

LOAN PAYMENT PORTAL TUTORIAL

Making A One -Time Payment

The Fitzsimons Loan Payment Portal is a great FREE option for members who would like to make one-time or recurring loan payments from another credit union/bank or from their Fitzsimons account. You can use the loan payment portal to pay auto loans, personal loans, or home equity loans.

1. The first step is to go to the loan payment page. Click the link in the top right corner of the header menu or by selecting the “Make A Loan Payment” under the “Loans and Mortgages” section to reach the Loan Payment Page.

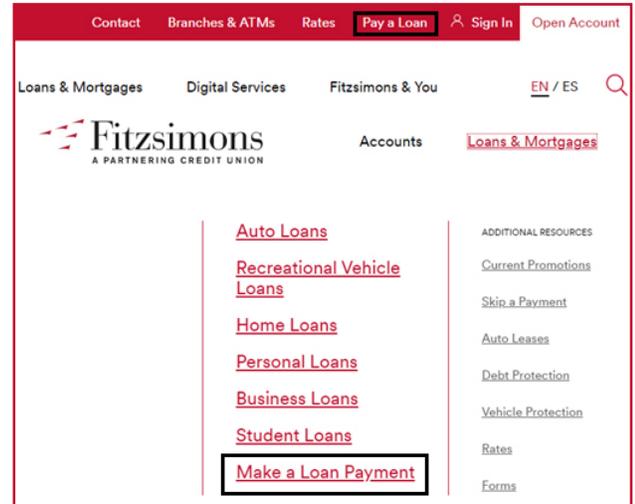
You can also enter in the following url to reach the page:

FitzsimonsCU.com/LoanPayment

2. Once you are on the page, scroll down until you see the “From Another Credit Union/Bank Account” option. Click “Pay Now”. You will see a notice letting you know that you are leaving the main site. Select “Continue”.



From another credit union bank account To pay Auto, Personal and Home Equity loans [Learn More](#) [Pay Now](#)



Contact Branches & ATMs Rates **Pay a Loan** Sign In Open Account

Loans & Mortgages Digital Services Fitzsimons & You EN / ES

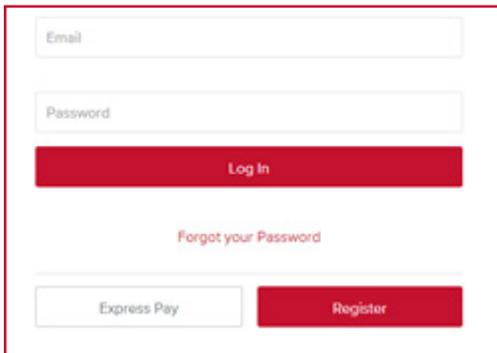
Fitzsimons
A PARTNERING CREDIT UNION

Accounts [Loans & Mortgages](#)

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ADDITIONAL RESOURCES

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Email

Password

[Log In](#)

[Forgot your Password](#)

[Express Pay](#) [Register](#)

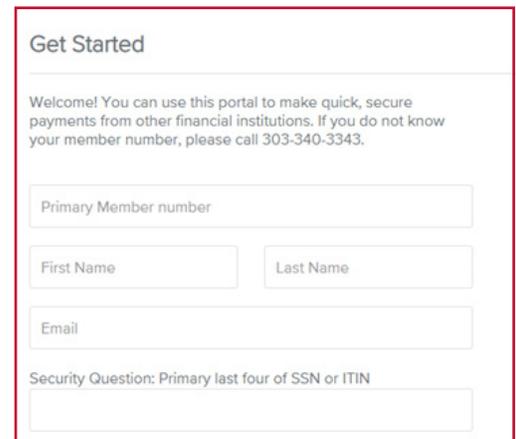
3. Welcome to the Loan Payment Portal. At the bottom, you will see two options, the “Express Pay” option is a good choice if you are planning to only use the Loan Payment Portal once. Otherwise, you should click “Register” to create an account. To make a one-time payment, click the “Express Pay” option.

NOTE: Only members who are listed as the primary on the loan can set-up payments using this portal. If you are making a loan payment on a members' behalf, please check our Loan Payment Page for alternative options.

4. You will be taken to a page where you will be required to enter in your membership number, first name, last name, email, and the last 4 digits of your social security number or ITIN (Individual Taxpayer Identification Number). When you have entered all required information, click “Next”.

NOTE: If you do not know your membership number, please log into the Fitzsimons online banking portal or the mobile app to locate it. Your membership number will be between 5 to 7 characters long and will end with a 0. Please do not enter the dash or any numbers that appear after it.

If you do not have access to these digital services, you can also contact our Communication Center Team at **303-340-3343**. Our Communication Center is available M-F (8:30 am – 5:00 pm).



Get Started

Welcome! You can use this portal to make quick, secure payments from other financial institutions. If you do not know your member number, please call 303-340-3343.

Primary Member number

First Name Last Name

Email

Security Question: Primary last four of SSN or ITIN

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5. On the next page, you will see all the loans that are connected to your account. Each loan will show the last three digits of the loan number, the amount due, and the next due date. Click the "Pay Now" button under the loan you would like to pay to continue.

Select your Account to Pay

 LOAN ending in -144 Amount Due: \$275.05

Due Date: 05/30/2021 Pay Now

Enter Bank Account Information

Account Type

\$

Routing Number Account Number

Name on Account

\$ 275.05

Summary

Paying: (-144)

Payment Date: 04/28/2021

Amount to Pay: \$275.05

Fees: \$0.00

Total Payment: \$275.05

Financial Institution: Waiting for Financial Institution information...

6. On the next page, you will be required to enter the type of account you are paying from (Ex: Personal Checking), the routing number and the account number of the financial institution you are paying from. You will also need to enter in the name on the account you are paying from and the amount you would like to pay.

As you enter in information you will begin to see information regarding your loan payment on the righthand side. You will also see the required monthly payment and any additional fees that you may owe. (Ex: late loan payment fees).

When you are ready to submit your payment, click "Next".

NOTE: Our Loan Payment Portal does not accept credit cards or debit cards as forms of payment. Payments generally take 1 to 2 business days to post. Please allow adequate time when scheduling your payment.

7. On the next page, you will be required to verify your payment. Please double check to make sure the information you have entered in is correct. If you need to make a change hit the "Back" button. Otherwise, check the box next to the "I agree to the following" to verify that all the information listed above is correct. When you are ready, select "Submit Payment".

NOTE: You will be authorizing Fitzsimons Credit Union to initiate a single-entry debit transaction from the account you have listed. This authorization may be revoked, prior to the processing of this transaction, by contacting Fitzsimons Credit Union at 303-340-3343.

8. Your payment is confirmed. You will also receive a copy of your payment receipt from Payments@FitzsimonsCU.com to the email you entered in earlier. Transactions submitted after 8:00 pm Central Time will be processed on the next business day.

Verify Payment

Review your payment information. If you need to make changes, select "Back." When you are ready to proceed, select "Submit Payment."

Pay To Account Ending In: -144

Payment Date: 04/28/2021

Pay Using: Ending in 2180

Routing Number: 302075458

Amount to Pay: \$275.05

Fees: \$0.00

Total: \$275.05

I agree to the following:

Today's date is 04/28/2021. You are authorizing Fitzsimons Credit Union to initiate a single-entry debit transaction from your account ending in 2180 and routing number 302075458 in the amount of \$275.05 dated on or after 04/28/2021. This amount will be applied to your Fitzsimons Credit Union account ending in -144. This authorization may be revoked, prior to the processing of this transaction, by contacting Fitzsimons Credit Union at 303-340-3343.

LOAN PAYMENT PORTAL TUTORIAL

Creating An Account

If you plan to continue using the Loan Payment Portal as your preferred form of payment, consider creating an account. Through an account you can set-up recurring payments for your loan. Go back to the main menu and click the “Register” button in the bottom left corner.

1. To register for an account, enter in your first name, last name, and your email.

NOTE: This account is separate from your online banking account, so it will not automatically have the same login information.

In the case of a forgotten password, you will need to visit the main Loan Payment Portal page and click “Forgot your Password” to reset your password.

Get Started

Welcome! You can use this portal to make quick, secure payments from other financial institutions. If you do not know your member number, please call 303-340-3343.

2. On the next page, enter in your Fitzsimons’ account number. It will be between 5 to 7 digits and have a 0 at the end, please do not include a dash or any numbers that come after it as your account number.

For the first security question, enter in the last four digits of your social security number or ITIN.

For the second security question, enter in your primary date of birth. Please enter it in the (MM/DD/YYYY) format.

3. Click the “Terms and Conditions” hyperlink to view the document. Take a moment to read everything through. When you are done, go back and select “I agree to the Terms of Service”. Click the “Next” button to go to the next page.

Security Questions

Primary Member number is required.

Security Question: Primary last four of SSN or ITIN

Security Question: Primary Date of Birth (MM/DD/YYYY)

I agree to the [Terms of Service](#).

4. On the following page, you will create your password. Your password must be at least 8 characters long, including an uppercase letter, special character, and a number. Enter in the same password in both boxes and click the “Next” button.

Congrats, your account has been created.

Go back to the main page and log into your account.

Create a Password

Password must be at least 8 characters long, including an uppercase letter, special character, and a number.

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Setting Up Recurring Payments

1. Once you log in, you will be taken to a main page that will summarize all the loans that are under your account.

Each loan will include the last three digits of the loan number, the payment amounts due, when your payment is due and, when your next monthly recurring payment will occur if you have already set-up automatic payments for that loan.

If you would like to set up or change automatic payment settings, select the “Manage AutoPay” button.

2. On the following page, you can add or change the account you are paying from, the payment amount, the frequency you want loan payments made, such as (monthly, every 2 weeks, or weekly). As well as the start date of when you would like to begin automatic payments.

You also have the option of setting up an end date for recurring payments. Otherwise, these recurring payments will continue until you cancel.

If you are fine with the payments before the scheduled date option, select the “Process BEFORE” box. Select “Update” or “Set-Up Payment” to continue.

Select Your Account to Pay

	LOAN ending in -144	Amount Due: \$275.05
Due Date:	05/30/2021	
Your next monthly recurring payment will occur on 05/14/2021		Manage AutoPay

Current Autopay Schedule		Summary
Pay From Account:	Payment Amount: \$275.05	Loan #-144
Frequency: monthly	End Date: Until you cancel	Due Date 05/30/2021
Start Date: 07/15/2020		Bill Amount \$275.05
		Fees \$0.00
		Total Balance \$275.05
Pay From Account	Payment Amount	
Account ending in : <input type="text"/>	\$ 275.05	
Frequency	Start Date	
Monthly <input type="text"/>	Select Start Date	
End Date Options		
Until You Cancel <input type="text"/>		
<p>By default, recurring transactions that fall on non-banking days will process on the first banking day AFTER the scheduled date. By selecting the box below, the transaction will be processed on the closest banking day BEFORE the scheduled date.</p>		
<input checked="" type="checkbox"/> Process BEFORE?		

NOTE: By default, recurring transactions that fall on non-banking days will process on the first banking day AFTER the scheduled date. By selecting the “BEFORE” box the transaction will be processed on the closest banking day BEFORE the scheduled date.

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Setting Up Recurring Payments

3. Every time a scheduled payment is made, you will receive a payment receipt from **Payments@FitzsimonsCU.com** to the email you have listed on your profile.

You can view a summary of all payments made to your loan under the “History” tab in the top right corner of the menu.

4. If you ever need to update your personal information, click the “Profile” tab in the top right corner of the menu. On this page, you change your email, password, and payment information.

NOTE: We recommend for members to not pay off their auto loan through the Loan Payment Portal as interest accrues daily. When you are ready to pay off your loan, please visit one of our branch locations or give our Communication Center Team a call at **303-340-3343**.