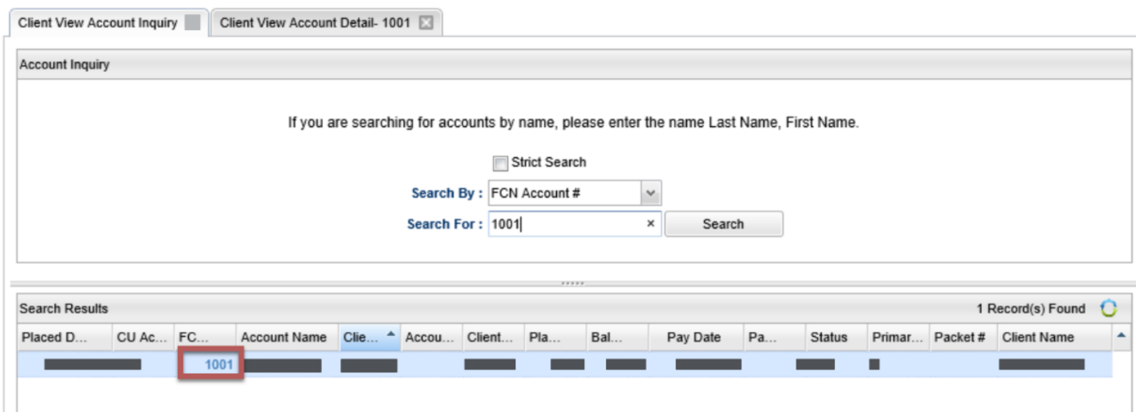
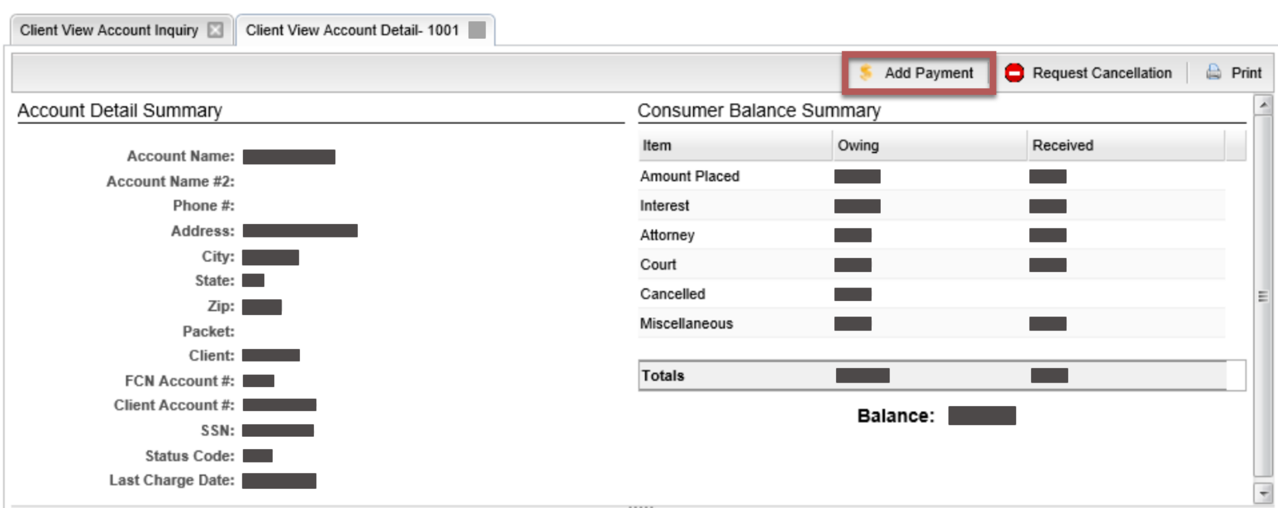
Reporting a Payment

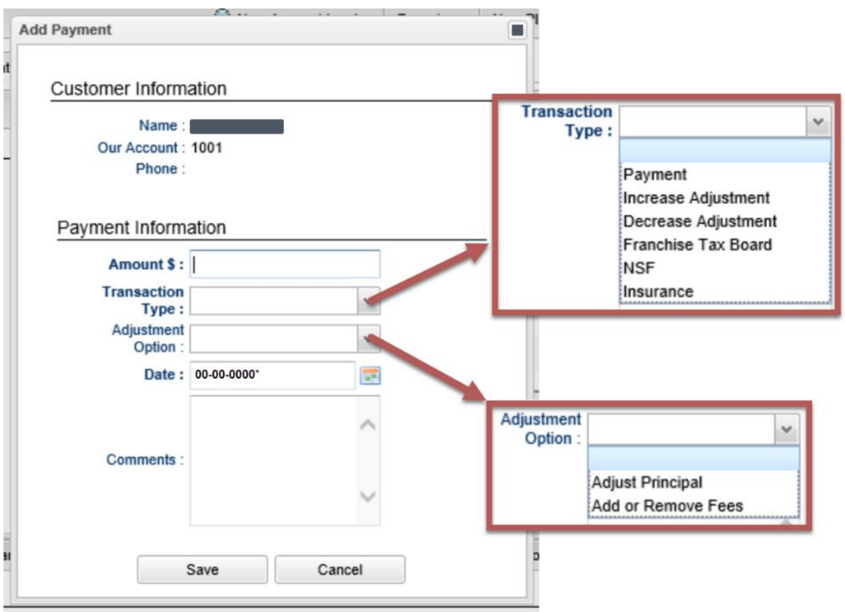
- Log into the portal.
- Look up your account on the home page.
- Your account will show up in the bottom box.
- Click the blue FCN number.



- Once you click the FCN number, it will open your account.
- In the upper right corner, you will see -Add Payment.
- Click on Add Payment.



- It will open a new “Add Payment” box.
- Complete the pop-up window.
    - Type in the dollar amount needing to be adjusted.
    - Select the dropdown arrow for Transaction Type.
        - Choose your payment type – most of the time, it will be “Payment.”
    - Select the dropdown arrow for Adjustment Option.
        - If you do not have an adjustment, you will not need to choose anything in this box.
    - If you need to change the date the account was paid, click on the calendar and choose the correct date.
        - *It is **essential to have the correct <u>paid date</u>** for credit reporting purposes.
    - You can type something in the comments box if you would like, but you do not have to populate it.



- Click save, and your payment will be sent to our posting team.