


External User Makes Payment Training Guide

1. Login to system Using your Student Account



The PEGA logo features a stylized white horse head in profile, facing right, with a teal-colored mane. To the right of the horse head, the word "PEGA" is written in a bold, white, sans-serif font, followed by a registered trademark symbol (®).

User name *	<input type="text" value="vuattest1+Student1@gmail.com"/>
Password *	<input type="password" value="....."/>

Log in

[Trouble logging in?](#)

[Register with FireTRAQ](#)

2. The system is going to take you to your external landing page. If you have an outstanding payment, a blue bar will appear at the top of the page.
3. Immediately below the banner notification you will see the ability to “Make A Payment”

FireTRAQ

Student Services

✦ Book a Dorm

✦ Exam and Cert Application

Announcements

Profile Information

- You have an outstanding balance of \$175.00

Quick links

✦ Make a Payment

- Once you select to make a payment the system will open the payment shopping cart that lists all of the outstanding payments.

Create Make a Payment (PY-7003)

— ×

Items

↶ ↷

Select to Pay	Description	Amount	Shipping	Tax
<input checked="" type="checkbox"/>	Tuition Fee for FIRE CHEMISTRY	\$75.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	Dorm Reservation from 07-07-2025 to 07-09-2025 at \$50.00 per night.	\$100.00	\$0.00	\$0.00

Sub Total

\$175.00

Tax Total

\$0.00

Shipping Total

\$0.00

Payment Total

\$175.00

Cancel

Submit

- The system by default will select all outstanding payments. You can select the blue check box to update which Items you would like to pay for and the system will update the sub total and payment total. (Note Tax and shipping only apply to books).

Create Make a Payment (PY-7003)



Items



Select to Pay	Description	Amount	Shipping	Tax
<input type="checkbox"/>	Tuition Fee for FIRE CHEMISTRY	\$75.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	Dorm Reservation from 07-07-2025 to 07-09-2025 at \$50.00 per night.	\$100.00	\$0.00	\$0.00

Sub Total

\$100.00

Tax Total

\$0.00

Shipping Total

\$0.00

Payment Total

\$100.00

Cancel

Submit

6. Once you have selected the payments you would like to make the you are asked to select which payment method you would like to use to complete the transaction.

Sub Total

\$100.00

Tax Total

\$0.00

Shipping Total

\$0.00

Payment Total

\$100.00



Payment Method *

☐ Offline ☐ Credit Card ☐ E-Check

Cancel

Submit

7. For offline payments you will see a receipt and that the payment is no pending offline payment.

The screenshot shows the 'Make a Payment' interface for PY-7004. The left sidebar contains a navigation menu with 'Details', 'Pulse', and 'History'. The main content area shows the 'Assignments' section with a 'Payment Method' of 'Offline'. Below this is a table of items with 2 results:

Description	Amount	Shipping Cost	Tax
Tuition Fee for FIRE CHEMISTRY	\$75.00	\$0.00	\$0.00
Dorm Reservation from 07-07-2025 to 07-09-2025 at \$50.00 per night.	\$100.00	\$0.00	\$0.00
Sub Total	\$175.00		
Tax Total	\$0.00		
Shipping Total	\$0.00		
Payment Due	\$175.00		

8. Once you have selected your payment method (either E-Check or Credit Card), the system will route you to continue based on the selection. For Online Payments you will be routed to Make a Payment. Where you confirm using the make payment button you are ready to be navigated to the external Payment Provider.

The screenshot shows the 'Make a Payment' interface for PY-7002. The left sidebar contains a navigation menu with 'Details', 'Pulse', and 'History'. The main content area shows the 'Process Payment' section with a 'Payment Method' of 'Credit Card'. Below this is a table of items with 2 results:

Description	Amount	Shipping Cost	Tax
Tuition Fee for FIRE CHEMISTRY	\$75.00	\$0.00	\$0.00
Dorm Reservation from 07-07-2025 to 07-09-2025 at \$50.00 per night.	\$100.00	\$0.00	\$0.00
Sub Total	\$175.00		
Tax Total	\$0.00		
Shipping Total	\$0.00		

A red arrow points to the 'Make Payment' button, which is a large blue button with the text 'Make Payment'.

9. Once you have selected "Make a Payment" the system will navigate you to the EBIB system to process the payment electronically based on your selection.

10. For credit cards you will see the following screen and be prompted to enter the appropriate credit card information.

The screenshot shows the Florida Department of Financial Services checkout page. The browser tabs include 'Pega Dev Studio', 'Exam and Cert Application (ECI)', and 'Checkout'. The address bar shows 'securecheckout-uat3.cdc.nicusa.com/Checkout/Payment?token=8e699649-45f8-462d-9ed1-5109d2aa340e'. The page has a dark blue header with the Florida Department of Financial Services logo and name. Below the header is a navigation bar with four steps: 'Payment Type', 'Customer Info', 'Payment Information', and 'Submit Payment'. The main content area is divided into three sections: 'Transaction Detail', 'Transaction Summary', and 'Payment'. The 'Transaction Detail' section contains a table with the following data:

SKU	Description	Unit Price	Quantity	Amount
1	Convenience Fee	\$0.00	1	\$0.00
2	Service Amount	\$75.00	1	\$75.00
Total				\$75.00

The 'Transaction Summary' section shows a table with the following data:

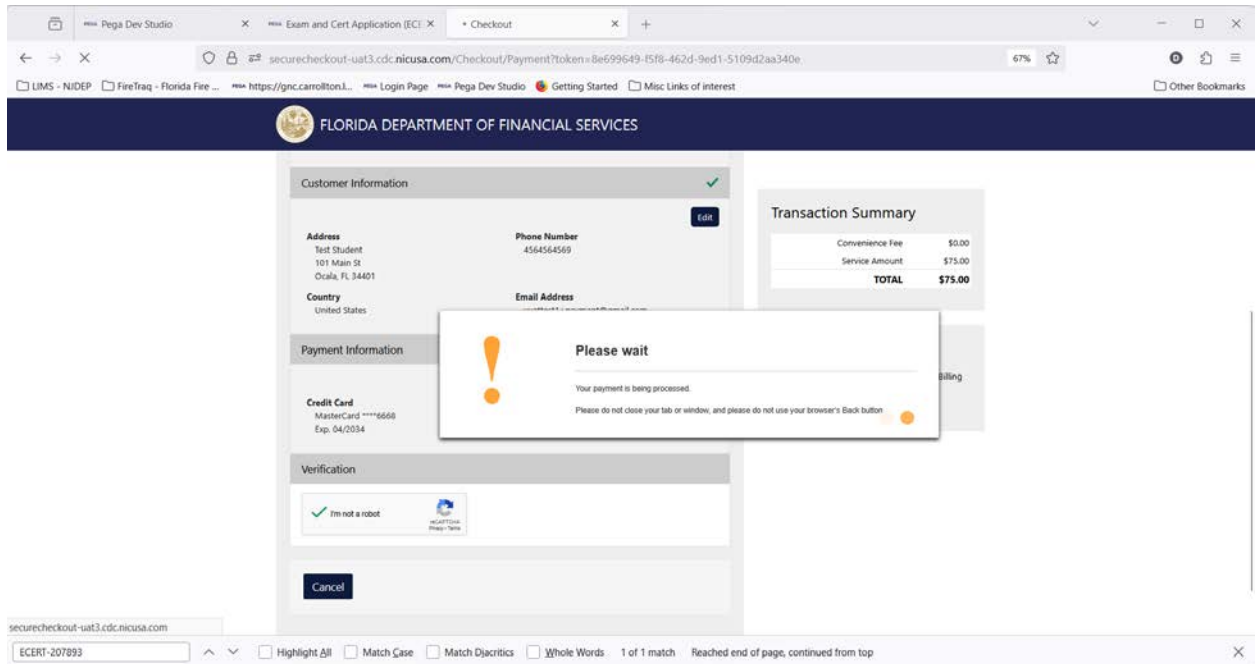
Convenience Fee	\$0.00
Service Amount	\$75.00
TOTAL	\$75.00

The 'Payment' section shows a 'Payment Type' dropdown set to 'Credit/Debit Card' with a green checkmark. Below it is a 'Customer Information' section with a 'Country' dropdown set to 'United States' and 'First Name' and 'Last Name' input fields. A search bar at the bottom contains 'ECERT-207893' and search options like 'Highlight All', 'Match Case', 'Match Diacritics', and 'Whole Words'.

11. Once you have entered the information you will be prompted to confirm it.

The screenshot shows the Florida Department of Financial Services checkout page, now displaying the 'Customer Information' and 'Payment Information' sections. The 'Customer Information' section includes fields for 'Address' (Test Student, 101 Main St, Ocala, FL 34401), 'Phone Number' (4564564569), 'Country' (United States), and 'Email Address' (vuattest1+payment@gmail.com). The 'Payment Information' section includes a 'Credit Card' field (MasterCard ****6668, Exp. 04/2034) and a 'Name on Credit Card' field (Student Test). Below these is a 'Verification' section with a green checkmark and the text 'I'm not a robot'. At the bottom are 'Cancel' and 'Submit Payment' buttons. The 'Transaction Summary' and 'Need Help?' sections are also visible. The 'Need Help?' section contains the text: 'Review payment information. You may edit Billing and Payment Method here if needed. When complete, select Submit Payment.'

12. The system will then process you payment and you will see a waiting screen.



13. Once the payment is able to be processed successful you will see a confirmation receipt.

The screenshot shows the PEGA FireTRAQ 'Make a Payment' interface. The left sidebar contains navigation links: Urgency (10), Details, and History. The main content area is titled 'Make a Payment (PV-12003)' and shows a 'Credit Card' payment method. It includes a table of items with columns for Description, Amount, Shipping Cost, and Tax. The items listed are 'Tuition Fee for FIRE & LIFE SAFETY EDUCATOR II' and 'Certification fee for INSTRUCTOR I'. Below the items table, there is a summary of Sub Total, Tax Total, Shipping Total, and Payment Due. The 'Payment Information' section displays fields for Payment ID, Confirmation Number, Payer Name, Payment Amount, Payment Type, and Payment Date.

15. When processing an ECheck you will see the following screen in EBIB.

The screenshot displays the Florida Department of Financial Services 'Transaction Summary' screen. At the top, there is a header with the department's name and logo. Below the header, a progress bar indicates the current step is 'Payment Type'. The main content area is divided into two sections: 'Transaction Detail' and 'Payment'. The 'Transaction Detail' section contains a table with the following data:

SKU	Description	Unit Price	Quantity	Amount
1	Service Amount	\$160.00	1	\$160.00
Total				\$160.00

The 'Payment' section shows a 'Payment Type' dropdown menu set to 'Electronic Check'. Below this, there is a checkbox option to select if the payment is being funded specifically by a FOREIGN source (bank or company), an International ACH Transaction ("IAT"). A 'Next' button is located at the bottom right of the payment section. To the right of the main content area, there is a 'Transaction Summary' box showing the Service Amount as \$160.00 and the TOTAL as \$160.00. Below this is a 'Need Help?' section with the text: 'Select Payment Method and Continue to proceed with payment.'

16. You will be prompted to agree to the appropriate terms. And enter the required ECheck information.

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

Customer Information

Address

Test Student
101 Main st
ocalq, FL 34401

Phone Number

7994568

Country

United States

Email Address

vuattest1+payment@gmail.com

Payment Information

Electronic Check

****1010

Name on Account

Business account user

Terms and Conditions

your banking institution has released any debit blocks (if applicable) for this ID to ensure successful payment.

I (we) agree that ACH transactions I (we) authorized comply with all applicable NACHA Rules and all applicable US law and the laws governing DFS - State Fire College - FCC/FC-DICE's state.

☒ Yes, I authorize this transaction.

Verification

I'm not a robot

Cancel

Submit Payment

Transaction Summary

Service Amount	\$160.00
TOTAL	\$160.00

Need Help?

Review payment information. You may edit Billing and Payment Method here if needed. When complete, select Submit Payment.

17. Once you have submitted the payment you will see a message while the screen, while the system processes the payment.

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

Customer Information

Address

Test Student
101 Main st
ocalq, FL 34401

Phone Number

7994568

Country

United States

Email Address

vuattest1+payment@gmail.com

Payment Information

Electronic Check

****1010

Name on Account

Business account user

Terms and Conditions

your banking institution has released any debit blocks (if applicable) for this ID to ensure successful payment.

I (we) agree that ACH transactions I (we) authorized comply with all applicable NACHA Rules and all applicable US law and the laws governing DFS - State Fire College - FCC/FC-DICE's state.

☒ Yes, I authorize this transaction.

Verification

I'm not a robot

Cancel

Submit Payment

Transaction Summary

Service Amount	\$160.00
TOTAL	\$160.00

Need Help?

Review payment information. You may edit Billing and Payment Method here if needed. When complete, select Submit Payment.


!

Please wait

Your payment is being processed.

Please do not close your tab or window, and please do not use your browser's Back button.

18. Once the system has processed successfully the system will display the EBIB receipt.


FLORIDA DEPARTMENT OF FINANCIAL SERVICES

Payment Receipt Confirmation

Your payment was successfully processed.

[Print](#)

Transaction Summary

Description	Amount
Total Amount Paid	\$180.00

Customer Information

Customer Name	Test Student	Receipt Date	7/2/2025
Local Reference ID	83556E797354C25943F0C22A3CAF2	Receipt Time	08:26:44 AM EDT

Payment Information

Payment Type	Electronic Check	Account Number	****1230
		Order ID	18356415
		Name on Account	Business account user


Account Holder Information

Billing Address	101 Main St	Phone Number	754565
Billing City, State	Orlando, FL		
Billing Zip/Postal Code	32801		
Country	US	Email Address	uat0011-payment@gmail.com

[Continue](#)

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19. Once you return to FireTraq you will see the detailed receipt.



Make a Payment

NY-12304

Urgency

10

Work Status

MSOLVED-COM

Created

Sprint8 Student 3 minutes ago

Updated

Sprint8 Student now

Details

Filter

History

Search

Create

Process Payment

Resolve

Payment Method

E-Check

Items 3 items

Description	Amount	Shipping Cost	Tax
Certification fee for INSTRUCTOR 8	\$30.00	\$0.00	\$0.00
Certification fee for INSTRUCTOR 8	\$30.00	\$0.00	\$0.00
Dorm Reservation from 07-09-2025 to 07-11-2025 at \$50.00 per night	\$150.00	\$0.00	\$0.00
Sub Total	\$180.00		
Tax Total	\$0.00		
Shipping Total	\$0.00		
Payment Due	\$180.00		

Payment Information

Payment ID

83556E797354C25943F0C22A3CAF2

Confirmation Number

18356415

Payer Name

Business account user

Payment Amount

\$180.00

Payment Type

Q

Payment Date

Jul 2, 2025

20. If the payment is unsuccessful the appropriate fees will be returned to the shopping cart to be processed again.