NRA GROUP LLC





2020

CLIENT PORTAL MANUAL



NATIONAL RECOVERY AGENCY EBO SOLUTIONS LLC

2491 Paxton Street Harrisburg, PA 17111 800-360-9953 option 5 ClientServicesTeam@nragroup.com www.nragroup.com



NRA Client Portal

NRA's client portal is a centralized website which will allow uploading new business and reviewing reports.

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Getting to the Portal

Option 1	NRA Group, LLC - Home - Nation × +
Navigate to NRA's client website	← → C nragroup.com
located at <u>www.nragroup.com</u> and click on "CLIENT LOGIN"	NRA Group, LLC "A Responsible Rev
	् Search
	About NRA CLIENT LOGIN NRA Services Industries Serveu
Option 2	🕅 Login - NRA Client Portal 🗙 🕂
Navigate directly to the portal at	← → C anragroup.com/NRAClientPortal/Account/Login
www.nragroup.com/NRAClientPortal	NRA Client Portal
	Sign In
	Username
	Password
	Sign In
	Forgot your password

Logging into the Portal

With User Name and Password

1) Enter username and password	Kala Login - NRA Client Portal × +
	← → C 🔒 nragroup.com/NRAClientPortal/Account/Login 😭 O
	NRA Client Portal
	Sign In
	Username
	Password
	Sign In
	Forgot your password
2) Click the "Sign In" button	🔝 Login - NRA Client Portal 🗙 🕂
	\leftarrow \rightarrow C \triangleq nragroup.com/NRAClientPortal/Account/Login \Rightarrow O
	NRA Client Portal
	Sign In
	Username
	Password
	Sign In
	Forgot your password

Forgot Your Password

 If you cannot remember your password to the client portal click the "Forgot your password" link 	Image: Login - NRA Client Portal × + ← → C nragroup.com/NRAClientPortal/Account/Login ☆ O
	NRA Client Portal
	Sign In
	Username
	Password
	Sign In
	Forgot your password
 Enter the email address assigned to your account and 	Reset Password - NRA Client Port × +
click "Reset Password"	\leftrightarrow \rightarrow \mathcal{C} \triangleq nragroup.com/NRAClien \Rightarrow \bigcirc \bigcirc \bigcirc \land
	NRA Client Portal
	Reset Password
	Email Address
	Reset Password

 Your temporary password will be emailed to you. Once 	NRA Client Portal	
logged in with the new password please follow the password change instructions.	Reset Password Email Address	
	Reset Password	
	Password reset information has been sent to the email address provided	

Change Your Password

 Click your username or profile icon on the top right of the page. This will take you to your account page. 	Creditor Test Logout 04:32
2) Enter your current password and a new password 2 times. This new password will need to be 8 characters, contain a number and a special character.	Password Update Current Password New Password Re-type Password Update

 Click the "Update" button. Once your password is updated you will be taken to the login page. 	Password Update Current Password
Here you will be able to login with the new password you provided.	•••••• New Password
	Re-type Password
	Update

Reports

In the report section of the portal you will be able to run reports to get up-to-date information on demand.

 Click "Reports" on the top of the page to go to the reports page 	NRA Client Portal Reports 🗄 New Business
	Reports
 Click the drop down list labelled "reports" to see a list of reports 	that NRA Client Portal
are available	Reports
	Report: Select a report
 Select the report you would like run. Details about each report ar 	to nd Select a report
below.	Account Master List
	Collection Summary
	Consumer Fact Sheet
	History Analysis
	Invoice
	Return Listing

Account Master List

The account master list will give a full list of all active accounts placed with NRA.

1) Select a file format of either	File Format:	PDF 🗸
Excel or PDF		PDF
	Creditor(s):	Excel
2) Click the checkbox next to 1 or more creditors to include	Creditor(s):	Choose
in the report. The text box at the top can be used to filter	Start Date:	Q
the creditor list if needed.	End Date:	AATEST-AATEST EBTEST-EBO Testing Creditor
3) Enter a start date. Only accounts placed on or after	Start Date:	mm/dd/yyyy
this date will be included in the report.	End Date:	December, 2019 ▼
		Sun Mon Tue Wed Thu Fri Sat 1 2 3 4 5 6 7
		8 9 10 11 12 13 14
		15 16 17 18 19 20 21 22 23 24 25 26 27 28
		29 30 31 1 2 3 4
4) Enter an end date. Only accounts placed on or before	End Date:	mm/dd/yyyy
this date will be included in the report.		December, 2019 -
		Sun Mon Tue Wed Thu Fri Sat
		1 2 3 4 5 6 7 8 9 10 11 12 13 14
		15 16 17 18 19 20 21
		22 23 24 25 26 27 28 29 30 31 1 2 3 4
5) Click "Download Report" to immediately download a copy of the report or click "Email Report" to be sent an encrypted email which will include a compart of the report	L Down	load Report -or- 🔤 Email Report
include a copy of the report.		

Acknowledgement Letter

The Acknowledgement Letter list will give a full list of all accounts placed with NRA.

6)	Select a file format of either	File Format:	PDF 🗸
	Excel or PDF		PDF
		Creditor(s):	Excel
7)	Click the checkbox next to 1	Creditor(s):	Choose
	or more creditors to include		
	in the report. The text box at the top can be used to filter	Start Date:	
	the creditor list if needed.	End Data:	AATEST-AATEST
		Life Date.	EBTEST-EBO Testing Creditor
8)	Enter a start date. Only accounts placed on or after	Start Date:	mm/dd/yyyy
	this date will be included in the report.	End Date:	December, 2019 ▼
			Sun Mon Tue Wed Thu Fri Sat
			1 2 3 4 5 6 7
			22 23 24 25 26 27 28
			29 30 31 1 2 3 4
9)	Enter an end date. Only accounts placed on or before	End Date:	mm/dd/yyyy
	this date will be included in the report.		December, 2019 -
			Sun Mon Tue Wed Thu Fri Sat
			1 2 3 4 5 6 7
			8 9 10 11 12 13 14 15 16 17 18 19 20 21
			22 23 24 25 26 27 28
			29 30 31 1 2 3 4
10) Click "Download Report" to immediately download a copy of the report or click "Email Report" to be sent an encrypted email which will	L Downle	oad Report -or- 🖾 Email Report

Collection Summary

The collection summary will give a summary of collections. Collection numbers will show in the month they were collected.

1)	Select a file format of either	File Format:	PDF 🗸
	Excel or PDF	Creditor(s):	PDF
		creation(s).	Excel
2)	Click the checkbox next to 1	Creditor(s):	Choose
	or more creditors to include		
	In the report. The text box at the top can be used to filter	Start Date:	
	the creditor list if needed.	-	AATEST-AATEST
		End Date:	
2)	Enter an end date. Only		
3)	accounts placed on or before	End Date:	mm/dd/yyyy
	this date will be included in		
	the report.		December, 2019 V
			Sun Mon Tue Wed Thu Fri Sat
			1 2 3 4 5 6 7
			8 9 10 11 12 13 14 15 16 17 18 19 20 21
			22 23 24 25 26 27 28
			29 30 31 1 2 3 4
4)	Click "Download Report" to	-	
ļ	immediately download a	📩 Downlo	load Report <mark>-0^{r-} 🖂 Email Report</mark>
	copy of the report or click		
	"Email Report" to be sent an		
	encrypted email which will include a copy of the report		
	include a copy of the report.		

Consumer Fact Sheet

The consumer fact sheet will give a full break down of an individual consumer and all of their accounts placed. This will show full details of any collection effort performed.

±,	Enter any criteria							
	available to help filter	Report:	Consumer Fac	t Sheet				~
	down and find the correct							
	consumer. A "*" can be	Consumer						
	used in the consumer	Number:						
	name field as a wild card	Account Number	r.					
	search so "Smith,J*" will	Account Number						
	find both Joe and John Smith.	CreditorReferenc	ce:					
		Consumer Name	•					
2)	Click the Search butten to							
2)	get a list of all consumers	Consumer Na	ame					
	that fit the criteria	(Last, First):						
	entered				_			
			=> •	Searc	h			
3)	Find the correct	-						
- /		Consumer				Number of		
	consumer and click	consumer		1				
	consumer and click "Download" to download	Number	Name	SSN	Balance	Accounts	Download	Email
	consumer and click "Download" to download the report or "Email" to	Number	Name	SSN	Balance	Accounts	Download	Email
	consumer and click "Download" to download the report or "Email" to send the report in an	Number 1228339	Name TOMOKO,GUYS	SSN	Balance 181.41	Accounts	Download	Email
	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email.	Number 1228339	Name TOMOKO,GUYS	SSN	Balance 181.41	Accounts	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the	Number 1228339 Placem	Name TOMOKO,GUYS ent Original	SSN Balan	Balance 181.41 ce Curr	Accounts 1 ent Balance	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the Client Services Team;	Number 1228339 Placem Date	Name TOMOKO,GUYS ent Original e	SSN Balan	Balance 181.41 ce Curr	Accounts 1 ent Balance	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the Client Services Team; OPEN the fact sheet	Number 1228339 Placem Date	Name TOMOKO,GUYS ent Original e	SSN Balan \$455	Balance 181.41 ce Curro .00	Accounts 1 ent Balance \$455.00	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the Client Services Team; OPEN the fact sheet report. Click on the Email	Number 1228339 Placem Date	Name TOMOKO,GUYS ent Original e /6/2017	SSN Balan \$455 \$455.	Balance 181.41 ce Curro .00	Accounts 1 ent Balance \$455.00 \$455.00	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the Client Services Team; OPEN the fact sheet report. Click on the Email link which will open an	Number 1228339 Placem Dato	Name TOMOKO,GUYS ent Original e /6/2017	SSN Balan \$455 \$455.	Balance 181.41 ce Curro .00 00	Accounts 1 ent Balance \$455.00 \$455.00	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the Client Services Team; OPEN the fact sheet report. Click on the Email link which will open an email addressed to the Client Services Team	Number 1228339 Placem Date 1/	Name TOMOKO,GUYS ent Original e /6/2017	SSN Baland \$455 \$455.	Balance 181.41 ce Curro .00	Accounts 1 ent Balance \$455.00 \$455.00	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the Client Services Team; OPEN the fact sheet report. Click on the Email link which will open an email addressed to the Client Services Team.	Number 1228339 Placem Date 1/	Name TOMOKO,GUYS ent Original e /6/2017	SSN Baland \$455 \$455.	Balance 181.41 Ce Curro .00	Accounts 1 ent Balance \$455.00 \$455.00	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the Client Services Team; OPEN the fact sheet report. Click on the Email link which will open an email addressed to the Client Services Team. (Please remember to operant if containing	Number 1228339 Placem Date	Name TOMOKO,GUYS ent Original e /6/2017	SSN Balan \$455 \$455.	Balance 181.41 ce Curro .00 00	Accounts 1 ent Balance \$455.00 \$455.00	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the	Number 1228339 Placem	Name TOMOKO,GUYS ent Original	SSN Balan	Balance 181.41 ce Curr	Accounts 1 ent Balance	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the Client Services Team; OPEN the fact sheet report. Click on the Email link which will open an email addressed to the	Number 1228339 Placem Date	Name TOMOKO,GUYS ent Original e /6/2017	SSN Baland \$455 \$455.	Balance 181.41 ce Curro .00 .00	Accounts 1 ent Balance \$455.00 \$455.00	Email Request	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the Client Services Team; OPEN the fact sheet report. Click on the Email link which will open an email addressed to the Client Services Team. (Please remember to	Number 1228339 Placem Date 1/	Name TOMOKO,GUYS ent Original e /6/2017	SSN Balan \$455 \$455.	Balance 181.41 ce Curro .00 00	Accounts 1 ent Balance \$455.00 \$455.00	Download	Email
4)	consumer and click "Download" to download the report or "Email" to send the report in an encrypted email. To Send an email to the Client Services Team; OPEN the fact sheet report. Click on the Email link which will open an email addressed to the Client Services Team. (Please remember to encrypt if containing	Number 1228339 Placem Date 1/	Name TOMOKO,GUYS ent Original e /6/2017	SSN Baland \$455 \$455.	Balance 181.41 ce Curro .00	Accounts 1 ent Balance \$455.00 \$455.00	Download	Email

History Analysis

The History Analysis will give a summary of collections by batch. Collection numbers will show in the month the account was placed.

1)	Select a file format of either	File Format:	PDF 🗸
		Creditor(s):	PDF
			Excel
2)	Click the checkbox next to 1	Creditor(s):	Choose
	or more creditors to include		
	in the report. The text box at	Start Date:	Q
	the top can be used to filter		
the creditor list if heeded.		End Date:	AATEST-AATEST
		End Dute.	EBTEST-EBO Testing Creditor
3)	3) Enter an end date. Only activity on or before this	End Date:	
			mmy ad/ yyyy
	date will be included in the		December, 2019 -
	Teport.		
			Sun Mon Tue Wed Thu Fri Sat
			8 9 10 11 12 13 14 15 16 17 18 19 20 21
			22 23 24 25 26 27 28
			29 30 31 1 2 3 4
4)	Click "Download Report" to	1 Downle	and Report -OF- Frail Report
	immediately download a	Dowing	Sau Keport
	"Email Report" to be cost an		
	encrypted email which will		
	include a copy of the report		
	include a copy of the report.		

Invoice

This will allow you to download 1 or more previously generated invoice(s).

1)	Solact a file format of either	51 5 · ·	
1)		File Format:	PDF 🗸
		Creditor(s):	PDF
			Excel
2)	Click the checkbox next to 1	Creditor(s):	Choose
	or more creditors to include		
	in the report. The text box at	Start Date:	Q
	the top can be used to filter		
	the creditor list if needed.	End Date:	AATEST-AATEST
		Lifu Date.	EBTEST-EBO Testing Creditor
3)	Enter a start date. Only	Start Date:	mm/dd/www
	invoices on or after this date		
	will be included in the	End Date:	December, 2019 -
	report.		Sun Mon Tue Wed Thu Fri Sat
			8 9 10 11 12 13 14
			15 16 17 18 19 20 21
			22 23 24 25 26 27 28
			29 30 31 1 2 3 4
4)	Enter an end date. Only		
4)	invoices on or before this	End Date:	mm/dd/yyyy
	date will be included in the		December, 2019 V
	report.		
			Sun Mon Tue Wed Thu Fri Sat
			1 2 3 4 5 6 7
			15 16 17 18 19 20 21
			22 23 24 25 26 27 28
			29 30 31 1 2 3 4
- `			
5)	Click "Download Report" to	+ Downl	oad Report -OF- 📉 Email Report
	conv of the report or click		E Eman Report
	"Fmail Report" to be sent an		
	encrypted email which will		
	include a copy of the report.		

Phase 1 Transfer Report – This Report is only for Creditors that utilize Phase 1

Will show accounts eligible for Phase 2 Roll

1)	Select a file format of either Excel or PDF	File Format: Creditor(s):	PDF Excel		
2)	Click the checkbox next to 1 or more creditors to include in the report. The text box at the top can be used to filter the creditor list if needed.	Creditor(s): Start Date: End Date:	Choose	С	λ
3)	Click "Download Report" to immediately download a copy of the report or click "Email Report" to be sent an encrypted email which will include a copy of the report.	L Downlo	oad Report -or- 🗹 Email Report		

Return Listing

The return listing will show all accounts returned.

1) Sele	ect a file format of either	File Format:	PDF 🗸						
Exc	iel or PDF	Creditor(s):	PDF Excel						
 Click the checkbox next to 1 or more creditors to include in the report. The text box at the top can be used to filter 		Creditor(s): Start Date:							
the	the creditor list if needed.	End Date:	AATEST-AATEST EBTEST-EBO Testing Creditor						
3) Ent	ter a start date. Only counts returned on or	Start Date: mm/dd/yyyy							
afte	er this date will be luded in the report.	End Date:	December, 2019 -						
			Sun Mon Tue Wed Thu Fri Sat						
			15 16 17 18 19 20 21						
			22 23 24 25 26 27 28						
			28 30 31 1 2 3 4						

4)	Enter an end date. Only accounts returned on or before this date will be included in the report.	End Date:	mm/dd/yyyy December, 2019 ▼						
			Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4	5	6	7
			8	9	10	11	12	13	14
			15	16	17	18	19	20	21
			22	23	24	25	26	27	28
			29	30	31	1	2	3	4
5)	Click "Download Report" to immediately download a copy of the report or click "Email Report" to be sent an encrypted email which will include a copy of the report.	🛓 Download Re	eport	-0	or-		Ema	il R	eport

New Business Entry

The new business entry page will allow you to manually type in account information to submit accounts to NRA.

Create New Batch

1)	Click "New Business" at the top of the page to go to the new business entry page	E New Business
2)	of the page	+ Add Batch
3)	The batch summary screen will open. Start by selecting the creditor that you want to place the accounts with.	Creditors Select Creditor 🗸
4)	Click the add account button to create a new account in the batch	+ Add Account
5)	Select Type of account depending on your business and then select the type of consumer either Individual or Commercial. This will update the fields below depending on your selections.	Account – Type® Default © Medical © Utility Type of Consumer® Individual © Commercial

6)	Enter all account information. Any field in red is required or has an error. There is an error summary section at the end which will describe any issues.	Acco Type® De Type of Co Consu First nam	unt - fault © Me onsumer® mer e Mi	edical © Utilit Individual © ddle Name	ty Commerci Last name	ial e	Suffix	SSN	N Da	X ate of Birth mm,	
7)	Click "Save" at the bottom of the dialog once all the information is correct.	Sa	ve								
8)	The account will appear on the hatch screen. Click the edit to make		Account #	Consumer N	lame Add	iress1	City, State, Zip	SSN	Amount Owed	Date of Service	
	changes or the delete to remove.	C' Î	T-1-1	Joe Smith		1	test PA 12345		250.00	12/02/2019	
	Repeat steps 4-7 until all accounts have been added		Total accou	nts I					\$230.00		
9)	Click Save on the batch screen to save the batch.	Sa	ve								
No	te: Save the batch often. Any changes										
ma	de without saving the batch will be										
105	Click on the Unlead button to										
10	upload your batch once it has been										
	completed.										

Search for a Batch

1) Enter any search	Search 💙									
Search button to find	Batch ID:									
existing batches	Created Start Date			mm/dd/yyyy						
	Created End Date		mm/dd/yyyy							
						Q Search				
2) The batches will		Batch ID	Accounts		Total Balance	Status	Creation Date	Created By	Place	nent Date
appear at the bottom of the page. A "Next" link will appear if there are more batches meeting the search criteria	C. E.	19194	1		\$500.00	New	12/27/2019	CreditorTes	it	

Edit / View Exist Batch

After searching for a batch you can edit or view a batch



File Download

The file download will allow you to download any files that NRA has made available to you.

1)	Click "Download" at the top of the page to go to the download page	Dow	nload		
2)	Enter any search criteria and then click the "Search" button, but if you are not sure of the file name you can leave it blank and just click "Search" to see all reports available to you.	File Type: Creditor: File Name:	All select a creditor	~]]
3)	Find the file you are looking for and click	Creditor	Name	Date Created	Download
	the download link	AATEST	Returned Account Master List 20190930.XLS	10/02/2019	* 🗢

File Upload

The file upload page is used to transfer files over to NRA.

 Click "Upload" at the top of the page to go to the upload page. 	♣ Upload	
2) Select a creditor	Creditors	Select Creditor 🗸 🗸
	Templates	AATEST-AATEST EBTEST-EBO Testing Creditor
 3) Select the type of document to upload. The options are: a) New Business Generic Template: Basic new business template b) New Business Joint Owner Template: New business template if you have joint owners on accounts c) New Business Medical Template: New business template for medical accounts d) New Business Utility Template: New business template for utility accounts e) New Business Other Format: Used for any non-new business template files. Note: templates uploaded under this option will not be processed f) Payments and Adjustments: Use this option to upload your payments and adjustments. 4) Drag files into the file box shown or click "Choose" to select the files to upload. 	Templates	Select a template Select of template New Business Generic Template New Business Medical Template New Business Utility Template New Business Other Format Payments and Adjustments
5) Click "Upload" to upload the file. The file should turn green in the list. If there are any issues a message will appear in red.	▲ Upload	

Contact Information

Please feel free to contact the Client Services Team with questions at:

- o E-mail <u>clientservicesteam@nragroup.com</u>
- o Call 1-800-360-9953 OPTION 5