CPME Portal FAQs

Logging In and Out

How do I get to the CPME portal?
The following is a direct link to the CPME portal.

How do I get my own username and password?
There is one username and password per institution, not per person.

I keep requesting my password to be reset, but the notification is not going to my email. What's wrong?
The account for each residency program is linked to the program director's email address on file with the Council. All password resets automatically go to these email addresses. Council staff can do a manual reset to the default password. For a manual reset, either call 301-581-9293 or email CPMEStaff@cpme.org and provide us with the institution username.

I know my username and password are right, but I keep getting back to the blank login page. Why isn't the portal working?
If the login screen does not progress to your portal homepage or the change-password page, you are encountering a web browser issue. Try using a different browser, clear your cookies and cache, or use a private browsing mode. Some browsers keep information stored and will not work properly if a new password is entered. For more information, contact your IT department.

How do I log out?
Click the logout icon at the top of the page.

Payments

How do I get my invoice from the CPME portal?
Invoices are not in the portal. You can obtain a copy of an invoice by emailing CPMEstaff@cpme.org.

How do I make credit card payments in the portal?
Click on the Online Payments Link on your homepage. Then click on the payment link to make your payment. Fill in the required fields:
- The transaction amount is invoice total amount due.
- Billing address and zip code associated with the credit card.
- Credit card number (no dashes or spaces).
- Expiration date (follow format).
- Email address if you wish to receive a confirmation email.
- Click "Submit."
- Click "OK" in the pop-up box to confirm payment.

Can I use a credit card to pay without going into the portal?
Yes, contact staff at either 301-581-9293 or CPMEstaff@cpme.org, and staff will process the payment for you. You will need to provide the credit card number, expiration date, and address associated with the card. If you provide an email address, a receipt will be sent to you.

Our institution has a limit per transaction that is less than the amount of the fee. Does this mean we can't pay by credit card?
Payments can be broken down into two or three transactions, upon request. Contact Council staff as soon as possible, and new separate invoices will be sent. When payments are broken into separate transactions, payments will also appear in the portal as separate transactions.

How do I keep my credit card on file?
The Council does not keep any payment information on file. If you choose not to use the CPME portal to make credit card payments, the information will need to be provided each time a payment needs to be made.

Does the Council participate in payment systems?
No, the Council does not participate in either in-house or third-party payment systems. Upon request, a copy of CPME's W9 will be provided, and you may enter the Council into your system. If an institution chooses to utilize a third party for processing, the institution is responsible for the additional costs. The full invoice amount must still be paid to the Council.

Can I pay fees by check?
Yes, the Council accepts checks for all payments. Be sure to include the invoice number on the check or a copy of the invoice along with the check to allow your payment to be accurately credited to your institution.

Can I make a payment by Electronic Funds Transfer (EFT)?
Yes, the Council accepts EFTs for payment. However, the only information received is the amount paid. To ensure the correct institution is credited with payment, notify the Council (either by phone at 301-581-9293 or by email at klbanko@cpme.org) with the payment release date prior to the transfer occurring.

How does a VA program use the Tungsten Portal to pay?
- Use the invoice from CPME to obtain a purchase order number (PO#) from your finance department.
- Contact CPME via email or phone with the PO#. CPME will "e-invoice" the VA through the Tungsten Portal.
- CPME will contact the program director and hospital administrator via email once the invoice is available in the Tungsten Portal.
- The VA finance department **must contact** CPME when the payment is **scheduled for release**. This contact is the only way CPME will know which institution is paying.
- The VA finance department will release the funds via electronic fund transfer (EFT) to CPME. The only payment information CPME receives is the total amount paid from the US Treasury. Invoice numbers and institution names are never provided.