Florida Prepaid Frequently Asked Questions

1. How do I use my Florida Prepaid card to pay for my fees?
   - You can do automatic self-authorization on Passport by clicking the View FL Prepaid icon on the homepage, select the term you are authorizing, and click continue. A message stating Coverage Accepted will appear on the screen and your authorization is successful.

2. I have Florida Prepaid. Why do I have to pay part of my fees?
   - The type of fees that are covered by Florida Prepaid depends on the type of plan that was purchased and the year that the contract was purchased.

3. I have Florida Prepaid. Why do I have to pay so much in fees?
   - The type of Florida Prepaid plan that was purchased determines the fees left over for out of pocket payment. Also note that if a class is a third attempt Florida Prepaid will not pay the out of state portion of your fees.

4. Florida Prepaid paid for part of my classes last term and I paid the difference. Why am I getting a bill?
   - There are many reasons a bill may be generated. If you receive a bill after making your out of pocket payment please refer to the contact information located on your bill or review your FL Prepaid status at [http://www.myfloridaprepaid.com](http://www.myfloridaprepaid.com) and log into MY Account.

5. I’m trying to register for my classes for the next term but I can’t because I have a financial hold due to some money I owe from my fees for last term. Can you tell me why?
   - Florida Prepaid will always have a minimum fee that is not covered by the plan and must be paid by other means. If you carry an outstanding balance into a new term you will not be able to register until it is satisfied.

6. What do I do if I have FL Prepaid but I cannot self-authorize or I get an error message?
   - Verify your account status with FL Prepaid and that your social security number is correct in both FL Prepaid records and Polk State admission records.

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