

## Maximus payment portal guide

This guide helps parties in the Independent Dispute Resolution (IDR) process to make fee payments through the Maximus Payment Portal.

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### How to make a payment:

- Go to the Maximus FedNSA [payment portal](#).
  - Log in with your username and password. Or use the **Sign up** link to create a new account.
  - Go to the **Accounts** tab for a list of invoices and their paid or unpaid status.
    - » Click on the **View** button next to an unpaid invoice for an account overview, a breakdown of payments due, and an option to make a payment.
  - Click on the **Add to Cart** button to add unlimited invoices for payment.
  - After all unpaid invoices have been added, click the **Make a Payment** button.
  - Select a payment method (credit/debit card or echeck), then submit payment.
  - We will email a notification receipt to the mobile number on file.
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### How to set up your account:

- Your password must meet these requirements:
    - » At least 8 characters in length
    - » At least 1 upper case letter
    - » At least 1 number
    - » At least 1 special character (except for # and %)
  - While a phone number is required for registration, a mobile one is recommended in order to receive payment confirmation texts.
  - When entering the Tax Identification Number (TIN), do **not** use hyphens.
  - More TINs may be added to a profile once setup has been completed. This can be done by clicking the **Add/Delete Account** button.
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Have questions or need help? Email: [FedNSAPaymentPortal@maximus.com](mailto:FedNSAPaymentPortal@maximus.com)