LifeSafer

# Client Portal Account FAQ

## Q. What is the LifeSafer Client Portal?

**A.** The LifeSafer Client Portal is an easy to use tool to manage your LifeSafer ignition interlock and portable alcohol monitoring account online. Make real-time changes in your account, update contact or billing information, and check and reschedule appointments.

## Q. How do I get set up on the LifeSafer Client Portal?

**A.** You will receive an email with a link, when you click on this link you will enter your email address and it will send you a password reset email which will allow you to update your password.

## Q. How do I update my contact information?

**A.** Once you log in, click the PROFILE icon on the right to make any changes - including updating your vehicle and contact information.

## Q. How do I reschedule my appointment?

**A.** Click on APPOINTMENTS on the left side of the screen to select a new date or time or location.

## Q. How do I update my payment information?

**A.** Click on PAYMENTS on the left side of the screen to change or add a new payment method. We accept Visa or  Mastercard credit or debit cards. You can enroll in autobill, select a default payment method as well as pick a billing cycle that works for you.

## Q. Can I make a payment in my account?

**A.** Yes. Click on the PAYMENTS to the left side of the screen. You can see your complete payment history including the current payment due. You can make a payment, enroll in auto pay and download invoices for printing.

## Q. How do I view notifications in my account?

**A.** When you log in, the dashboard view shows all notifications that are sent regarding your account. Click through to see important account information, including any updates that are needed to your information.