



Dear Valued OSH Customer,

We wanted to inform you of some exciting changes happening on our payment portal! In our ongoing efforts to improve your experience, we've made some enhancements to make it easier for you to login and access your account. We've listened to your feedback and are excited to introduce a new feature that allows you to create your own personalized credentials. With your new login, you can easily access your dashboard, view invoices, make payments, and more!

Please find a step-by-step guide below on how you can create your own login credentials by going through the registration and account verification process:

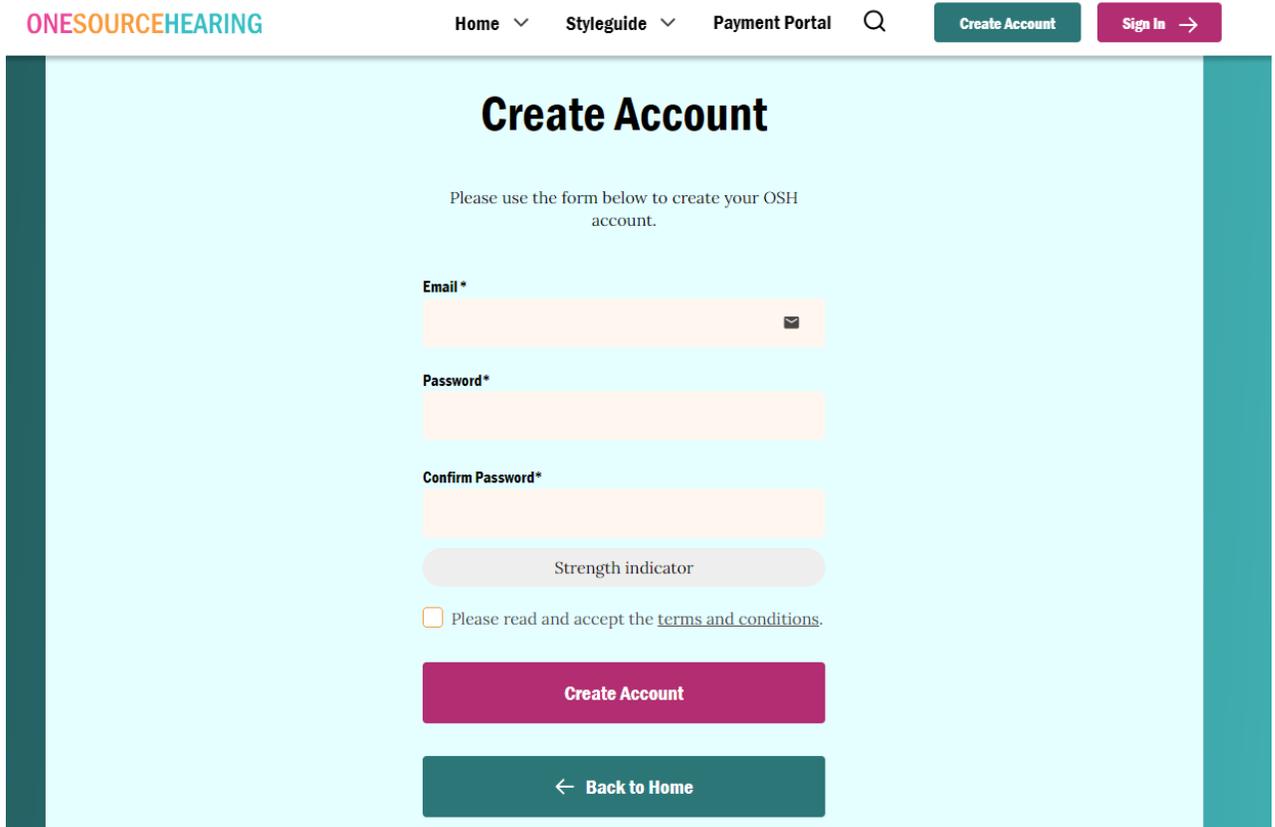
We believe these updates will make your experience on our website even better and user-friendly. However, if you encounter any issues or have any feedback, please don't hesitate to let us know.

Thank you for your continued support, and we hope you enjoy the improved experience on our payment portal!

Best regards,

Here's a step-by-step guide on how you can **create your own login credentials** by going through the registration and account verification process:

- 1) To access online payment portal, please go to: [www.onesourcehearing.com/payment](http://www.onesourcehearing.com/payment)
- 2) If you do not have login credentials yet, create an account by clicking on 'Create Account' button and keying in email address and a new password.



The screenshot shows the 'Create Account' page on the OneSourceHearing website. The page has a light blue background with a dark teal header. The header includes the OneSourceHearing logo, navigation links for 'Home', 'Styleguide', and 'Payment Portal', a search icon, and two buttons: 'Create Account' (dark teal) and 'Sign In' (maroon). The main content area is titled 'Create Account' and contains the following elements:

- A heading: 'Create Account'
- A sub-heading: 'Please use the form below to create your OSH account.'
- An 'Email\*' input field with a mail icon.
- A 'Password\*' input field.
- A 'Confirm Password\*' input field.
- A 'Strength indicator' button.
- A checkbox with the text: 'Please read and accept the [terms and conditions](#).'
- A maroon 'Create Account' button.
- A dark teal '← Back to Home' button.

- 3) You will be required to read and accept the consent form while creating an account. It is recommended to create a strong password that is at least 12 characters long for security reasons.

The screenshot shows a 'Create Account' form with the following elements:

- Title:** Create Account
- Instruction:** Please use the form below to create your OSH account.
- Email\*:** A text input field containing 'johndoe@email.com'.
- Password\*:** A password input field with 10 black dots.
- Confirm Password\*:** A password input field with 10 black dots.
- Password Strength:** A progress bar below the confirm password field, with a green segment on the right and a red segment on the left, labeled 'Strong Password'.
- Terms and Conditions:** A checkbox followed by the text 'Please read and accept the [terms and conditions](#).'
- Buttons:** A purple 'Create Account' button and a teal '← Back to Home' button.

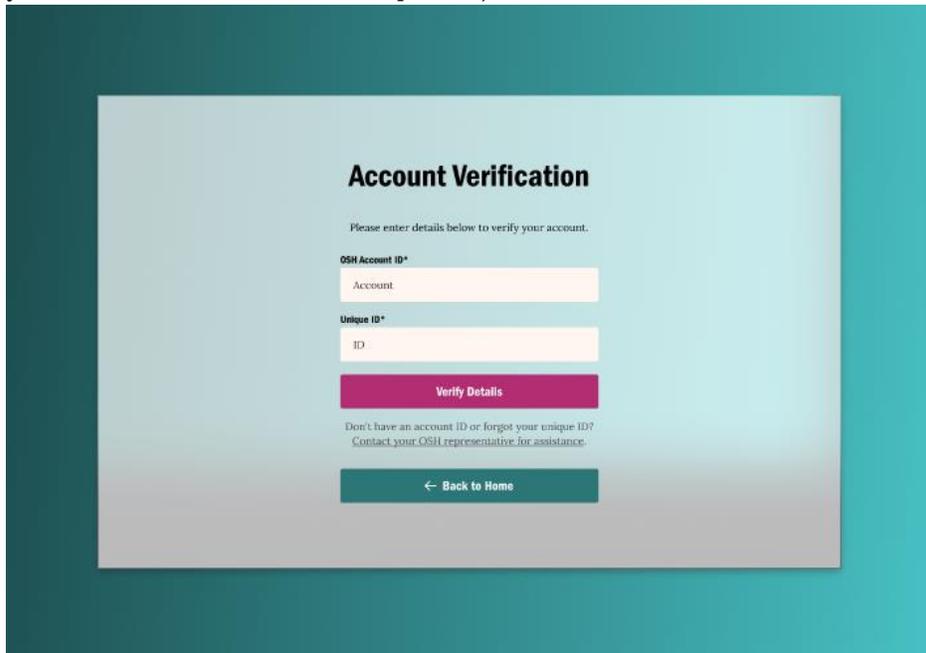
- 4) After creating your new password, you will see the 'account created successfully' notification. You will also receive a confirmation email after creating your new login credentials.

The screenshot shows a confirmation page with the following elements:

- Title:** Account Created Successfully
- Instruction:** Please click the button below to sign in.
- Button:** A purple button with the text 'Sign In →'.

- 5) Once, the new account is created, you would need to verify your OSH account# and Unique ID on your first login and for once. Please contact your Regional OSH Director if

you are unable to locate Unique ID.)



**Account Verification**

Please enter details below to verify your account.

OSH Account ID\*

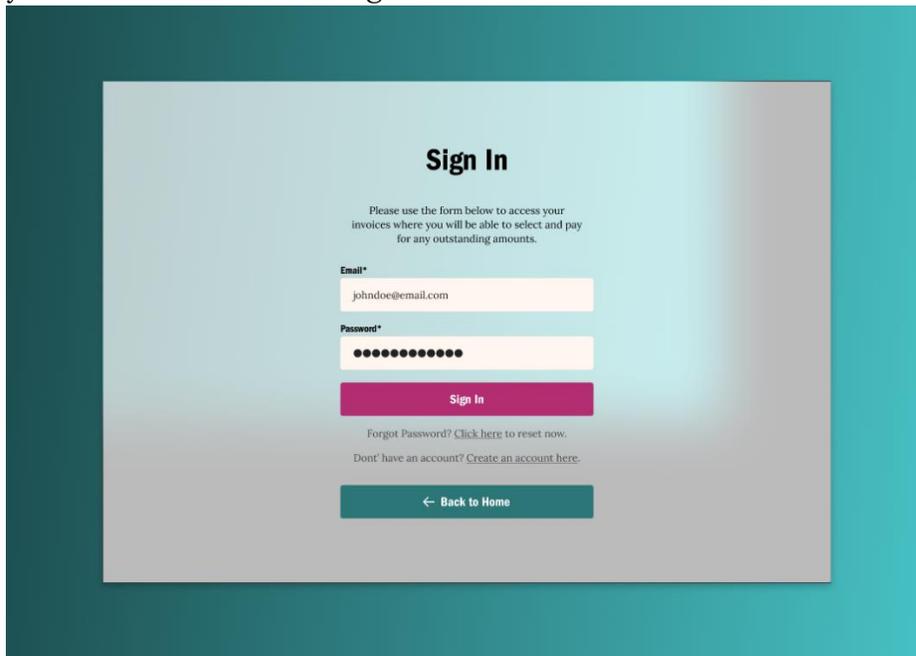
Unique ID\*

**Verify Details**

Don't have an account ID or forgot your unique ID?  
[Contact your OSH representative for assistance.](#)

[← Back to Home](#)

- 6) Upon successful account verification, you may expect to receive email confirmation and you will be redirected to sign in with those same credentials.



**Sign In**

Please use the form below to access your invoices where you will be able to select and pay for any outstanding amounts.

Email\*

Password\*

**Sign In**

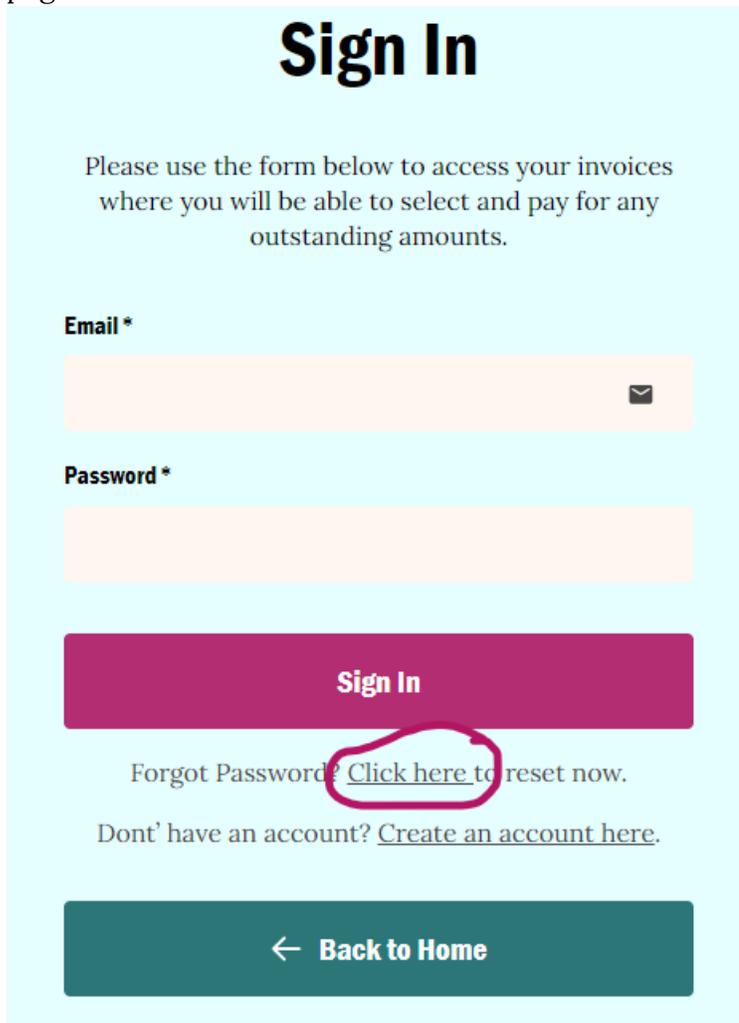
Forgot Password? [Click here to reset now.](#)

Don't have an account? [Create an account here.](#)

[← Back to Home](#)

## Resetting Password

- 1) If you were to forget your password, you now have the ability to reset it by clicking 'forgot password' on the login page. You will then be redirected to 'reset password page.'



**Sign In**

Please use the form below to access your invoices where you will be able to select and pay for any outstanding amounts.

**Email \***

**Password \***

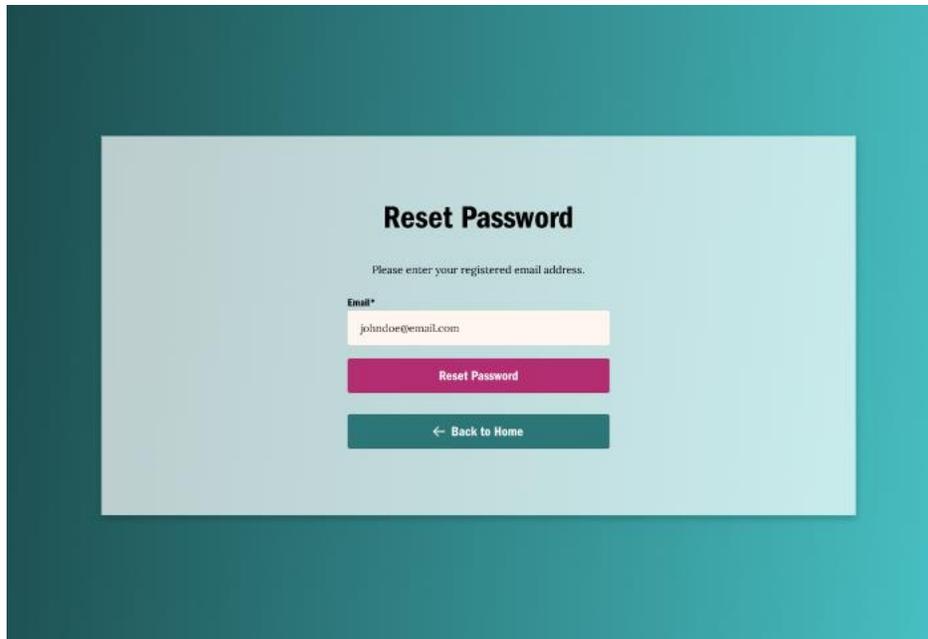
**Sign In**

Forgot Password? [Click here](#) to reset now.

Dont' have an account? [Create an account here.](#)

**← Back to Home**

- 2) After inputting your email address associated with your OSH account, you will get the confirmation message. You will also get an email with a link to create a new password.



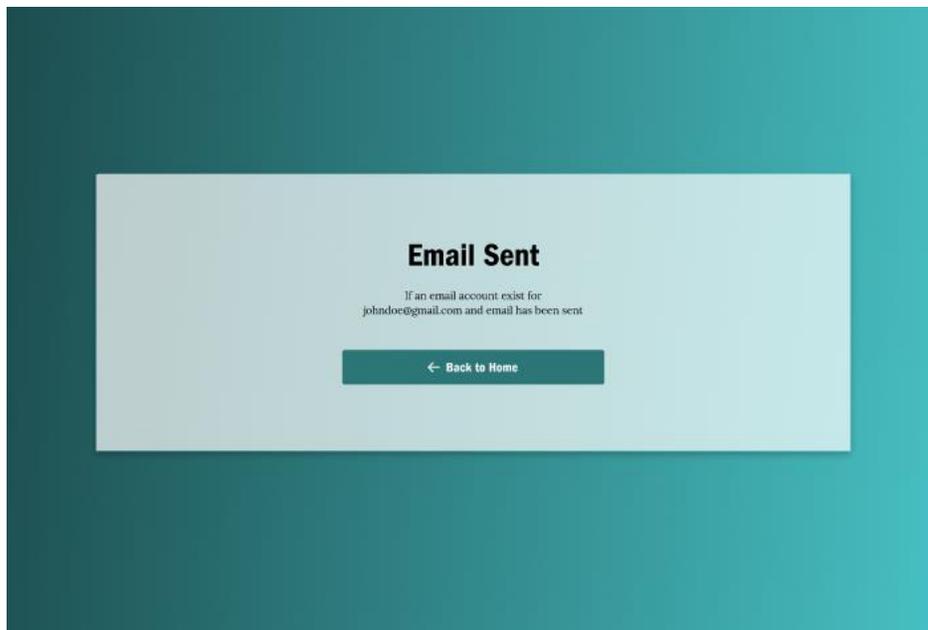
**Reset Password**

Please enter your registered email address.

Email\*

[Reset Password](#)

[← Back to Home](#)



**Email Sent**

If an email account exist for johndoe@gmail.com and email has been sent

[← Back to Home](#)

- 3) After clicking the reset password link in your email, you will be redirected to set your new password. Please be sure to create a 'strong' password with at least 12 characters. After you successfully create your new password, you will get a confirmation email.

