



Customer portal FAQ

I already have a login to Selene's online portal. Will my login/password work on the new portal?

No. Customers will need to set up a new online account even if they had access on the prior portal.

I never set up a login to Selene's online portal. How do I register on the new portal?

From www.selenefinance.com, click on "Access My Account" and you will be brought to the login page. Click "Register here" to get started.

What information do I need to register on the new portal?

When registering on the new portal, please have your account number available. To register, you will also be required to provide general information such as your email address, mailing address, and social security number.

Do I have to register on the new portal?

Customers are not required to register on the new portal, however it is the easiest way to access general account information such as your balance, payment history and other account details. You can also make payments online or set up a recurring payment.

I previously set up an auto-payment on your other website. Do I need to set that up again?

No. Any one-time payments or recurring payments previously set up will continue as scheduled. If you would like to set up your next one-time payment, however, you will need to register on the new portal to do so.

I have a recurring payment set up. Do I need to register on the new site for that to continue?

If you have a recurring payment set up, it will continue as scheduled. However, if you want to make any changes to that payment, or view your payment history and balance information online, you will need to register on the new portal.

I have set up my new online account, but do not see my payment history.

Payment history will not be available to view until Tuesday, May 8.

I am unable to register online/the registration process isn't working.

Please contact Selene customer service at (877) 735-3637.

I did not receive an email confirmation during the registration process.

Please check your spam folder of your email. The email will come from Do_Not_Reply@SeleneFinance.com. If you do not see the email confirmation in your spam folder, please contact Selene customer service at (877) 735-3637.

I set up my online account but the information does not match my most recent statement.

Please contact Selene customer service at (877) 735-3637.

My popup blocker is preventing me from registering on the new portal. How do I fix this?

Google Chrome

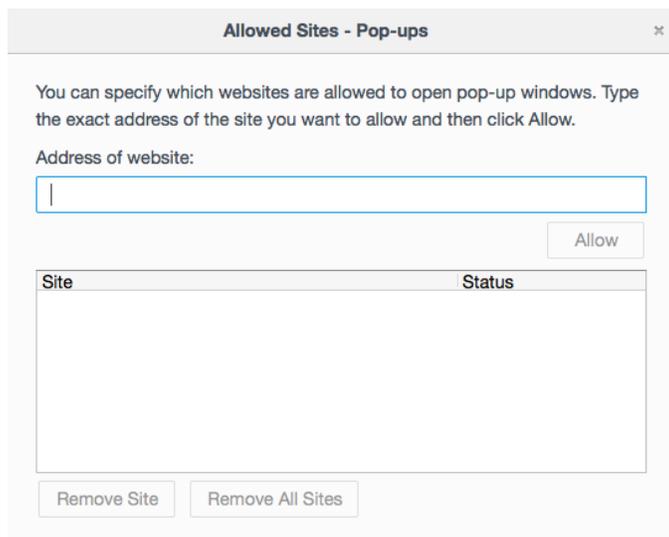
- On your computer, open Chrome.
- At the top right, click More > **Settings**.
- At the bottom, click **Advanced**.
- Under "Privacy and security," click **Content settings**.
- Click **Popups**.
- At the top, turn the setting to **Allowed**

Internet Explorer

- Launch IE - > **Go to Tools** -> **Internet options**
- Go to the '**Privacy**' Tab
- Search for a checkbox "**Turn on Pop-up Blocker**"
- If you **Uncheck** it the pop-up blocker gets disabled on your browser and pop-ups are allowed. (**please note this will allow all pop up functionality to be disabled**)
- You can also click the "**Settings**" button and copy and paste the **URL** of the registration website into the Address if website allow section
- Then press "**Add**" this will allow this site to be added as an exception

Firefox/Mozilla

- Click the menu button  and choose **Options**.
- Select the Privacy & Security panel.
- Under the **Permissions** section, uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.
- A click on **Exceptions** opens a dialog box with a list of sites that you want to allow to display pop-ups. The dialog box offers you the following choices:



Allowed Sites - Pop-ups

You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow.

Address of website:

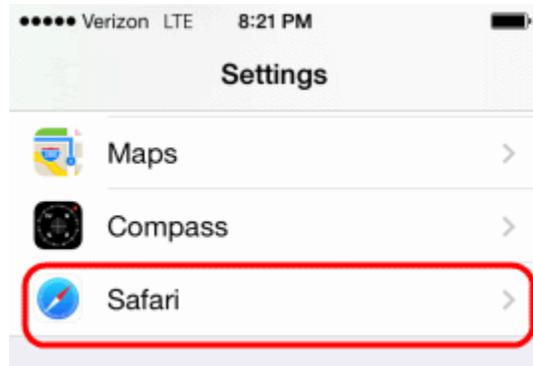
Allow

Site	Status
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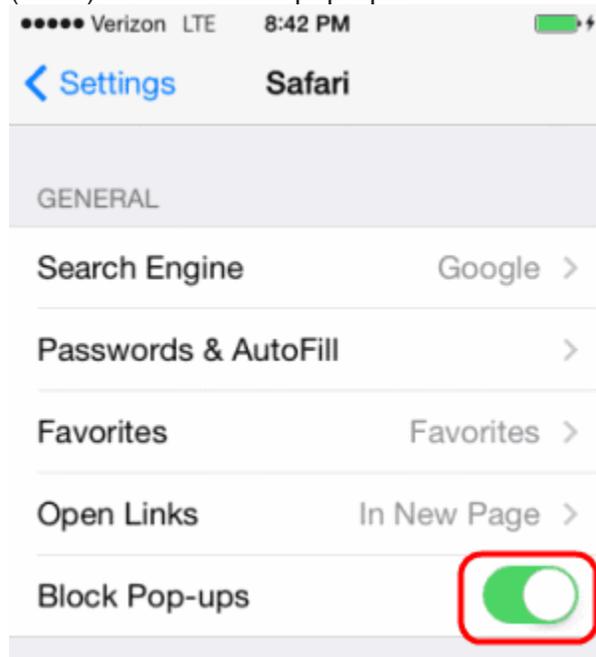
Remove Site Remove All Sites

Safari - IOS

- From the Home screen, select “**Settings**”.
- Choose “**Safari**”



- Slide the “**Block Pop-ups**” to “**On**” (green) to block pop-ups, or slide it to “**Off**” (white) to never block pop-ups.



Safari - MAC

- Windows users select “**Safari**” > “**Preferences**”.
- Click on “**Security**” at the top of the window.

- Check the box **“Block pop-up windows”** to enable this feature. Uncheck it to disable it.

