

DFCS Field Fiscal Services

Where's My Check Web Portal (Vendors/Providers)

Website Address <https://smileonline.us>

The Where's My Check Web Portal allows vendors/providers the ability to access their payment and 1099 information online. Detailed current and historical check information can be viewed and printed to help with payment reconciliation. 1099s for calendar year 2014 forward can be viewed and printed.

1st Register as a New User:

- 1) Log into website: <https://smileonline.us>
- 2) Read Caution Message. Click ok.
- 3) Click Register as a new user from the Welcome Screen.
- 4) Click Vendor/Provider from the Registration Screen.
- 5) Type Vendor #. **Tab.** Type Federal Tax ID (SSN or FEIN) without dashes. **Tab.** (Use Tab key not Enter)
The Vendor Name will populate.
Type remaining information (Daytime Phone, E-Mail, User ID, Password, Confirm Password, Password Hint). Click Next.
- 6) Click on the drop down arrow at the end of each question to select your security questions. Type answers. Click Next.
- 7) Choose a security image by clicking on box under the image.
- 8) Read the terms and conditions and click the box "I agree to the terms and conditions." Click Next.
- 9) To check payments, begin at step 5 below.

To check payments:

- 1) Log into website: <https://smileonline.us>
- 2) Read Caution Message. Click ok.
- 3) At the Welcome Page, type User Name. Click Next.
- 4) The security image will appear. Type password. Click Login.
- 5) Click Where's My Check Tab. Click on Vendor Payments from the drop down.
- 6) **If you are a 1099 vendor, when you click on vendor payments for the first time only, you will be prompted to click on the Consent Box.** Click the Box. Click Continue.
- 7) Click on drop down arrow beside Future Payments to display available search criteria. Click on selected Search Criteria. Click Display Payments.
NOTE: If Specific Date or Date Range is selected as the search criteria, the date(s) must also be selected.
NOTE: Future Payments will only display payments that will be deposited within the next three banking days.
- 8) Check Payments will display based on the selected search criteria. For detailed information on a specific check that is displayed:
 - a) Double click on the Pay Date for the check.
 - b) The check will populate, highlighted in blue, in the Click Here to Display Payment Data Box. Click on check. The detailed check information will automatically display as a pdf file.
- 9) Click on the "x" in the tab to close the screen.

To view Payment History Report:

- 1) Log into website: <https://smileonline.us>
- 2) Read Caution Message. Click ok.
- 3) At the Welcome Page, type User Name. Click Next.
- 4) The security image will appear. Type password. Click Login.
- 5) Click Where's My Check Tab. Click on Vendor Payments from the drop down.
- 6) Click on drop down arrow beside Future Payments to display available search criteria. Click on Payment History Report.
- 7) Enter the beginning date for report or select date by clicking on the calendar. Enter ending date for report or select date by clicking on the calendar. Click on how report should be displayed, as PDF or Excel XLS Spreadsheet. Click Display Payments.
 - a) Payment History Report will automatically display as a pdf file is Excel XLS Spreadsheet is not selected. Information will display each region on a separate page with a regional total. The last page displays a report total for all regions.
- 8) Click on the "x" in the tab to close the screen.

To access or print 1099 information:

Sign in with ser name and password. Click on the Tax Forms Tab. Click 1099-MISC from the drop down box. If prompted, click on the consent box and click continue. Select the tax year from the drop down box. From the drop down arrow beside Include Instruction Page, select N to not include the 1099 instruction page, Y to include, or O if you only want the instructions without the 1099. Click on Display 1099-MISC. Click on Available Tax Forms once the data populates. The 1099 will automatically display on the screen as a pdf file. Click on the “x” in the tab to close the screen.

To change your password, profile, security questions or security image:

Sign in with user name and password. Click on My Profile Tab. Click on selection from dropdown that needs to be changed or updated.

Contact Us:

For technical issues such as problems with your user Id, password or displaying and/or printing your tax statements, contact SMILE Customer Support at 1-800-553-5911 and follow the prompts 1 and 1 between 8:30 a.m. and 5:00 p.m.