



# 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: Deleting an Account in My Wallet](#)

[Part Four: Setting up AutoPay](#)

[Part Five: Deleting AutoPay Schedule](#)

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

[Part Seven: Menu Bar View](#)

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

1. Select 'Customer Payment Portal.'

The screenshot shows two main options: 'Make a One Time Payment' and 'Customer Payment Portal'. The 'Customer Payment Portal' button is highlighted with a red box. Below the buttons, there is a list of services available through the portal: Make payments, View payment history, Setup and manage Auto Pay, Save bank accounts for future use, and Submit request for email changes. A note mentions a 2-step authentication process.

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

The screenshot shows the login form with fields for 'TFPA Account Number' (C000064543) and 'Property Location Zip Code' (75146). 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 the email verification screen with the text: 'An authentication code will be sent to this email address. Please note: this email is only for the purpose of logging into this portal.' The email address field contains 'vli@yahoo.comtwia'. The 'Submit' button is highlighted with a red box.

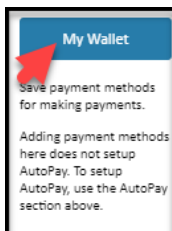
4. Enter the authentication code sent to your email address where indicated. Select 'Submit.'

The screenshot shows the authentication code entry screen with the text: 'Please enter the 6 digit code sent to your email rgxxxxxxx@yaxxxxxxxxxx'. The authentication code field contains '622662'. The 'Submit' button is highlighted with a red box.

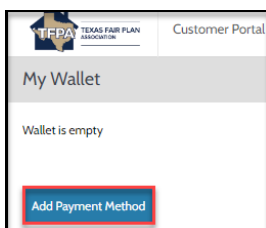
You are now in the Policyholder E-Payments Center.

## Part Two: Setting up My Wallet

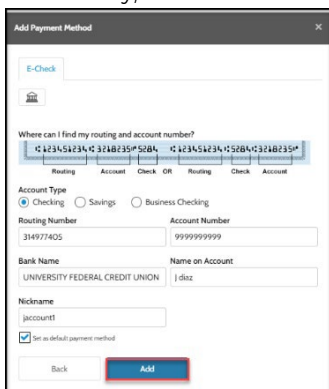
1. Select 'My Wallet.'



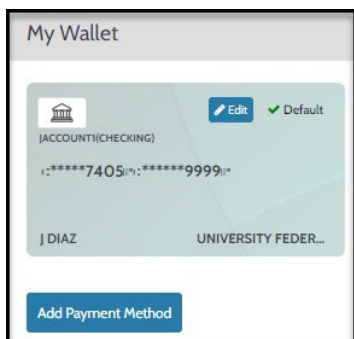
2. Select 'Add Payment Method.'



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.'

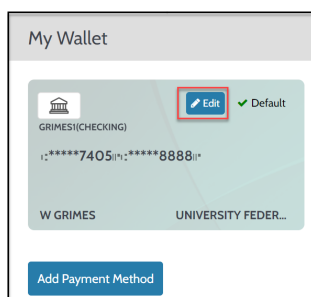


4. You now have an account showing in My Wallet. You may add or delete payment methods from this section if needed.

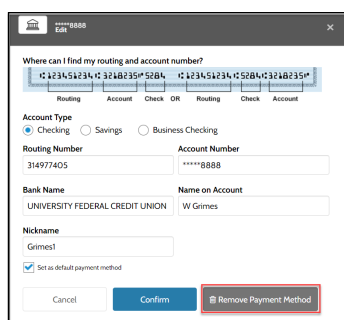


## Part Three: Deleting an Account in My Wallet

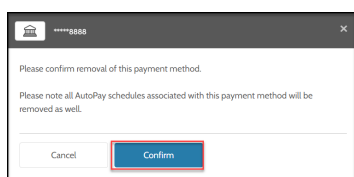
1. To delete an account, start by selecting 'Edit.'



2. Next, select 'Remove Payment Method.'



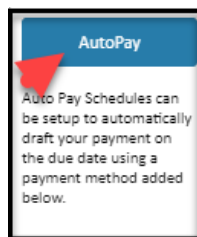
3. Next, 'Confirm' the removal of the account information. The account will be deleted.



## Part Four: Setting up AutoPay

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

1. Select 'AutoPay.'



2. Select the policy number you want to pay for. Select 'Continue' when ready.

Select Policies

Select policies to setup, view, and manage auto pay settings  
New offer down payments must be made before enrolling in auto pay

	Policy Number	Location	Status	Effective Date	Expiration Date	Cancellation Date
<input type="checkbox"/>	TPHO		In-Force			

[Continue](#)

3. Then select 'Add Schedule.'

TFPA TEXAS FAIR PLAN ASSOCIATION Customer Portal

AutoPay

[+ Add Schedule](#)

4. Select the location you want to pay for. Select 'Continue' when ready.

TFPA TEXAS FAIR PLAN ASSOCIATION Customer Portal

Create New AutoPay

Select an Account

☒ Location:

[Continue](#)

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

Create New AutoPay > Location: 2229 C -euat02

Payment Method

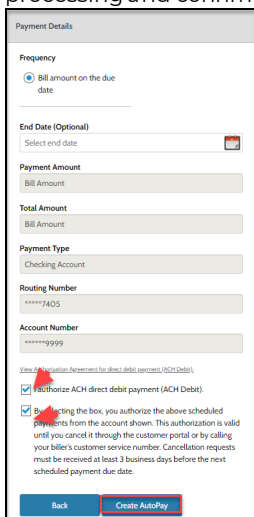
My Wallet

☒ \*\*\*\*\*9999 (jaccount1)

[+ Add new](#)

[Back](#) [Continue](#)

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



Payment Details

Frequency  
☒ Bill amount on the due date

End Date (Optional)  
 Select end date

Payment Amount  
 Bill Amount

Total Amount  
 Bill Amount

Payment Type  
 Checking Account

Routing Number  
 \*\*\*\*\*2405

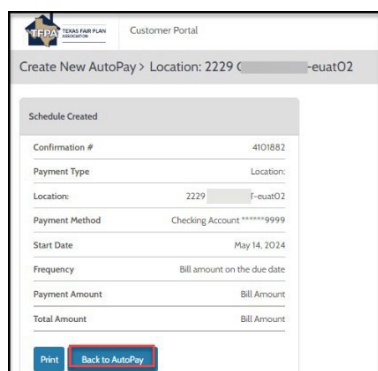
Account Number  
 \*\*\*\*\*9999

☒ I authorize ACH direct debit payment (ACH Debit).

☒ By checking the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal or by calling your biller's customer service number. Cancellation requests must be received at least 3 business days before the next scheduled payment due date.

Back Create AutoPay

- This screen reflects that the schedule has been confirmed.



Customer Portal

Create New AutoPay > Location: 2229 C -euat02

Schedule Created

Confirmation # 4101882

Payment Type Location:

Location: 2229 C -euat02

Payment Method Checking Account \*\*\*\*\*9999

Start Date May 14, 2024

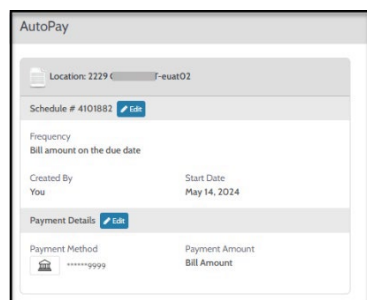
Frequency Bill amount on the due date

Payment Amount Bill Amount

Total Amount Bill Amount

Print Back to AutoPay

- This screen reflects that AutoPay is scheduled.



AutoPay

Location: 2229 C -euat02

Schedule # 4101882 [Info](#)

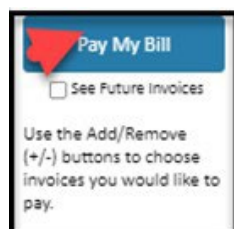
Frequency  
 Bill amount on the due date

Created By You Start Date May 14, 2024

Payment Details [Info](#)

Payment Method \*\*\*\*\*9999 Payment Amount Bill Amount

- If this is your first AutoPay payment for a new submission, you will need to make the first payment manually. You may do this by selecting 'Pay My Bill.' [See Part Six: How to Pay My Bill](#)



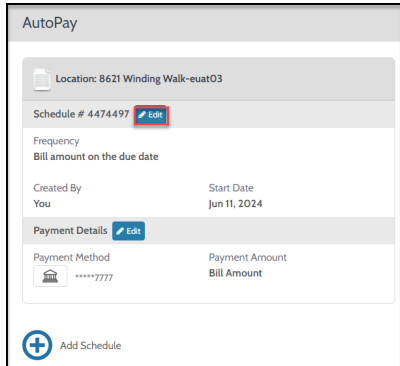
Pay My Bill

☐ See Future Invoices

Use the Add/Remove (+/-) buttons to choose invoices you would like to pay.

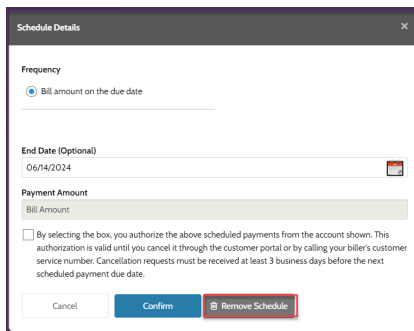
## Part Five: Deleting the AutoPay Schedule

1. Select 'Edit' to start the deletion of AutoPay.



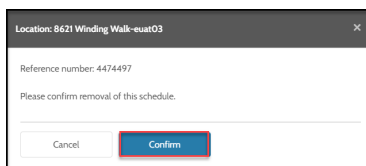
The screenshot shows the 'AutoPay' section of a user interface. At the top, it displays 'Location: 8621 Winding Walk-euat03'. Below this, a 'Schedule # 4474497' is shown with a blue 'Edit' button next to it. Further down, there are fields for 'Frequency' (set to 'Bill amount on the due date'), 'Created By' (set to 'You'), and 'Start Date' (set to 'Jun 11, 2024'). A 'Payment Details' section is also visible, with a blue 'Edit' button. At the bottom left, there is a blue circular button with a plus sign and the text 'Add Schedule'.

2. Next, select 'Remove Schedule.'



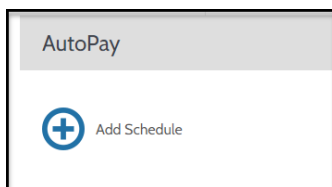
The screenshot shows a 'Schedule Details' dialog box. It contains fields for 'Frequency' (set to 'Bill amount on the due date'), 'End Date (Optional)' (set to '06/14/2024'), and 'Payment Amount' (set to 'Bill Amount'). Below these fields, there is a checkbox with the text: 'By selecting the box, you authorize the above scheduled payments from the account shown. This authorization is valid until you cancel it through the customer portal or by calling your biller's customer service number. Cancellation requests must be received at least 3 business days before the next scheduled payment due date.' At the bottom, there are three buttons: 'Cancel', 'Confirm', and 'Remove Schedule'. The 'Remove Schedule' button is highlighted with a red box.

3. Next, select 'Confirm' to remove the schedule.



The screenshot shows a confirmation dialog box. It displays 'Location: 8621 Winding Walk-euat03' and 'Reference number: 4474497'. Below this, it says 'Please confirm removal of this schedule.' At the bottom, there are two buttons: 'Cancel' and 'Confirm'. The 'Confirm' button is highlighted with a red box.

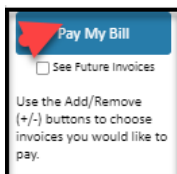
4. The account is not scheduled for AutoPay any longer.



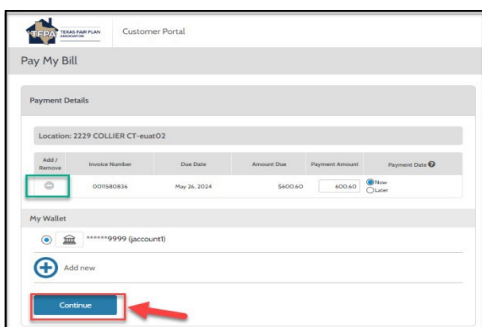
The screenshot shows the 'AutoPay' section of a user interface. At the bottom left, there is a blue circular button with a plus sign and the text 'Add Schedule'.

## Part Six: How to Pay My Bill

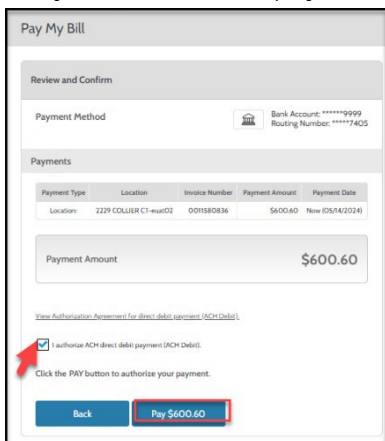
1. First, select 'Pay My Bill.'



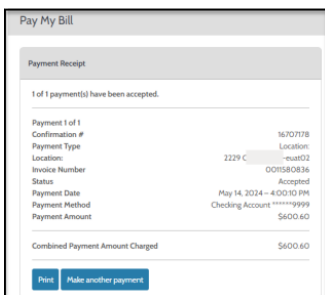
2. Verify the information displayed. This is processing the first payment for the location shown. If multiple locations are listed, deselect the locations for which you are not currently paying. When ready, select 'Continue.'



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.





## Part Seven: Views of Menu Bar when logging in to the Customer Payment Portal

Account  
F000403662

Pay My Bill

☐ See Future Invoices

Use the Add/Remove (+/-) buttons to choose invoices you would like to pay.

AutoPay

Auto Pay Schedules can be setup to automatically draft your payment on the due date using a payment method added below.


My Wallet

Save payment methods for making payments.  
Adding payment methods here does not setup AutoPay. To setup AutoPay, use the AutoPay section above.

Payment History

View electronic payments made after May 17, 2024.

Email Preferences

 **TFPA** TEXAS FARM PLAN ASSOCIATION

Pay My Bill

Payment Details

Location: 714 MAGNOLIA AVE-euat03

Add / Remove	+
Invoice Number	0012073200
Due Date	Jul 29, 2024
Amount Due	\$217.20
Payment Amount	<input type="text" value="217.20"/>
Payment Date	<input checked="" type="radio"/> Now <input type="radio"/> Later

+

 Add new

Continue

Logout





## View of Menu Bar when using an iphone 12:

Account  
F000403662

Pay My Bill

☐ See Future Invoices

Use the Add/Remove (+/-) buttons to choose invoices you would like to pay.

AutoPay

Auto Pay Schedules can be setup to automatically draft your payment on the due date using a payment method added below.

My Wallet

Save payment methods for making payments.

Adding payment methods here does not setup AutoPay. To setup AutoPay, use the AutoPay section above.

Payment History

View electronic payments made after May 17, 2024.

Email Preferences

Logout