Florida Department of Education
Office of Student Financial Assistance (OSFA)
Federal Family Education Loan Program (FFELP)

Remote Payments Online FAQs

Q: Do I need any special hardware or software to sign up for OSFA's FFELP Remote Payments Online service?
A: No. Special hardware or software is not required to use this service. You will only need Web access and your browser.

Q: After enrolling in OSFA's FFELP Remote Payments Online service, when can I begin paying my bills?
A: After you complete and submit the enrollment form, we process your enrollment and immediately activate your service. You can then access the OSFA FFELP Remote Payments Online service to pay a current bill or view past bills.

Q: When is the money for the payment drawn from my bank account?
A: The funds for the payment are debited from your account on the scheduled payment date. Keep in mind that you should always have funds available to cover the payment on that date.

Q: Can I make a payment greater than my regular monthly payment amount?
A: Yes. To do so, simply type in the amount of the payment you wish to send instead of your regular monthly payment amount.

Q: What do I do if the payment amount is incorrect?
A: If the payment amount is incorrect and the payment shows that it is "pending," you may change the payment to the correct amount. If the payment has been processed, you cannot change the payment amount.

Q: What do I do if the payment date is incorrect?
A: If the payment date is incorrect and the payment shows that it is "pending," you may reschedule the payment with the correct date.