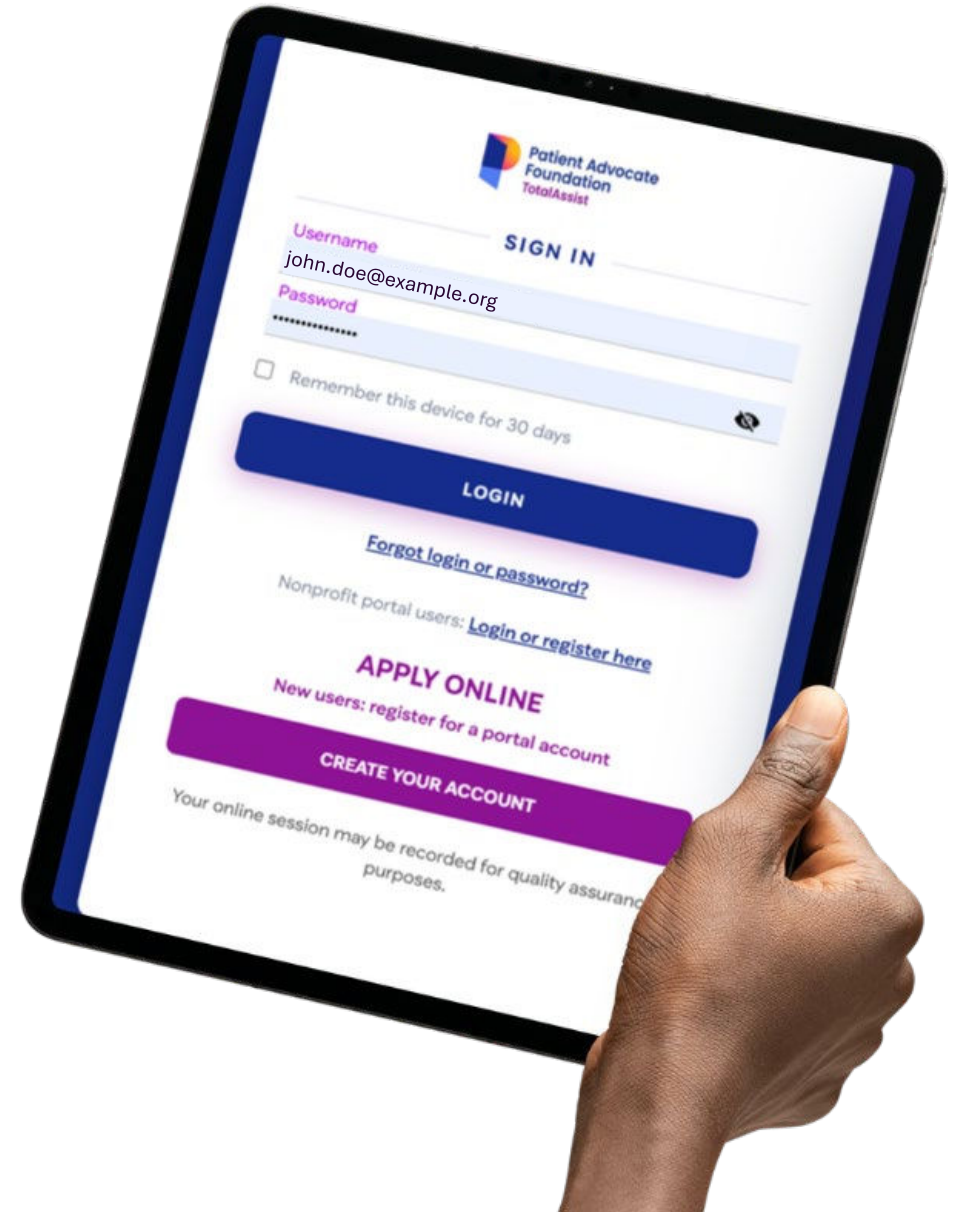


# Getting started with the TotalAssist pharmacy portal

# What's in a portal account?

You can log in to your TotalAssist portal 24/7 to:

- Apply for **new** TotalAssist grants for your patients
- Apply for **renewal** TotalAssist grants for your patients
- Access your patient's virtual pharmacy card
- Submit claims and upload documents
- Check information like approval status, grant balances, eligibility dates, and claims status
- Access important documents and updates



# Login screen: Portal.TotalAssist.org

Log in or register for a TotalAssist portal account.

Quick action tools – no portal log in required

- Quickly check award and claims information
- Sign up for TotalAssist fund opening notifications
- Search our help center
- And more!

# Logging in for existing PAF CPR or PAN portal users

## PAF CPR portal users:

Enter your CPR portal username (email) and password to log in. (This will also be the process if you have BOTH a PAF CPR and PAN portal account.)

## PAN portal users:

Select 'Forgot login or password.' Enter your PAN portal username (email) and follow prompts to reset password.



[portal.TotalAssist.org](https://portal.TotalAssist.org)

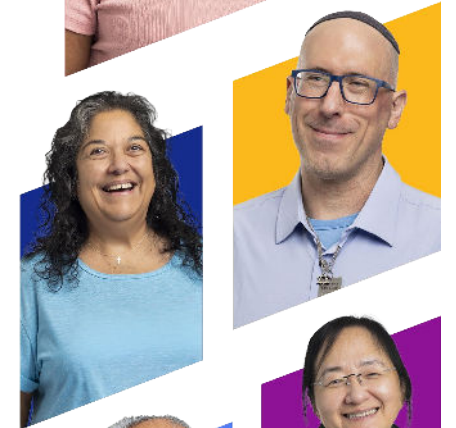
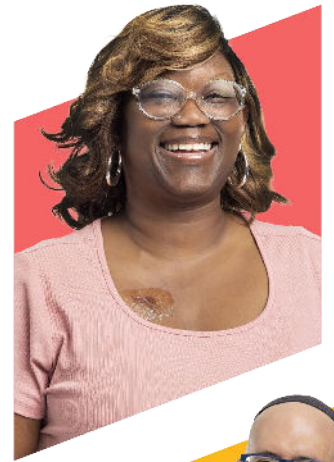
# Understanding what legacy portal data migrates

## PAF CPR portal data

- All active portal users (login within last 12 months) will be migrated to the TotalAssist portals.
- CPR data related to all active and expired patient grants will be migrated.
- CPR claims submitted prior to July 1, 2026, will be visible based on portal user rules. *(Patients can see all claims and provider/pharmacy users will only see claims they submitted.)*

## PAN portal data

- All active portal users (login within last 12 months) will be migrated to the TotalAssist portals.
- PAN data related to active patient grants (currently active or enrollment date of January 1, 2025, or later) will be migrated.
- PAN claims paid prior to July 1, 2026, will not be visible in the TotalAssist Portal. *(Patient grant balance will reflect claims paid prior to July 1, 2026.)*
- If you would like to retain grant details for additional patients, we recommend saving this information before the PAN portal closes on June 26 at 5:30 PM ET. (For assistance, email [providerhelp@patientadvocate.org](mailto:providerhelp@patientadvocate.org))



# Creating a NEW TotalAssist portal account

**TotalAssist Portal Login & Quick Action Tools**

**Patient Advocate Foundation  
TotalAssist**

**SIGN IN**

Username  
john.doe@example.org

Password  
.....

Remember this device for 30 days

**LOGIN**

[Forgot login or password?](#)

Nonprofit portal users: [Login or register here](#)

**APPLY ONLINE**

New users: [register for a portal account](#)

**CREATE YOUR ACCOUNT**

Your online session may be recorded for quality assurance purposes.

**QUICK ACTION TOOLS - NO LOGIN NEEDED**

Quickly check award and claims information

- Account status, grant balance, award amount, award dates
- Claim status, payee, payment date, and check number

[Quick search](#)

Notifications when funds open

[Sign up or update preferences](#)

New transportation grants

[Activate travel VISA card](#)

Need help with grants, claims, or your portal account?

[Search help center](#)

Live chat help from a support specialist:  
Mon - Fri, 8:30am - 5:30pm ET  
or call [1-866-512-3861](tel:1-866-512-3861)

[Find a TotalAssist fund](#) [Portal updates and news](#)

[Let's Chat](#)

Don't have either a PAF CPR or PAN portal account? Click 'Create your account'!

portal.TotalAssist.org

# Creating a NEW TotalAssist portal account

Beginning July 1, if you do not have an active PAF CPR or PAN Foundation portal account, you can sign up for a new TotalAssist portal account in a few easy steps:

- 1 Visit **portal.TotalAssist.org**. Bookmark the log in page for easy access.
- 2 Find and click 'Create your account.'
- 3 Select the type of user you are (e.g., Provider registration or Pharmacy registration).
- 4 Follow the prompts and complete the required fields, then click 'Register.'
- 5 You'll receive a registration confirmation email with a link to confirm your portal account and verify your email. The link in the email is valid for 2 hours. (NOTE: If you do not receive an email confirmation, please check your junk/spam folder).
- 6 At sign in, you'll be prompted to complete multi-factor authentication. Check your email and enter your unique code to access your account.