

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 <https://www.myfloridacfo.com/division/wc/employer/online-penalty-payment-service>

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Online Penalty Payment Service

The Online Penalty Payment Service has a new look and feel! The Division of Workers' Compensation switched banking vendors and has modified the payment site which allows employers that have been issued a Stop-Work Order or Order of Penalty Assessment to pay their entire penalty in full or to pay the monthly installments that are required in their periodic payment plan.

Although the payment site has changed, all the same services are being offered:

- One-time payments;
- Enroll and set up banking account information;
- Set monthly payments to be automatically paid;
- Visa, MasterCard, and banking accounts will continue to be accepted.
 - A \$2.00 convenience fee will be assessed to each transaction.
 - If you're paying by eCheck please provide ACH Merchant ID C272888199 to your financial institution to ensure your payments are not returned as dishonored.

To access the new site to make payments, the following actions must occur:

- If you were enrolled in AutoPay service under the old payment site, you will need to re-enroll in the new system and set-up and provide your banking information.
- If you were manually making one-time payments, you will need to bookmark the new site to make those payments.

If you do not complete these actions, the Division of Workers' Compensation will not receive your penalty payments, prompting your Periodic Payment Agreement to be in default and requiring reinstatement of the Stop-Work Order on your business.

See [Online Penalty Payment Service Employer Instructions \(English or Spanish\)](#) for general information about the online service and step-by-step instructions for setting up an online payment account.

To make an online penalty payment, access the following link:

[Make a payment](#)

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. WC_FAS@MyFloridaCFO.com

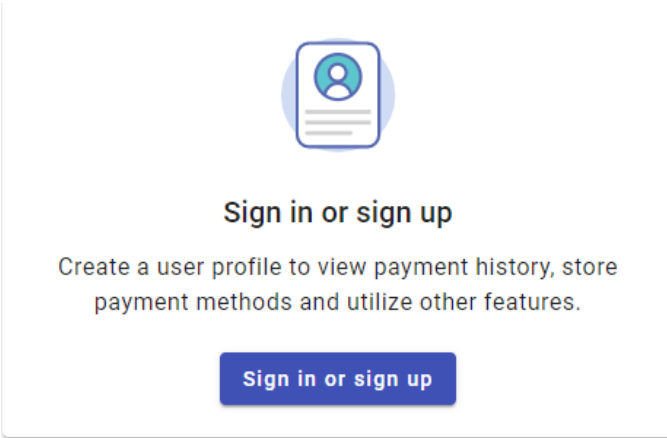
Enrolling in the Web Portal:

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

<https://fldofsf.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 sign up**” button found on the right side of the page.



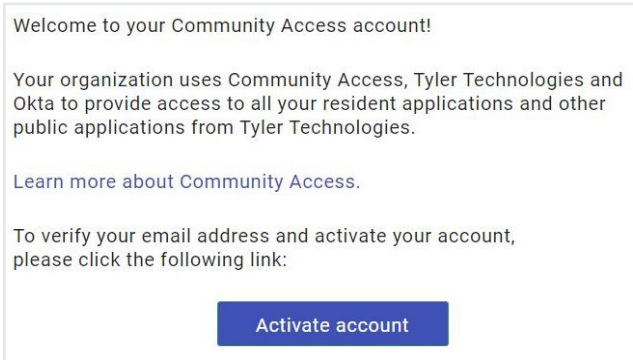
Step 2: Scroll down to the bottom of the page and select the “**Sign up**” link next to the “Don’t have an account?” question.

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

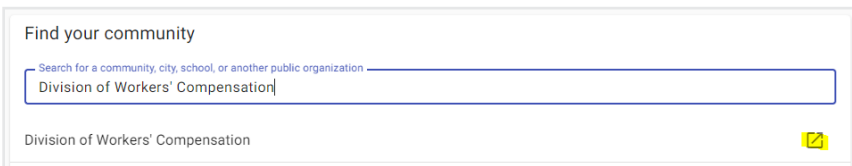
- email address,
- password, must contain:
 - » At least **8 character(s)**
 - » At least **1 number(s)**
 - » At least **1 lowercase letter(s)**
 - » At least **1 uppercase letter(s)**
 - » **Does not** contain part of username
- first and last names.

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.

The screenshot shows a form titled "Credit Card" with a tab for "E-Check". Under "Cards Accepted", there are logos for VISA, Mastercard, DISCOVER, and AMERICAN EXPRESS. The "Credit Card Information" section includes fields for Name on Card, Card Number, and Expiration Date (MM/YY). The "Billing Information" section includes fields for Street 1, Street 2, Postal Code, City, and State/Province. At the bottom, there are "Cancel" and "Save Payment Method" buttons.

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.

The screenshot shows a form titled "E-Check" with a tab for "Credit Card". Under "E-Check Information", there are radio buttons for "Checking" (selected) and "Savings". There is a field for Routing Number and a field for Account Number. The "Billing Information" section includes fields for Street 1, Street 2, Postal Code, City, and State/Province. At the bottom, there are "Cancel" and "Save Payment Method" buttons.

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://fldofsf 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:

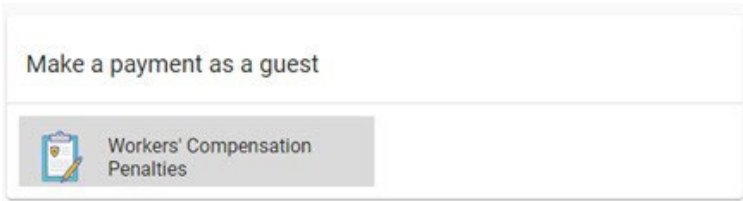
If you are an existing enrolled user and you have forgotten your password, you can use the Forgot Password feature to assist you with recovering it.

Step 1: Click on the “**Forgot Password**” link.

Paying your Penalty without an account:

Navigate to <https://fldofsf 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
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