



**pennsylvania**

OFFICE OF STATE  
INSPECTOR GENERAL

# **Online Payment Client Portal Quick Guide**

# Logging In

The Pennsylvania Office of State Inspector General's (OSIG's) Client Portal is accessed through Keystone Login, an account management system that allows you to create a single user-id and password to access numerous web-based applications provided by various Pennsylvania State agencies.

If you already have a Keystone Login ID, you may log in with it now. If you do not have a Keystone Login User ID, please sign up for a new account.

PA An Official Pennsylvania Government Website [Translate](#)

Office of State Inspector General Si no puede leer la información sobre el pago en línea en inglés, por favor, llame a nuestra línea gratuita al 1-800-952-0935 para recibir ayuda. [Quick Guide](#)

## Welcome to the Pennsylvania Office of State Inspector General's Client Portal

**UAT**

The Office of State Inspector General's (OSIG's) Client Portal provides you the ability to access your overpayment claims and make payments using your credit/debit cards or personal checking account information. Please enter your Keystone Login User ID and Password to access the portal. If you do not have a Keystone Login User ID, please sign up for a new account.

For step-by-step instructions on how to create a Keystone Account, please visit our [Keystone Login Resource Page](#).

**Keystone Login Help Desk** : For all questions, concerns and issues with Keystone Login, please contact the Help Desk by using the following phone number: 877-328-0995. You can alternatively [Email the Keystone Login Help Desk](#).

**Now available:** Unlock your Keystone Login account with a one-time passcode. Go to the [Keystone Login portal](#), log in, and select Edit Account to add an email address.

Keystone Login:

Keystone Login:

Password:

[Login](#) [Register](#)

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**PA KEYSTONE LOGIN**

[Forgot Username](#)

[Forgot Password](#)

[Learn about Keystone Login](#)

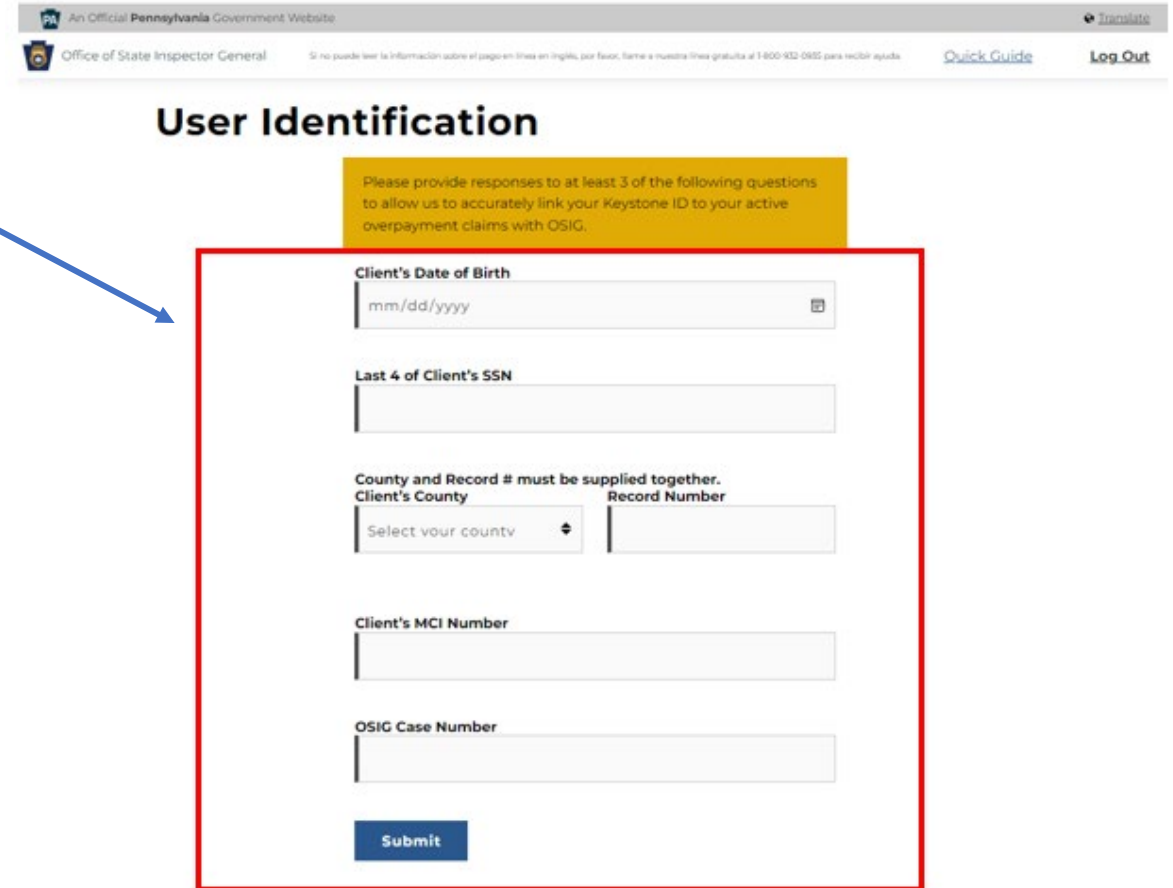
[Having trouble registering?](#)

Enter your existing login and password

Click here to create a new Keystone Login ID.

# Linking your Keystone ID to Your OSIG Claims

- The first time that you use your Keystone Login account to access the OSIG's Client Portal – Online Payments application, you will be directed to a User Identification page. You must answer three out of five questions on this page. This authentication process is required only at your initial login and is designed to ensure that you can see only your overpayment claim information. Once you have entered your information, click on the Submit button.
- If you do not know this information, please refer to your overpayment notice or call 1-800-932-0935 to speak to an OSIG call center operator.



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[Quick Guide](#) [Log Out](#)

## User Identification

Please provide responses to at least 3 of the following questions to allow us to accurately link your Keystone ID to your active overpayment claims with OSIG.

Client's Date of Birth  
mm/dd/yyyy

Last 4 of Client's SSN

County and Record # must be supplied together.  
Client's County Record Number  
Select your county

Client's MCI Number

OSIG Case Number

Submit

# Your Online Payments Claim Page

- Once you have successfully answered the authentication questions you will be redirected to a new page. This page contains your identifying information and a listing of all existing overpayment claims.
- If you have multiple overpayment claims within a program type, they will be listed in order of repayment priority.

Office of State Inspector General | It is unlawful to use the information on this page in any way other than for the purpose for which it was provided. | [Quick Guide](#) | [Log Out](#)

## Make a Payment

<b>Recipient's Name</b>	<b>MCI #</b>	<b>Address</b>
YOUR NAME	999999999	123 Main Street Town, PA 00000
<b>Telephone #</b>	<b>Email Address</b>	
999999999	BLANK@BLANK.COM	

**Note**  
Below are your open claims. The Minimum Amount due is the amount you must pay every month. If you have multiple claims in the same program type (SNAP, CASH, etc), you must make the minimum monthly payment shown by the due date for **at least one claim** in each program type to ensure that none of the other claims in that program type become delinquent.

You may voluntarily pay more every month if you wish, however, any extra monies paid will only be applied to the month in which they are received. Any claim marked as delinquent has been referred to a third party for collection efforts and cannot be paid through the online payment system.

If you have any questions regarding the claims below, you believe any claims are missing, or your household is currently receiving SNAP or Cash benefits, please contact our office at 800-352-0935 Monday through Friday between 8:00 a.m. and 4:00 p.m.

It may take up to 1 - 2 business days for payments to be reflected on your claims.

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### SNAP Claims

Please pay the minimum amount on at least one claim listed below. (To view all claim information, you may have to scroll or swipe left or right.)

\* If you also have overpayments under multiple county/record numbers, you must make the minimum monthly payment for at least one claim within each county/record number in each program type to ensure that none of the other claims under that county/record become delinquent.

County Name	County Code / Record Number	OSIG Claim Number	Current Claim Balance	Due Date	Minimum Amount Due	Payment Amount
Monroe	00/000000	000000	\$1234.00	10/5/2022	\$25.00	<input type="text" value="0.00"/>
Monroe	00/000000	000000	\$1234.00	10/5/2022	\$25.00	<input type="text" value="0.00"/>

# Your Online Payments Claim Page (Cont'd)

- Existing claims will be listed by program type.
- You must make the minimum monthly payment on at least one claim per program for each county and record number listed to keep from going delinquent.
- Looking at this screen as an example, you would need to make the minimum monthly payment on each of the two SNAP overpayment claims listed and on at least one of the cash overpayment claim listed to keep from going delinquent.

## SNAP Claims

Please pay the minimum amount on at least one claim listed below. (To view all claim information, you may have to scroll or swipe left or right.)

\* If you also have overpayments under multiple county/record numbers, you must make the minimum monthly payment for at least one claim within each county/record number in each program type to ensure that none of the other claims under that county/record become delinquent.

County Name	County Code / Record Number	OSIG Claim Number	Current Claim Balance	Due Date	Minimum Amount Due	Payment Amount
Monroe	00/0000000	0000000	\$1,234.00	10/15/2022	\$25.00	0.00
Monroe	00/0000000	0000000	\$1,234.00	10/15/2022	\$25.00	0.00

## Cash Claims

Please pay the minimum amount on at least one claim listed below. (To view all claim information, you may have to scroll or swipe left or right.)

\* If you also have overpayments under multiple county/record numbers, you must make the minimum monthly payment for at least one claim within each county/record number in each program type to ensure that none of the other claims under that county/record become delinquent.

County Name	County Code / Record Number	OSIG Claim Number	Current Claim Balance	Due Date	Minimum Amount Due	Payment Amount
Monroe	00/0000000	0000000	\$1,234.00	10/15/2022	\$25.00	0.00
Monroe	00/0000000	0000000	\$1,234.00	10/15/2022	\$25.00	0.00

# Calculating and Submitting a Payment

- Enter the payment amount for each claim you want to pay in the Payment Amount column. Remember, unless you are making a voluntary payment, you must pay the minimum amount due for at least one claim per county and record number in each program type.
- Once you have entered your payment information, click on the Calculate button to get the total payment amount for all claims.
- Check the box to approve the total amount of the payment and to accept the repayment conditions.
- Next, you can click on the Submit button to process your payment.

**SNAP Claims**

Please pay the minimum amount on at least one claim listed below. (To view all claim information, you may have to scroll or swipe left or right.)

\* If you also have overpayments under multiple county/record numbers, you must make the minimum monthly payment for at least one claim within each county/record number in each program type to ensure that none of the other claims under that county/record become delinquent.

County Name	County Code / Record Number	OSIG Claim Number	Current Claim Balance	Due Date	Minimum Amount Due	Payment Amount
Monroe	00/0000000	0000000	\$1,234.00	10/15/2022	\$25.00	<input type="text" value="25.00"/>
Monroe	00/0000000	0000000	\$1,234.00	10/15/2022	\$25.00	<input type="text" value="25.00"/>

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**Cash Claims**

Please pay the minimum amount on at least one claim listed below. (To view all claim information, you may have to scroll or swipe left or right.)

\* If you also have overpayments under multiple county/record numbers, you must make the minimum monthly payment for at least one claim within each county/record number in each program type to ensure that none of the other claims under that county/record become delinquent.

County Name	County Code / Record Number	OSIG Claim Number	Current Claim Balance	Due Date	Minimum Amount Due	Payment Amount
Monroe	00/0000000	0000000	\$1,234.00	10/15/2022	\$25.00	<input type="text" value="25.00"/>
Monroe	00/0000000	0000000	\$1,234.00	10/15/2022	\$25.00	<input type="text" value="25.00"/>

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**Total of requested payments**

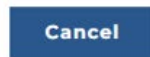
I approve the above payment total and acknowledge that, unless I am making a voluntary payment, I have made the minimum monthly payment due on at least one claim within each program type and county/record number. Otherwise, my claim(s) may go delinquent.

# Submitting a Payment

## Almost there!

**\*Please note:** The Commonwealth of Pennsylvania has an agreement with Fiserv to provide payment processing services. Clicking Continue below will re-direct you to the Fiserv payment page where you can securely make your payment using your credit/debit card or an electronic check. Once your payment is complete, you will be redirected back to the OSIG Client Portal where you will receive a confirmation of your payment and have the ability to print a copy of your payment receipt.

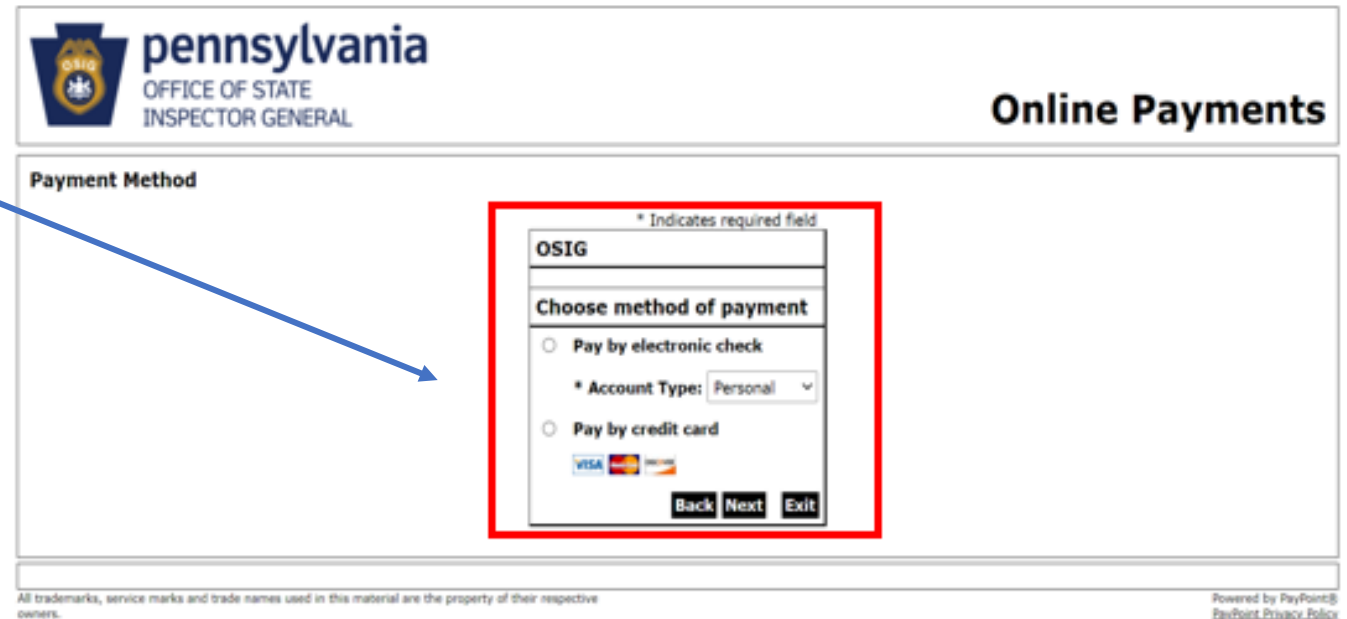
**This receipt will not be emailed to you.** It is strongly recommended that you retain your confirmation number either by printing your receipt or otherwise notating this number. This will help as a reference, should you need to contact the Office of State Inspector General concerning this transaction.



- Once you click the Submit button you will be redirected a new page to complete your payment.
- This page contains a reminder for you to print the payment documents for your records.
- It also explains that the OSIG uses a third-party vendor to provide payment processing services.
- Click on the Continue button to enter your payment information.

# Submitting a Payment (Cont'd)

- When you click on the Continue button, you will be redirected to the Payment Method page.
- You will use this page to select the payment type to be used for this payment. You have the choice of paying by electronic check or credit card. Select the payment method you want to use and click on the Next button.
- If you want to go back in the process or leave the application, click on the Back or Exit buttons.



The screenshot displays the "Payment Method" page for the Pennsylvania Office of State Inspector General. The page header includes the state logo and the text "pennsylvania OFFICE OF STATE INSPECTOR GENERAL" on the left, and "Online Payments" on the right. The main content area is titled "Payment Method" and contains a form with the following elements:

- A header "OSIG" with a note "\* Indicates required field".
- A section titled "Choose method of payment".
- Two radio button options: "Pay by electronic check" and "Pay by credit card".
- A dropdown menu for "Account Type" with "Personal" selected.
- Logos for Visa, Mastercard, and American Express.
- Three buttons: "Back", "Next", and "Exit".

A blue arrow points from the text in the first bullet point of the list to the red box surrounding the payment method selection area. At the bottom of the page, there is a small disclaimer: "All trademarks, service marks and trade names used in this material are the property of their respective owners." and a footer: "Powered by PayPoint® PayPoint Privacy Policy".



# Paying by Electronic Check

- To pay using an electronic check you must complete all information listed in the Billing Address section and the Payment Method section.
- The Payment Details section will list your total payment amount for this transaction.
- Enter your payment information in the Payment Method section. You can use the [“What’s This?”](#) link in this section to get additional information on bank account numbers and routing numbers.
- Once all your information is entered, click on the Next button to proceed.

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Online Payments

Payment Information

\* Indicates required field

**Billing Address**

Use Business Name

\*First Name:

M.I.:

\*Last Name:

Street Line 1:

Street Line 2:

City:

State:

Zip:

Phone:

\*E-Mail:

**Payment Details**

\*Payment Amount: 100.00 USD

Your account will be debited in 1 to 3 days from the date identified. If your payment date falls on a non-banking day your payment will be executed on the next available banking day. Current date payments received after 1:00 AM ET will be executed on the next valid banking day.

**Payment Method**

\*Name On Account:

\*Account Number:  [What's This?](#)

\*Re-Type Account Number:

\*Routing Number:  [What's This?](#)

\*Account Type:  Checking  Savings

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# Paying by Credit Card

- To pay using a credit card you must complete all information listed in the Billing Address section and the Payment Method section.
- The Payment Details section will list your total payment amount for this transaction.
- Enter your credit card information in the Payment Method section. Use the [“What’s This?”](#) link to get additional information on the Card Verification Value (CVV2).
- This payment process uses the reCAPTCHA utility as part of its verification process. Click the box next to “I’m not a robot” to complete this verification.
- Once this has been completed, click on the Next button to proceed.

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Online Payments

Payment Information

\* Indicates required field

**Billing Address**

Use Business Name

\*First Name:

M.I.:

\*Last Name:

\*Street Line 1:

Street Line 2:

City:

State:

\*Zip:

Phone:

\*E-Mail:

**Payment Details**

\*Payment Amount: 100.00 USD

**Payment Method**

\*Name on Card:

\*Card Number:

\*Expiration Date: \* Month   
\* Year

\*Card Verification Value(CVV2):  [What's This?](#)

I'm not a robot   
reCAPTCHA  
Privacy - Terms

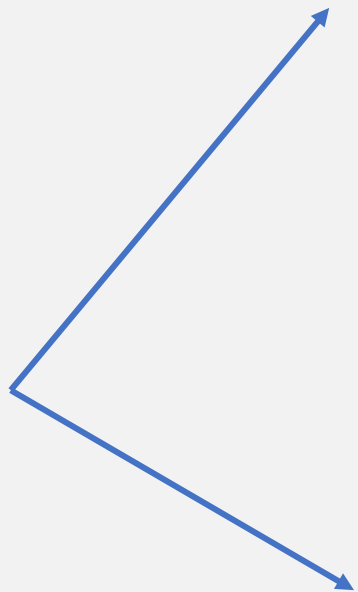
Back Next Exit

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# Payment Review Pages

- For both Electronic Check and Credit Card payments, the review page lists the following information:
- The Address section lists the billing address.
- The Payment Method section lists the Payment Method selected (either Electronic Check or Credit Card) along with the checking account or credit card information entered for the transaction.
- The Payment Amount section lists the total payment amount for the transaction. For payment by Electronic Check, additional information is provided on when to expect payment to be withdrawn from your account.
- Click the Pay Now button to complete your payment transaction. If you want to go back in the process or exit the application, click on the Back or Exit buttons.



## Electronic Check Payment

The screenshot shows the 'Electronic Check Payment' review page. At the top, it features the Pennsylvania Office of State Inspector General logo and the text 'Online Payments'. Below this is a 'Payment Review' section with three main fields: 'Address', 'Payment Method', and 'Payment Amount'. Each field is highlighted with a red box. The 'Address' field contains: 'Your Name', '123 Main Street', 'Town, 17777', and 'blank@blank.com'. The 'Payment Method' field contains: 'Electronic Check', 'Checking', '42345', and '123123123'. The 'Payment Amount' field contains: 'Amount: 65.00 USD' and 'Total: 65.00 USD'. Below these fields is a paragraph of terms and conditions, and at the bottom right, there are three buttons: 'Back', 'Pay Now', and 'Exit', all highlighted with red boxes.

## Credit Card Payment


The screenshot shows the 'Credit Card Payment' review page. At the top, it features the Pennsylvania Office of State Inspector General logo and the text 'Online Payments'. Below this is a 'Payment Review' section with three main fields: 'Address', 'Payment Method', and 'Payment Amount'. Each field is highlighted with a red box. The 'Address' field contains: 'Billing address:', 'Your Test', '123 Main Street', 'Town, PA 17777', and 'blank@blank.com'. The 'Payment Method' field contains: 'Credit Card \*\*\*', 'Your Name', and 'x0007 07/29'. The 'Payment Amount' field contains: 'Amount: 65.00 USD' and 'Total: 65.00 USD'. Below these fields is a paragraph of terms and conditions, and at the bottom right, there are three buttons: 'Back', 'Pay Now', and 'Exit', all highlighted with red boxes.

# Receipt Page

- Once you click on the Pay Now button, you will go to a new screen that contains your receipt for the payment. This includes the confirmation number for this transaction as well as a Payment Status and Payment Date.
- **Please retain this information for your records.** If you need to contact the OSIG about your payment, this information is necessary.
- To print the receipt, click on the Print button in the upper right corner of the screen.
- Click the Return to Online Payments Page button at the bottom of the page.

Office of State Inspector General Si no puede leer la información sobre el pago en línea en inglés, por favor, llame a nuestra línea gratuita al 1-800-932-0932 para recibir ayuda. [Quick Guide](#) [Log Out](#)

[Print](#)

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## RECEIPT

**Your Confirmation Number is 22111818164545**  
Payment Status: Payment Success  
Payment Date: 11/18/2022 1:44:50 PM

**Please note:** It may take 1 - 2 business days for this payment to be credited to your claim. (To view all claim information, you may have to scroll or swipe left or right.)

County Name	County Code / Record Number	OSIG Claim Number	Current Claim Balance	Due Date	Minimum Amount Due	Payment Amount
Monroe	00/0000000	0000000	\$1,234.00		\$25.00	\$25.00
Monroe	00/0000000	0000000	\$1,234.00		\$25.00	\$25.00
Monroe	00/0000000	0000000	\$1,234.00		\$25.00	\$25.00
Monroe	00/0000000	0000000	\$1,234.00		\$25.00	\$25.00
<b>Total Amount:</b>						<b>\$100.00</b>

**This receipt will not be emailed to you.** It is strongly recommended that you retain your confirmation number either by printing your receipt or otherwise notating this number. This will help as a reference, should you need to contact the Office of State Inspector General concerning this transaction.

[Return to the Make a Payment Page](#)

# Payment Error Page – Payment Issues

- If the payment cannot be processed due to an issue with the bank account information provided (Telecheck payments) or the credit card company has declined the charge (possible reasons include insufficient funds, card is locked, etc.), the Payments Results page will indicate a Payment Status of Declined.
- Please click Back to enter a new payment method or Exit to return to the Online Payment application.

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**Online Payments**

**Payment Results**

Payment was declined. Please try again with alternative form of payment or contact technical support.

**We're Sorry, Payment Incomplete** [Printable Receipt](#)

Merchant Location Code: 0001

Payment Status: **Declined**

Payment Date: 10/12/2022

Confirmation Number: 22101217711433

Billing Address: Test Client  
123 Main Street  
Anytown, 17050

E-Mail Address: blank@blank.com

Total Amount: 10.05 USD

Card Type: MC

Account #: x5791

[Back](#) [Exit](#)

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# Payment Error Page – Technical Error

- If you experience a technical error when attempting to complete your payment, the Payment Results page will display a red error message indicating there were technical difficulties and the Payment Status will indicate “Error.”
- If this occurs, please click Exit to return to the Online Payment application and contact our office at the number provided to advise OSIG of the issue.

The screenshot shows the Pennsylvania OSIG Online Payments interface. At the top left is the OSIG logo and the text "pennsylvania OFFICE OF STATE INSPECTOR GENERAL". At the top right is "Online Payments". Below this is a red-bordered box containing the text: "Payment Results" and "We encountered technical difficulties making the payment, please try again later." Below this is a white-bordered box containing a payment receipt. The receipt title is "We're Sorry, Payment Incomplete" and "Printable Receipt". The receipt details include: "Payment Status: Error", "Payment Date: 10/12/22", "Confirmation Number: 22101217711413", "Billing Address: Test Client, 123 Main Street, Anytown, 17050", "E-Mail Address: blank@blank.com", "Total Amount: 10.05 USD", "Account #: x2345", "Routing #: 123123123", and "Account Type: Checking". At the bottom right of the receipt box is a red-bordered "Exit" button. At the bottom of the page, there is a footer with the OSIG logo, "Office of State Inspector General", a Spanish notice, a phone number "1-800-932-0935", and links for "Quick Guide" and "Log Out".

## Payment Issue

Your payment was not processed. Please contact our office at 1-800-932-0935 during normal business hours Monday through Friday between 8:00 a.m. and 4:00 p.m. (Eastern Time).

[Return to Online Payments Page](#)

# Online Payments Page

- Clicking the Return to Online Payments Page button will return you to the Online Payments page of the application.
- This page will now show that you have a Payment Pending against the claim(s) that you selected to pay.

## SNAP Claims

Please pay the minimum amount on at least one claim listed below. (To view all claim information, you may have to scroll or swipe left or right.)

\* If you also have overpayments under multiple county/record numbers, you must make the minimum monthly payment for at least one claim within each county/record number in each program type to ensure that none of the other claims under that county/record become delinquent.

County Name	County Code / Record Number	OSIG Claim Number	Current Claim Balance	Due Date	Minimum Amount Due	Payment Amount
Monroe	00/0000000	0000000	\$1,234.00	Pending Payment	\$25.00	25.00
Monroe	00/0000000	0000000	\$1,234.00	Pending Payment	\$25.00	25.00

## Cash Claims

Please pay the minimum amount on at least one claim listed below. (To view all claim information, you may have to scroll or swipe left or right.)

\* If you also have overpayments under multiple county/record numbers, you must make the minimum monthly payment for at least one claim within each county/record number in each program type to ensure that none of the other claims under that county/record become delinquent.

County Name	County Code / Record Number	OSIG Claim Number	Current Claim Balance	Due Date	Minimum Amount Due	Payment Amount
Monroe	00/0000000	0000000	\$1,234.00	Pending Payment	\$25.00	25.00
Monroe	00/0000000	0000000	\$1,234.00	Pending Payment	\$25.00	25.00

# Logging Out

## Make a Payment

Recipient's Name      MCI #      Address

Telephone #      Email Address

### Note

Below are your open claims. The Minimum Amount due is the amount you must pay every month. If you have multiple claims in the same program type (SNAP, CASH, etc), you must make the minimum monthly payment shown by the due date for **at least one claim** in each program type to ensure that none of the other claims in that program type become delinquent.

You may voluntarily pay more every month if you wish, however, any extra monies paid will only be applied to the month in which they are received. Any claim marked as delinquent has been referred to a third party for collection efforts and cannot be paid through the online payment system.

If you have any questions regarding the claims below, you believe any claims are missing, or your household is currently receiving SNAP or Cash benefits, please contact our office at 800-932-0935 Monday through Friday between 8:00 a.m. and 4:00 p.m.

It may take up to 1 - 2 business days for payments to be reflected on your claims.

- After you have successfully completed your online payment, click on the Log Out link at the top right corner of the screen to close out of the system.