



Making Payments in The TFPA Customer Payment Portal

This job aid guides a policyholder through the TFPA Customer Payment Portal to make payments on their TFPA policies.

[Part One: Logging in to the Customer Payment Portal](#)

[Part Two: Setting up My Wallet](#)

[Part Three: Setting up Auto Pay](#)

[Part Four: How to Pay My Bill](#)

Part One: How to log in to the Customer Payment Portal

1. Select 'Customer Payment Portal.'

The screenshot shows two side-by-side panels. The left panel is titled 'Make a One Time Payment' and contains text explaining the process and a 'Make a One Time Payment' button. The right panel is titled 'Customer Payment Portal' and lists features like making payments, viewing history, and setting up auto pay. A 'Customer Payment Portal' button is highlighted with a red box.

2. Enter your account number and the **property** location zip code where indicated. Select 'Submit.'

The screenshot shows a form with two input fields: 'TFPA Account Number' with the value 'C000064543' and 'Property Location Zip Code' with the value '75146'. Below the fields are 'Submit' and 'Cancel' buttons. The 'Submit' button is highlighted with a red box.

3. An authentication code will be emailed to the email address listed to verify the policyholder. If you change the email address listed, it only changes the email where your authentication code is sent. It will not change the email address you have on file with TFPA. When ready select, 'Submit.'

The screenshot shows a form with an 'Email Address' field containing a placeholder email address ending in '@yahoo.com'. Below the field are 'Submit' and 'Cancel' buttons. The 'Submit' button is highlighted with a red box.

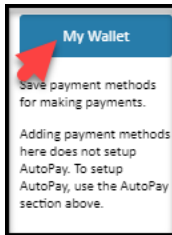
4. Enter the authentication code sent to your email address where indicated. Select 'Submit.'

The screenshot shows a form with an 'Authentication Code' field containing the value 'b22662'. Below the field are 'Submit' and 'Cancel' buttons. The 'Submit' button is highlighted with a red box.

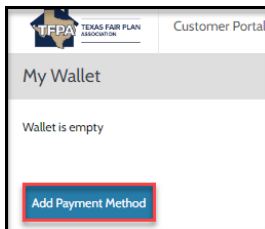
You are now in the Policyholder E-Payments Center.

Part Two: Setting up My Wallet

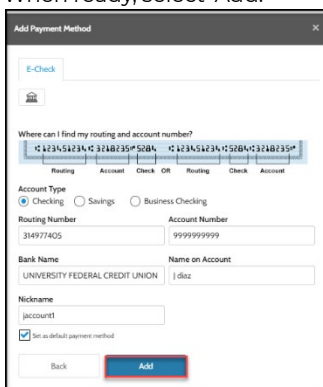
1. Select 'My Wallet.'



2. Select 'Add Payment Method.'

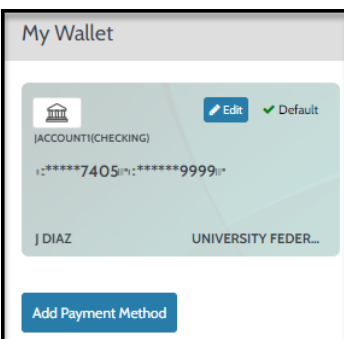


3. Next, add the banking information where indicated. An example of a check is shown to help you locate the routing, account and check number on your check if drafting from a checking account. You may also use a savings or business checking account. Be sure to list the name on the account and add an account nickname. If the account you are entering is the account you would like the system to use as the default payment method, select "Set as default payment method." When ready, select 'Add.'



The screenshot shows the 'Add Payment Method' form. It includes a search bar for 'E-Check', a section for finding routing and account numbers with a sample check image, and fields for 'Account Type' (Checking, Savings, Business Checking), 'Routing Number', 'Account Number', 'Bank Name', 'Name on Account', and 'Nickname'. There is a checkbox for 'Set as default payment method' and 'Back' and 'Add' buttons.

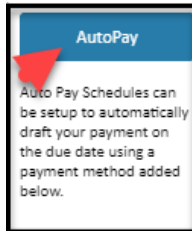
4. You now have an account showing in My Wallet. You may add or delete payment methods from this section if needed.



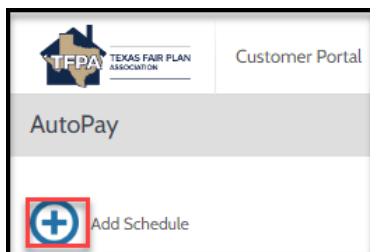
Part Three: Setting up Auto Pay

Auto Pay may be used for all TFPA payment plans, but it is **required for 10-Pay Payment Plans**.

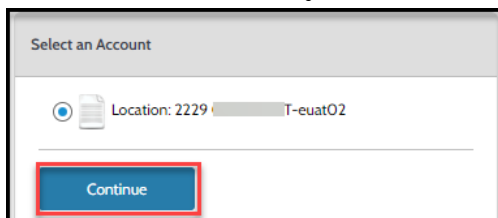
1. Select 'Auto Pay.'



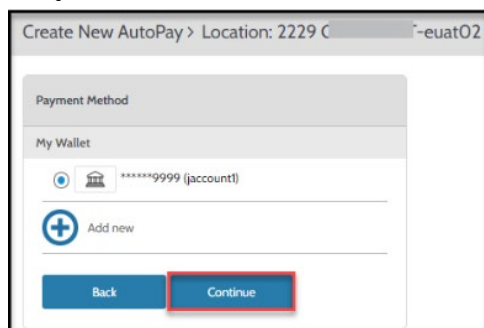
2. Then select, 'Add Schedule.'



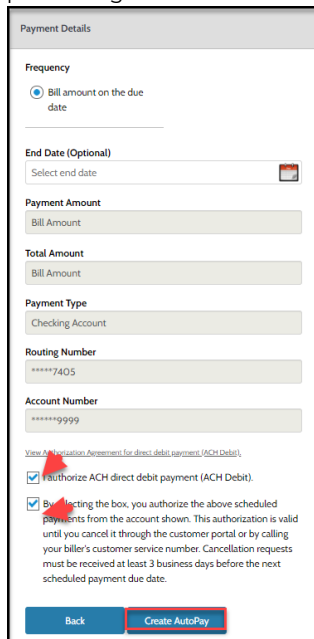
3. Select the account of the location you want to pay for. In this example, only one account is listed, but if there are multiple locations, please deselect the ones you do not want to include in your Auto Pay payments. Select 'Continue' when ready.



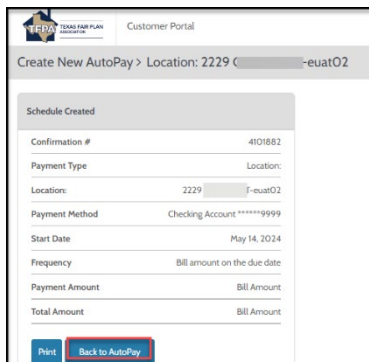
4. Verify the bank account selected is the correct account to make this payment. Then, select 'Continue.'



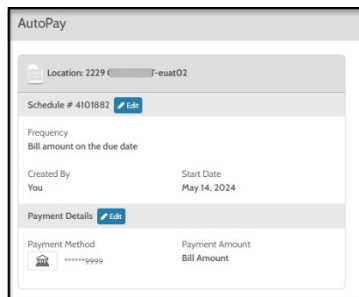
- Verify the information displayed. You may set an end date for your Auto Pay. When ready, authorize the ACH processing and confirm the scheduling of the auto payments. When ready select "Create Auto Pay."



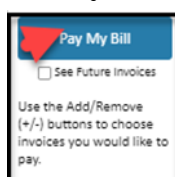
- This screen reflects that the schedule has been confirmed.



- This screen reflects that Auto Pay is scheduled. You may make any edits to the account. The changes must be made three days before the scheduled start date.

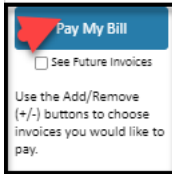


- If this is your first auto pay payment for a new submission, you will need to make the first payment manually. You may do this by selecting 'Pay My Bill.'

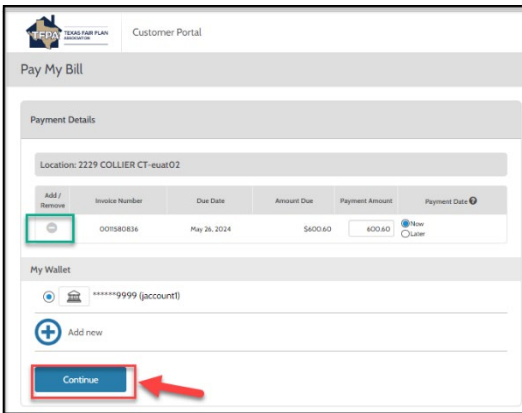


Part Four: How to Pay My Bill

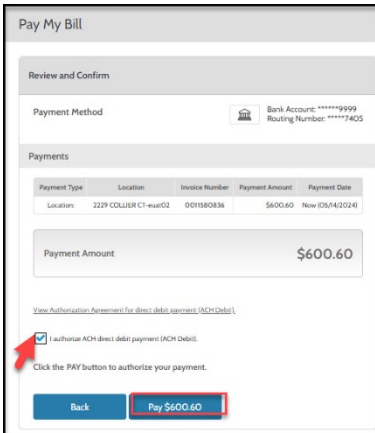
1. First, select 'Pay My Bill.'



2. Verify the information displayed. This is processing the first payment for the location shown. If multiple locations are listed, deselect the locations for which you are not currently paying. When ready, select 'Continue.'



3. Verify the information displayed, authorize the ACH debit, and then select 'Pay \$xx.xx' to make the payment.



4. The payment has been confirmed.

