FLORIDA DIVISION OF WORKERS' COMPENSATION

ONLINE PENALTY PAYMENT SERVICE



EMPLOYER INSTRUCTIONS



The Florida Division of Workers' Compensation is pleased to offer the Online Penalty Payment Service.

This service will allow you to submit your employer penalty payments electronically. Payments may be made by Visa, Master Card, or from a business or personal checking or savings bank account for a nominal convenience fee.

Benefits of the Online Penalty Payment Service:

- Convenience
- Ease of Use
- View Electronic Payment History
- View the Total Penalty Assessed, the Outstanding Balance, Penalty Payment Amount Due, and Convenience Fee.

Who can make an Online Payment? Employers who have been served a penalty by the Division can make an online payment in two ways:

- You can enroll in the service to set up your payment information. Thereafter, you may log in monthly to make penalty payments or schedule recurring automatic payments.
- If you do not choose to enroll, you can access the service anytime and make a single online payment by entering your payment information.

You may access the Online Penalty Payment Service at www.MyFloridaCFO.com/Division/WC/Penalty_Pay.htm



General User Requirements and Information

- You will need your Invoice Number which can be found on the Online Penalty Payment Letter.
- Computer access with internet capability.
- The Online Penalty Payment Service will process only one payment per 24-hour time period.
- The Online Penalty Payment Service will time-out after 2 hours of inactivity.
- The amount displayed in the "Total Amount to Pay" field cannot be changed. You are required to pay this amount.
- A \$2.00 convenience fee is added to each online payment transaction.

Frequently Asked Questions

I am unable to access my account and have tried multiple times. What do I do now?

You can use the "Unlock account?" option or wait an hour and your account will automatically be unlocked. You can also try the "Forgot password?" option to request a reset on your password.

I forgot to make a payment last month; can I still make a payment Online?

Yes, you can still make a payment. The current amount due will include all past due payments, plus a convenience fee.

Can I pay more than the actual payment amount due?

Please contact the Financial Accountability Section at 1-(866) 738-6297 to make arrangements. <u>WC_FAS@MyFloridaCFO.com</u>

Enrolling in the Web Portal:

Customers will use the web address below to access the web portal home page.

https://fldofsfl.tylerportico.com/payments/billsearch/

How to enroll in the Online Penalty Payment Service:

Step 1: On the web portal home page click on the **"Sign In or register"** button found on the right side of the page.

Create a user profile				
\$	Link multiple accounts to find upcoming bills			
	Store your credit card to make future payments easier			
	Get email reminders about upcoming bills (coming soon)			
	Sign in or register			

Step 2: Scroll down to the bottom of the page and select the **"Sign up"** link next to the "Don't have an account?" question.

Step 3: Create an account by setting up your login credentials:

- email address,
- password, must contain:
 - » At least 8 character(s)
 - » At least 1 number(s)
 - » At least 1 lowercase letter(s)
 - » At least 1 uppercase letter(s)
 - » Does not contain part of username
- first and last names.

Then click "Sign up".

Step 4: To continue the setup process, access your email used in your credential creation to activate your account.



Step 5: You should be redirected to the Welcome site. Search for Communities by selecting the **"Search Communities**" button. In the search box type in **"Division of Workers' Compensation**" and select the icon to the right.



Step 6: Click on the "Payments" box.

Step 7: You will be routed to a Sign In page. Click **"Sign in"** button. You will be taken to your new account homepage.

Step 8: Click on the "Get Started" button then select "Workers' Compensation Penalties".

Step 9: Add your invoice number found on your Online Penalty Payment Letter then select **"Search"**. Next, create an account nickname to link your invoice number to your account (you can use the invoice number as the nickname), and then select **"Link account"**.

Setting up Payment Method

Step 1: Select **"Payment methods"** on the left side menu (this will open a separate tab on your browser). Then select **"+ Add payment method"** button.

Step 2: Fill out the required information below omitting any spaces in the card field.

Credit Card	E-Check
VISA DISCOVER AMERICAN DISCOVER AMERICAN DISCOVER AMERICAN DISCOVER AMERICAN	
Name on Card	
Card Number	Expiration Date
Billing Information	- Street 2
Postal Code	
City	State/Province
Cancel	Save Payment Method

If choosing credit card to pay your penalty payment, Visa and Mastercard are the only eligible payment options.

If choosing eCheck please provide ACH Merchant ID C272818119 to your financial institution to ensure your payments are not returned as dishonored.

Credit Card		E-Check
Check Information Checking Savings	Routing Number Account Nam	ber
Routing Number		Account Number
Name on Account		
Name of Bank		
illing Information		
- Street 1		Street 2
Postal Code		
City		State/Province

Once your payment method has been added you can exit out of the tab.

Setting up Auto Pay:

Step 1: Select "My bills"

Step 2: Select "Sign up for auto pay"

Step 3: Select your previously added payment method or add a new one, then select "**Finish**".



You're all set!

Logging in as an Enrolled User:

Navigate to https://fldofsfl.tylerportico.com/payments/billsearch/

Step 1: Click on "Sign in" button.

Step 2: Enter your email address and password used to create your account.

Step 3: Select the "Sign in" button to access your account.

Forgot Password:

If you are an existing enrolled user and you have forgotten your password, you can use the Forgot Password feature to assist you with recovering it.

Step 1: Click on the "Forgot Password" link.

Paying your Penalty without an account:

Navigate to https://fldofsfl.tylerportico.com/payments/billsearch

Step 1: Click on the "Workers' Compensation Penalties" button.



Step 2: Input your Invoice number found on your Online Penalty Payment Letter then select **"Search"**.

Step 3: Click on "Pay now".

Step 4: Follow instructions on the screen to enter your payment information.



FLORIDA DEPARTMENT OF FINANCIAL SERVICES DIVISION OF WORKERS' COMPENSATION BUREAU OF FINANCIAL ACCOUNTABILITY

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