

## Candex Payment System Information Sheet for Research Participants

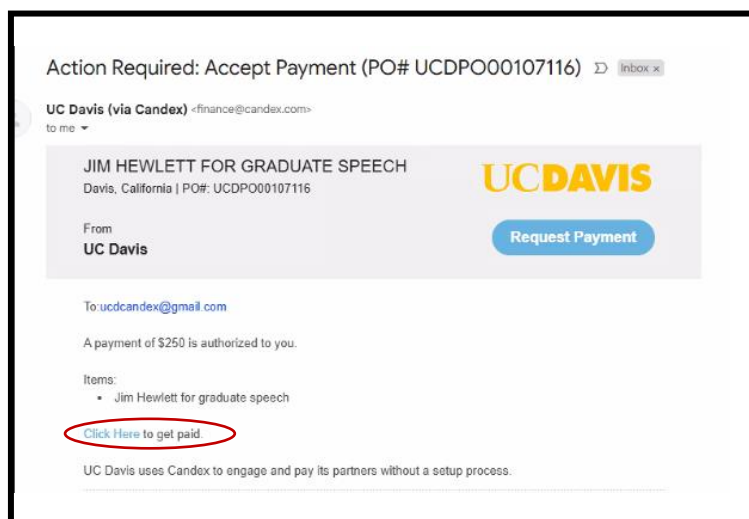
### What is Candex?

UC Davis Health has chosen Candex as its payment solutions provider to make it easier for study participants to get paid.

### How does Candex work?

1. Your study coordinator will submit the payment request through the Candex system.

2. Once a payment request is made, you will receive an email from:  
[finance@candex.com](mailto:finance@candex.com) **\*Please monitor your junk and spam mail folders**



3. There will be a link in the email that you can use to sign up for and log in to the secure Candex site.

4. You will need to agree to the terms and conditions of Candex.

Note: If you have been paid through the Candex program before, all you have to do is log in and make sure your banking information is correct.

The screenshot shows the Candex website sign-up page. The header includes 'CANDEX' and navigation links: 'How it Works', 'For Enterprise', 'Pricing', 'About', and a 'Sign In' button. The main heading is 'Candex makes it easy to pay and get paid'. The form includes fields for 'Email' (zack@miller.com), 'Language' (English), 'First Name', 'Last Name', 'Company', 'Phone Number', 'Job Title', 'Create Password', and 'Confirm Password'. There are checkboxes for 'Are you a small business?' and 'Are you a diverse supplier?'. A red circle highlights the checkbox 'I agree to the Candex Terms of Use'.

5. Next, you'll enter your banking information. This will be used to send the payment online to the chosen bank account.

## **Frequently Asked Questions**

### **What if I'm getting multiple payments from one study or multiple studies?**

Once your account is created in Candex, you will continue to use this same login to accept payments for multiple studies or multiple payments. Each time a payment is issued by the research team coordinator in the Candex system you will be required to log in to accept the payment. Each time you log in you will be prompted to confirm/verify your banking details for subsequent payments.

### **What if I don't have an email address?**

If you do not have an email address, please reach out to: [vendordesk@ucdavis.edu](mailto:vendordesk@ucdavis.edu)

### **What if I don't want to put in my bank account information or I don't have a bank account to receive electronic payments?**

Candex is currently set up to default to electronic payments. If you want a check, you will need to work with Candex after registering on the Candex site. For assistance, please contact [support@candex.com](mailto:support@candex.com)

### **Does Candex provide instructions in different languages?**

Yes. Candex supports more than 14 languages. You will be able to select your native language during the registration process.

### **Do payments issued in Candex expire?**

Yes. If you don't accept the payment within 30 days, the payment may expire. When a payment expires, it will be canceled. If you have a payment canceled, please contact your research team and request that the payment be resubmitted.