

How to log in to the genU Payment Portal

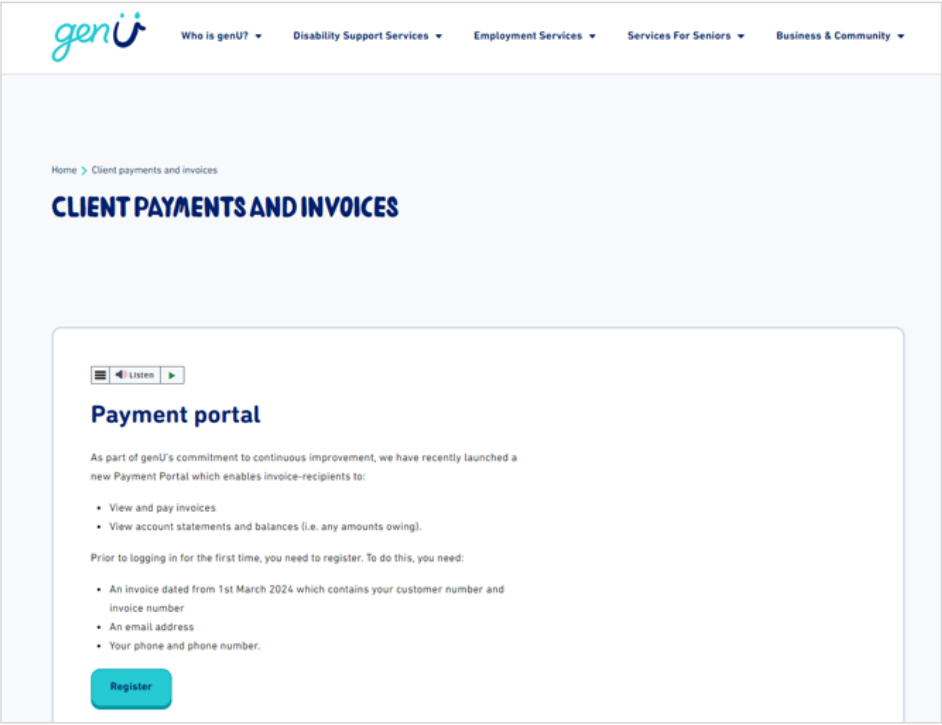
Purpose: To explain how to log in to the genU Payment Portal.

When to use: When you need to log in to the genU Payment Portal.

Audience: genU, genU Training, IPA and Matchworks invoice recipients.


Support: For more support, please contact the Accounts Receivable Team via AR@genu.org.au or call (03) 5277 8892.

The following step/action table describes how to log in to the genU Payment Portal.

Step	Action
1	Log in to your computer using your username and password details.
2	Open your internet browser.
3	<p>Navigate to www.genu.rg.au/payments.</p> <p>Result: The Client Payments and Invoices screen displays.</p>  <p>The screenshot shows the genU website's 'Client Payments and Invoices' page. At the top, there is a navigation menu with links for 'Who is genU?', 'Disability Support Services', 'Employment Services', 'Services For Seniors', and 'Business & Community'. Below the menu, the page title is 'CLIENT PAYMENTS AND INVOICES'. A 'Payment portal' section is highlighted, containing a 'Register' button and text explaining the new portal's features and registration requirements.</p>

Step	Action
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4	Click Log in .
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Payment portal

As part of genU's commitment to continuous improvement, we have recently launched a new Payment Portal which enables invoice-recipients to:

- View and pay invoices
- View account statements and balances (i.e. any amounts owing).

Prior to logging in for the first time, you need to register. To do this, you need:

- An invoice dated from 1st March 2024 which contains your customer number and invoice number
- An email address
- Your phone and phone number.

Register

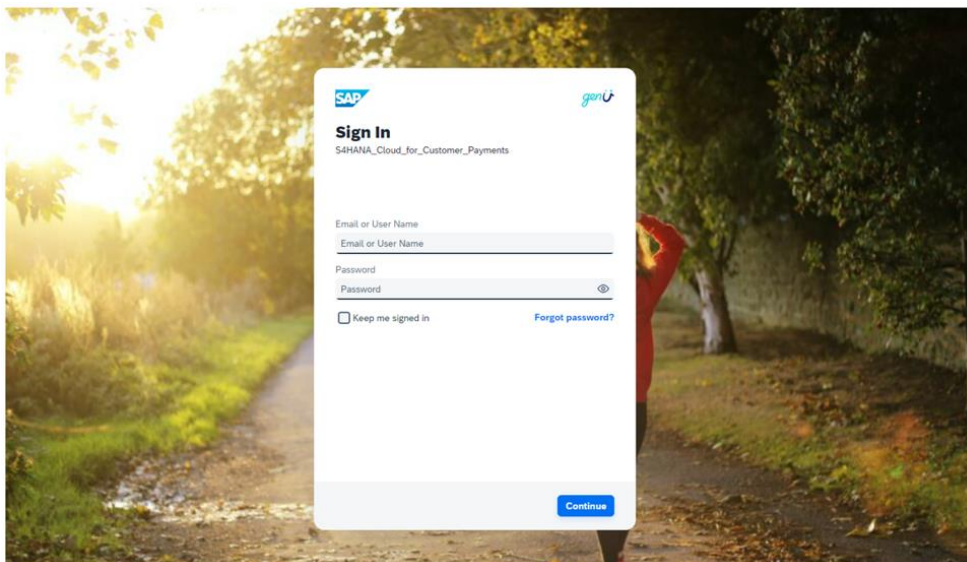
You will be taken to the payment portal where you can register and log in.

Log in

If you have already registered, you can simply log in.

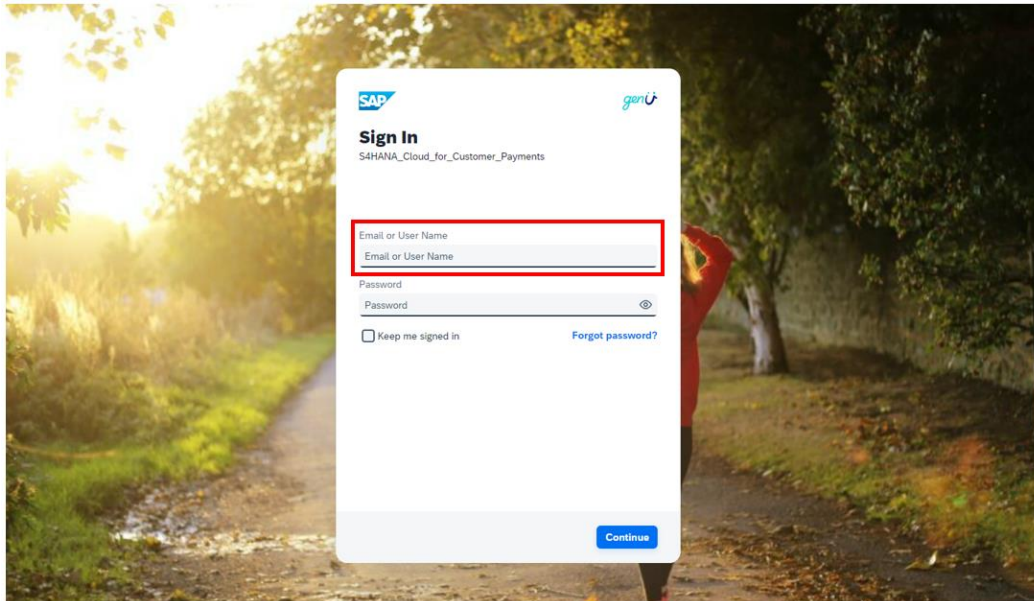
Need help?

Result: The **Sign In** screen displays.



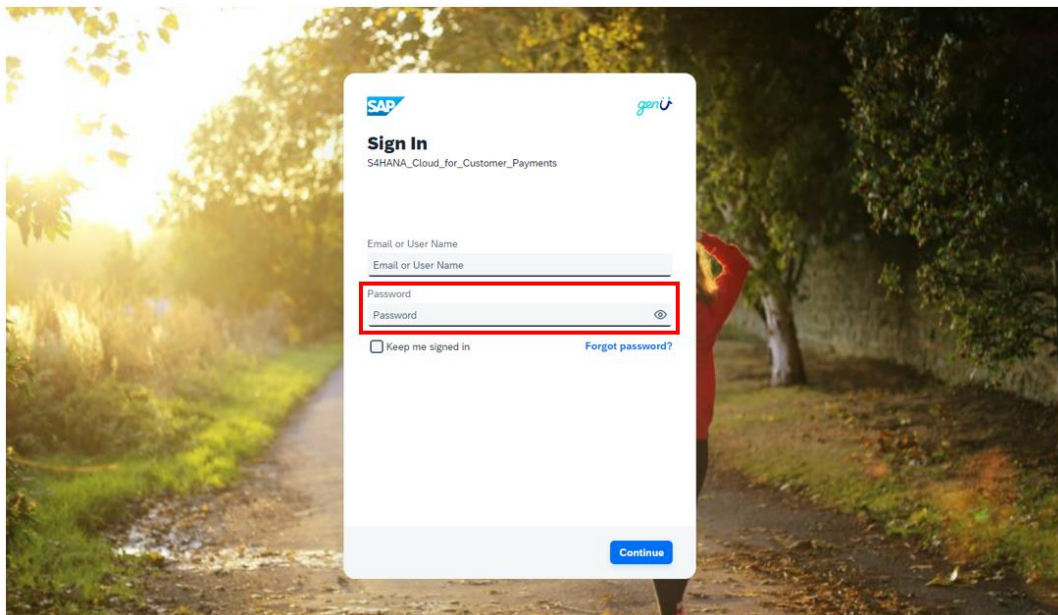
Step	Action
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5 Enter your email that you registered with in the **Email or User Name** field.

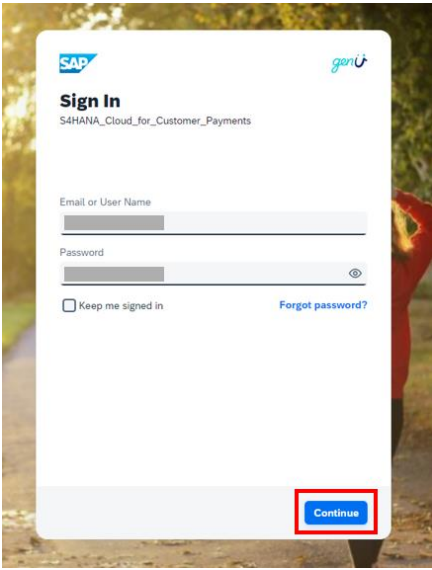
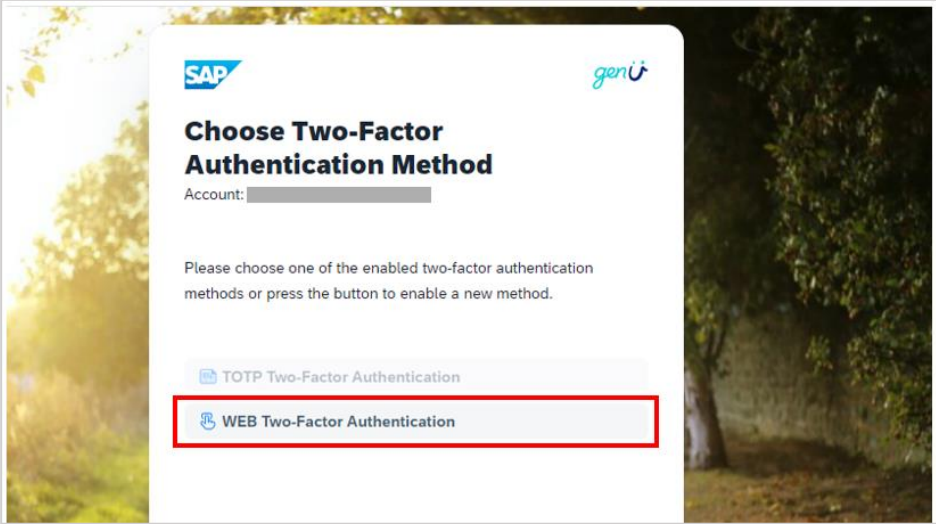


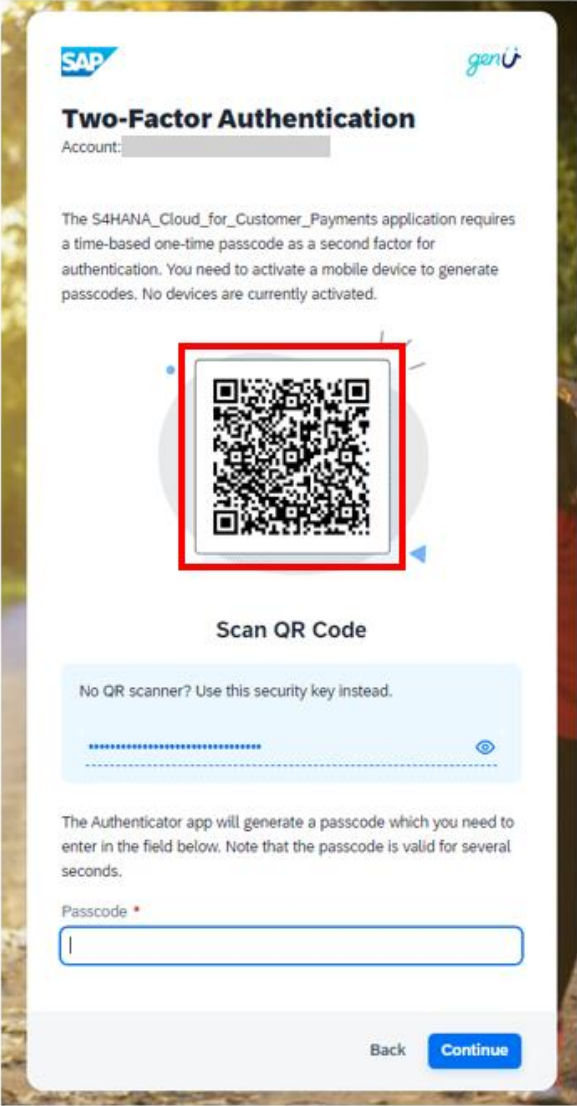

Result: The **Email or User Name** field populates.

6 Enter your password in the **Password** field.



Result: The **Password** field populates.

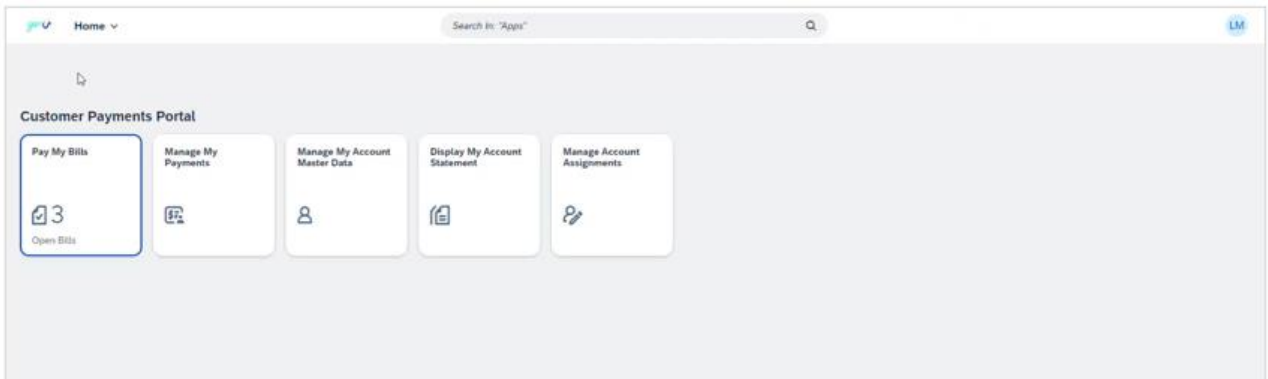
Step	Action
7	<p>Click Continue.</p>  <p>Result: The Choose Two-Factor Authentication Method screen displays.</p>
8	<p>Select the two-factor authentication method you registered with.</p>  <p>Result: The preferred authentication method screen displays.</p>

Step	Action
9	Choose one of the following. If you: <ul style="list-style-type: none"> • select the TOTP Two-Factor Authentication, go to Step 10. • select the WEB Two-Factor Authentication, go to Step 14.
10	Scan the QR code with your phone.  <p>Note: If you do not have another device, click the eye icon  under the QR code to display the security key. Enter the security key in the Passcode field.</p>

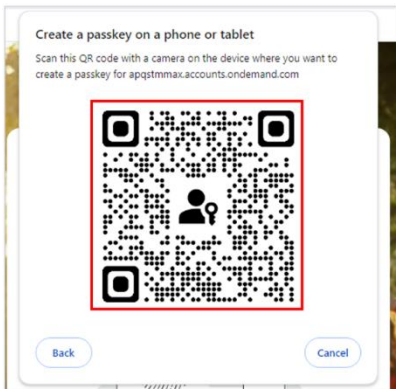
Step	Action
11	<p>Open your Authenticator App on your phone.</p> <p>Result: A time sensitive one-time code displays.</p>
12	<p>Enter the code from your phone in the Passcode field.</p> <div data-bbox="197 562 719 1144" data-label="Image"> <p>The screenshot shows a mobile application interface titled "Scan QR Code". At the top, there is a QR code. Below it, a light blue box contains the text "No QR scanner? Use this security key instead." followed by a dotted line and a small icon. Further down, a paragraph states: "The Authenticator app will generate a passcode which you need to enter in the field below. Note that the passcode is valid for several seconds." Below this text is a text input field labeled "Passcode *". This field is highlighted with a red rectangular border. At the bottom of the screen, there are two buttons: "Back" and "Continue".</p> </div> <p>Result: Field populates.</p>
13	<p>Click Continue.</p> <div data-bbox="197 1447 699 1995" data-label="Image"> <p>This screenshot is identical to the one in step 12, showing the "Scan QR Code" screen. However, in this image, the "Continue" button at the bottom right is highlighted with a red rectangular border, while the "Passcode" field is no longer highlighted.</p> </div>

Step	Action
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Result: The genU Payments Portal home screen displays on your computer.

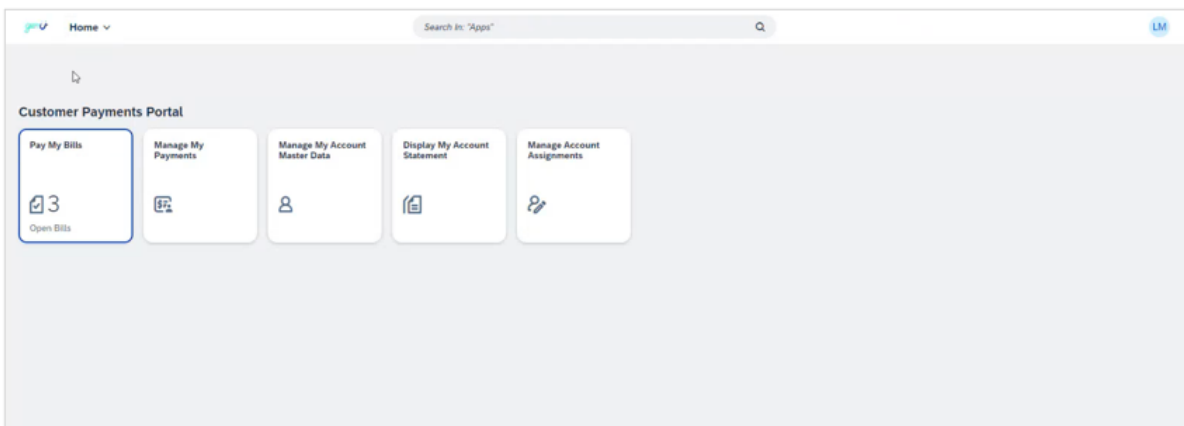


14 Scan the QR code with your phone.



15 Complete the prompts on your phone.

Result: The genU Payments Portal home screen displays on your computer.



End procedure