFULLY STORED

- Once the Processing Request window closes you can confirm your credit card was store successfully but looking directly under your email address and you should see the following confirmation:



## NOTE

- If you received an error notice E00027 this means that the Billing Address\* you supplied does not match what the Credit Card company has on file.
- This is a security measure on our platform to deter “hackers” from stealing your private and personal information.