

Paying a Missed Installment from the Payment Plan

These instructions will walk you through the process of paying an installment that you have missed on your payment plan.

1. Log into your payment plan

- This is done the same way as when you set up the payment plan, via your student portal

2. Once logged in, you will see a message at the top of your screen that indicates you have a missed installment.

3. Click the “View Plan” link in the message.

The screenshot shows a student portal dashboard with a green navigation bar at the top containing links for Home, My Account, Make Payment, Payment Plans, and Help. The main content area is divided into several sections:

- Announcement:** A "Welcome!" message with information about class refunds and a waived fee for the Summer 2020 Semester. It includes contact information for Payment Plans Support Line and a link to TransferMate.
- Notification:** A red banner at the top right states, "You have a late installment payment that needs to be paid immediately." with a "View Plan" link. A red arrow points to this link.
- Student Account:** Shows the account ID as xxx7637 and a balance of \$470.71. There are "View Activity" and "Make Payment" buttons.
- Payment Plans:** Lists the "2020FRT Payment Plan May Registration" with a balance of \$470.71 and "Balance Not Included in Plan" of \$0.00.
- Scheduled Payments:** A table showing a failed payment attempt for the 2020FRT Payment Plan May Reg -- Installment 3 of 5 on 8/13/20 for \$470.71. The status is "Final Attempt Failed".
- My Profile Setup:** A sidebar menu with options: Authorized Users, Personal Profile, Payment Profile, Security Settings, and Consents and Agreements.
- Term Balances:** Shows "Fall 2020" as "Covered by plan".

4. On the bottom of the next screen, click “Pay Next Installment.”

My Account Make Payment Payment Plans Help My Profile

Payment Plans

Manage Plans Plan History

You are enrolled in a payment plan for the current term.

2020FRT Payment Plan May Registration

Plan name	2020FRT Payment Plan May Registration	Setup fee	\$50.00
Enrolled by	[REDACTED]	Down payment	\$470.48
Enrollment date	Fall 2020	Payoff amount	\$470.71

[View Agreement](#) [Pay off Plan](#)

Installment	Due Date	Status	Payer	Payment Date	Method	Amount Due	Action
2020FRT Payment Plan May Registration -- Installment 1 of 5	6/13/20	Paid	[REDACTED]	6/13/20	[REDACTED]	\$0.00	
2020FRT Payment Plan May Registration -- Installment 2 of 5	7/13/20	Paid	[REDACTED]	7/13/20	[REDACTED]	\$0.00	
2020FRT Payment Plan May Reg -- Installment 3 of 5	8/13/20	Late	[REDACTED]	8/13/20	[REDACTED]	\$470.71	
2020FRT Payment Plan May Registration -- Installment 4 of 5	9/13/20	Paid	[REDACTED]	9/13/20	[REDACTED]	\$0.00	
2020FRT Payment Plan May Registration -- Installment 5 of 5	10/13/20	Paid	[REDACTED]	10/13/20	[REDACTED]	\$0.00	

[Update all methods](#) [Pay Next Installment](#)

5. This screen will review what installment you are paying for, and how much you will be paying. **The installment amount cannot be reduced.** When you are ready, click Continue. Follow the directions to make your payment.

Note: If your payment failed because the payment method on file is no longer valid, please make sure to update your payment method. If the payment failed because your bank declined the charge automatically to prevent fraud, contact your bank before completing the payment to make sure that it is processed successfully.

Installment Payment



Amount



Method



Confirmation



Receipt

A payment for this installment is already scheduled.

2020FRT Payment Plan May Registration -- Installment 3 of 5

Enrollment date	██████████
Amount Due	\$470.71
Due Date	8/13/20

Payment Options

Payment amount	<input type="text" value="470.71"/>
Payment Date	Today - 10/29/20
	<input type="button" value="Cancel"/> <input type="button" value="Continue"/>

