# Making a Payment Through the Client Portal

While making a payment through the Client Portal is viewable by your patients, there may be instances where you will need to troubleshoot the process for them. In the section below, you will learn about the patient experience and the steps required for them to make a payment on an existing balance.

1. Log into the application at https://app.therabill.com/login/ and enter your **username** and **password**.

2. Click on the **Filing** tab. In the **Invoices** section, review the statement balance. Record the balance due for reference later.
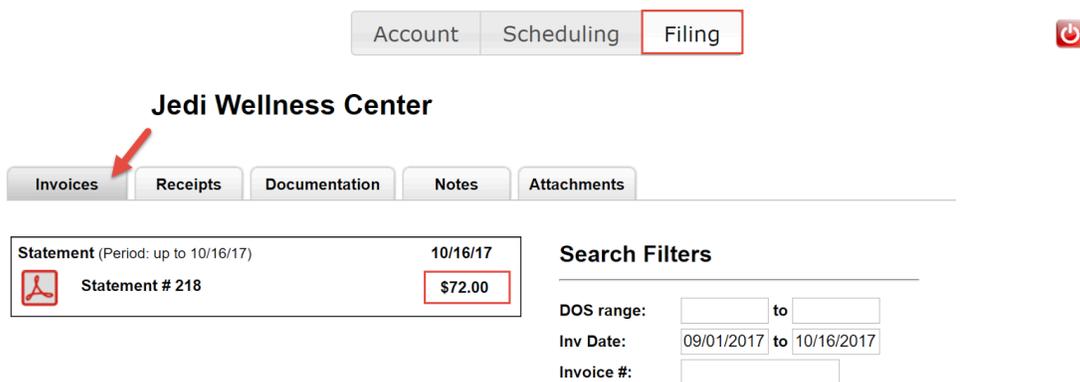
3. Click on the **Account** tab and select **Make Payment**.
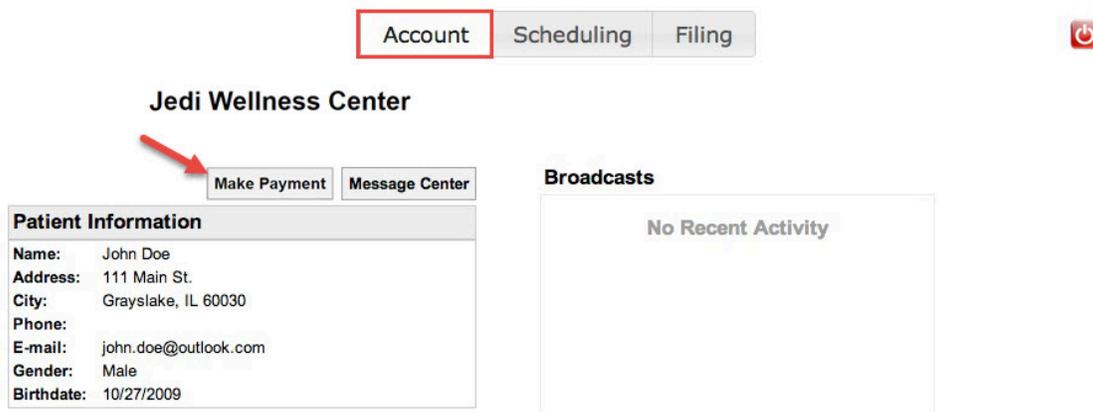
4. In the pop-up window, enter the **Card Holder Information** and **Payment amount**. Input Credit Card information, then click **Process Transaction** to complete the payment.

5. The clinic will receive an email that states "(Client Name) has posted a credit card payment (Auth #: 051016) using the Therabill patient portal. This payment has been entered as an unassigned payment to the client."