

# Accessing the PPD Webmail Site

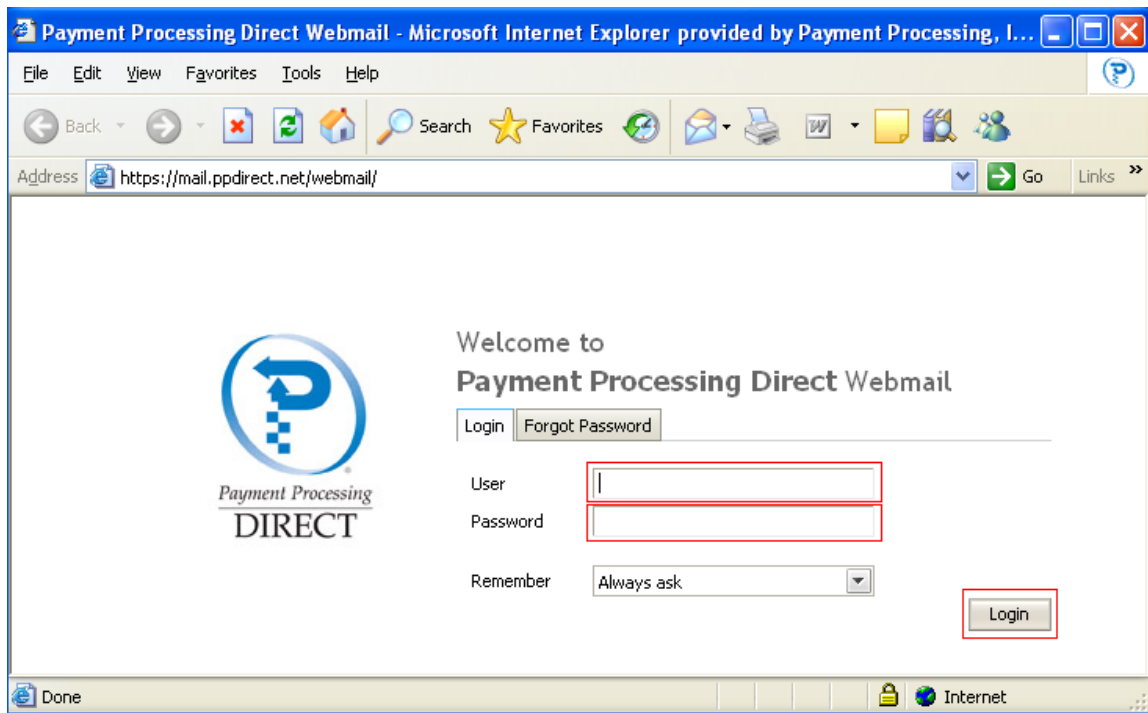
Welcome to the Payment Processing Direct Webmail site. Below you will find step-by-step instructions on how to logon to the system. Once the DesktopSupport team at PPI creates your account, you will receive an email containing your Username and Password.

Should you need assistance with the PPD Webmail site, please use one of the following methods to contact us:

- Call your local PPD Support Representative
- Open a Salesforce case available via the Self Service portal (a separate tipsheet will be provided on how to do this)
- Send an email to [desktopsupport@paypros.com](mailto:desktopsupport@paypros.com) and include your contact phone number.

**Please Note:** Internet connectivity must be established prior to using the following instructions. If you are having Internet connectivity issues please contact your Internet Service Provider first.

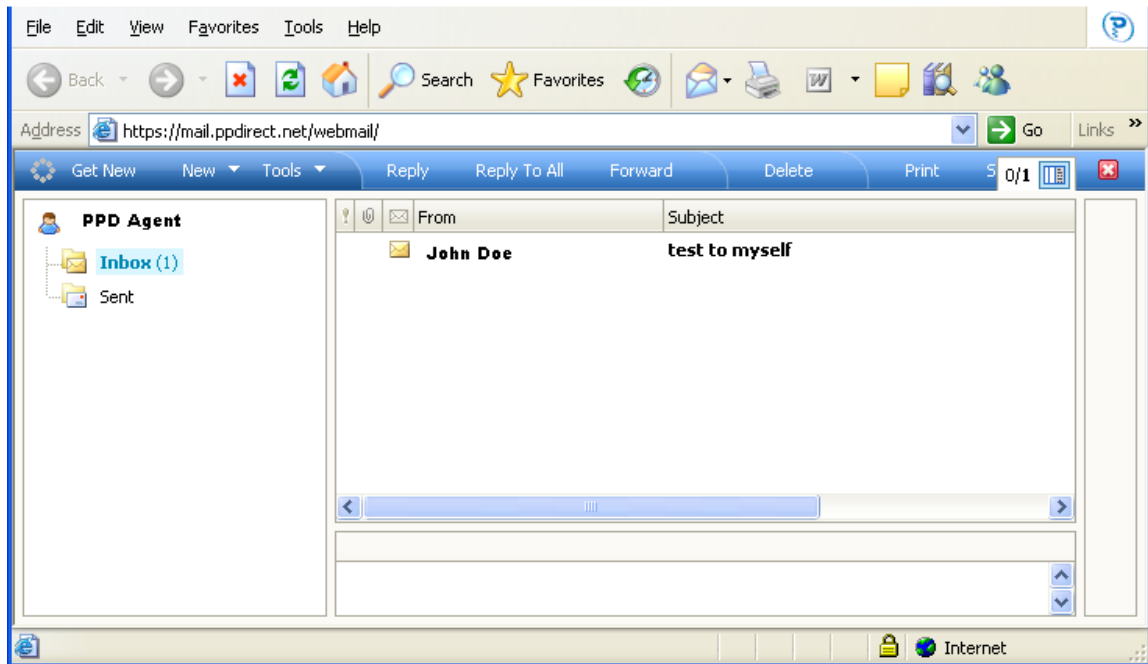
1. The URL for PPD Webmail site is: <https://mail.ppdirect.net>
2. Enter your Username and Password which should have been emailed to you when the account was setup. *If you do not have this information please contact us.*
3. Click the login button.



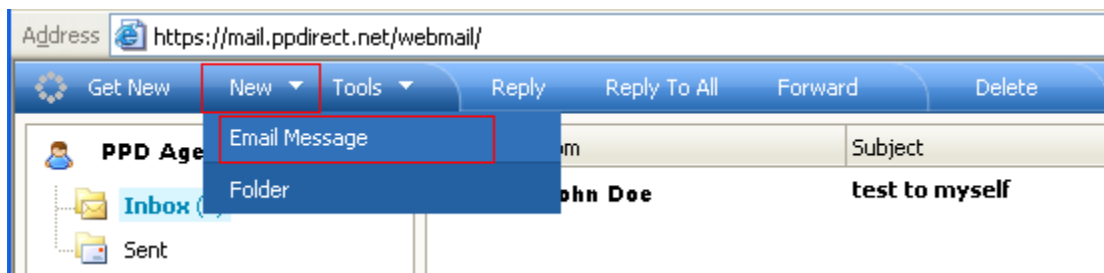
The screenshot shows a Microsoft Internet Explorer browser window titled "Payment Processing Direct Webmail - Microsoft Internet Explorer provided by Payment Processing, I...". The address bar displays "https://mail.ppdirect.net/webmail/". The main content area features the "Payment Processing DIRECT" logo on the left and a login form on the right. The form includes a "Welcome to Payment Processing Direct Webmail" heading, a "Login" button, and a "Forgot Password" link. Below these are input fields for "User" and "Password", a "Remember" checkbox, and a dropdown menu set to "Always ask". A "Login" button is located at the bottom right of the form. The browser's status bar at the bottom shows "Done" and "Internet".

4. You will now see your inbox.

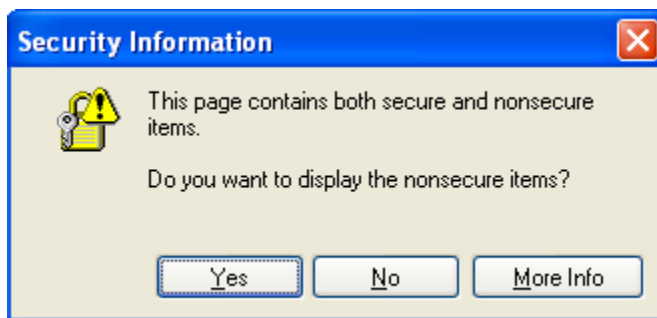
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5. To compose a new email select: **New>>Email Message.**



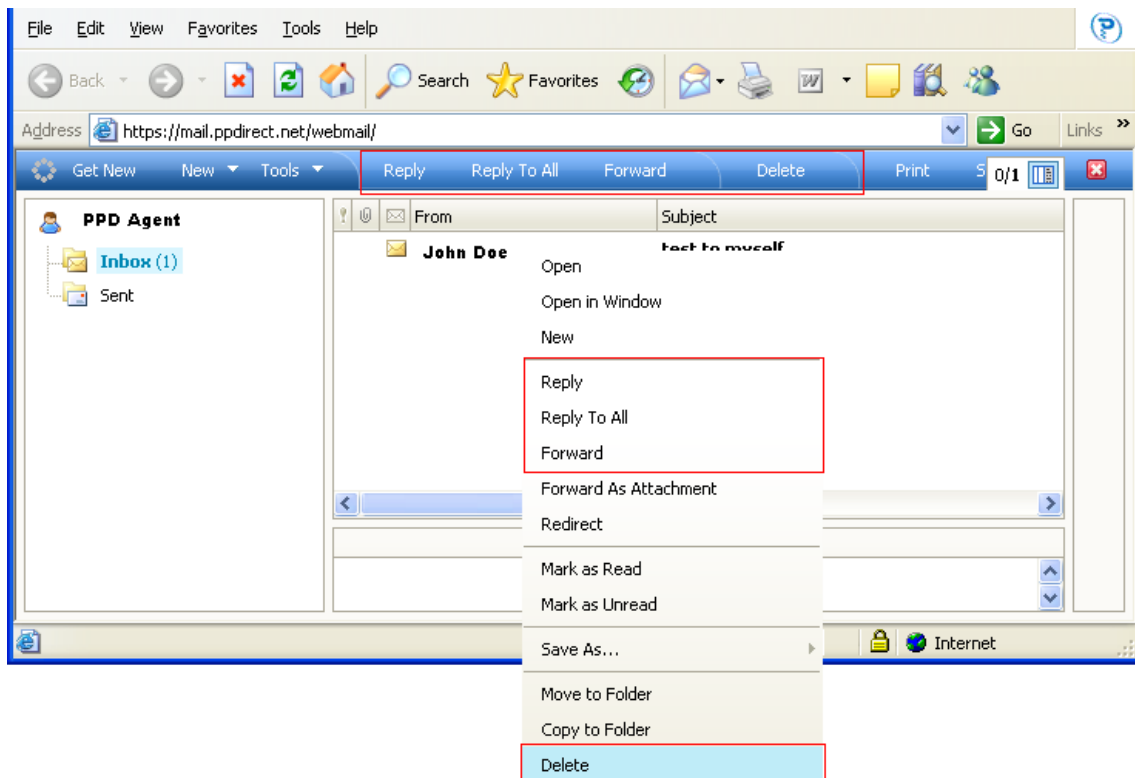
6. If you receive the following security message, click Yes.



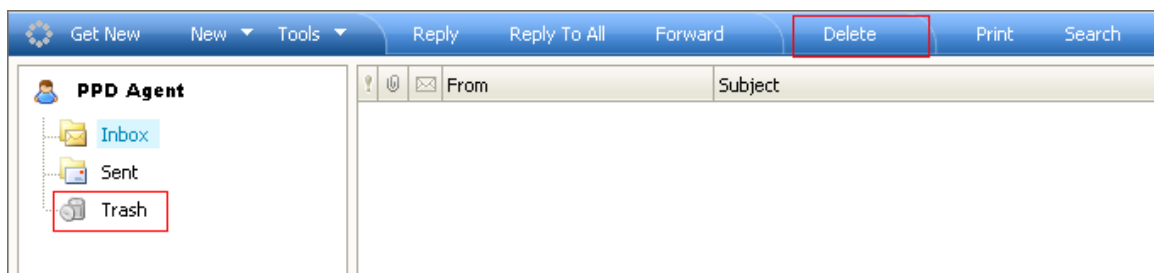
*Please note that your inbox window is below your "Email Message" window. To return to your inbox either move the "Email Message" window or send, save, or cancel the email.*

7. Right-clicking on a message in your inbox will give you options such as reply, forward, delete, etc. These options are also available from the tabs above.

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8. To see your Trash folder and all of your deleted items, click the Delete tab above and the Trash folder will appear to the left.



Please feel free to use any of the contact methods listed in the beginning of this tipsheet to request assistance with accessing your PPD email account through the <https://mail.ppdirect.net> website.