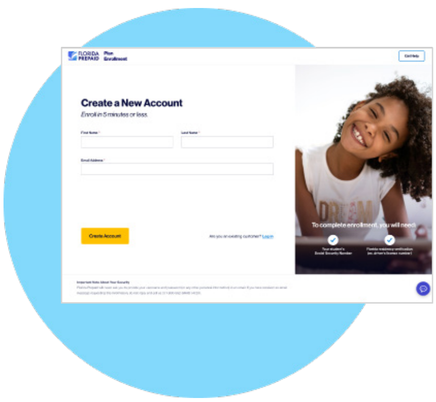
Account Retrieval Instructions

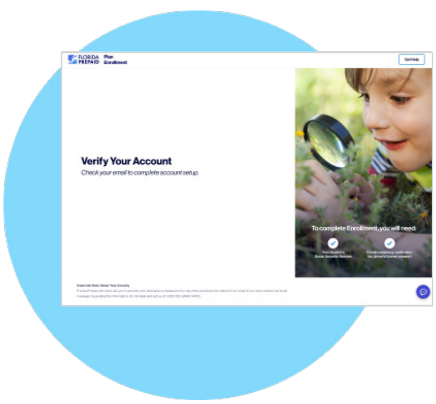
Due to website changes, to gain access to your existing Florida Prepaid account(s) - or if designated as a Survivor, Student (Beneficiary), Joint Approver, or Authorized Agent - you will need to follow a few easy steps in the all-new **Customer Account Management Portal (CAMP).**

For the best experience, remain on one device (desktop or mobile) to complete your account registration and retrieval.



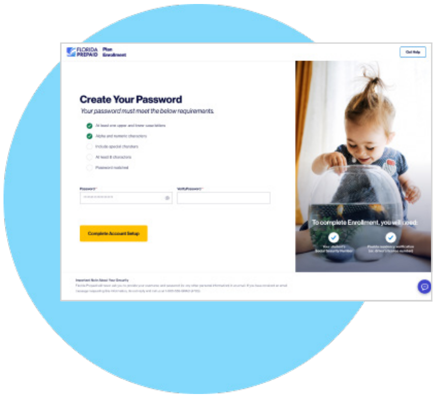
1. Create A New Account — Provide Your First Name And Last Name (Associated With Your Current Account) And Email Address

If you choose a different email address for your CAMP account than the one that is currently associated with your account, we will send a one-time password to the existing email account. If you no longer have access to that email account, you must contact our Customer Service team by phone or online chat to update your email address.



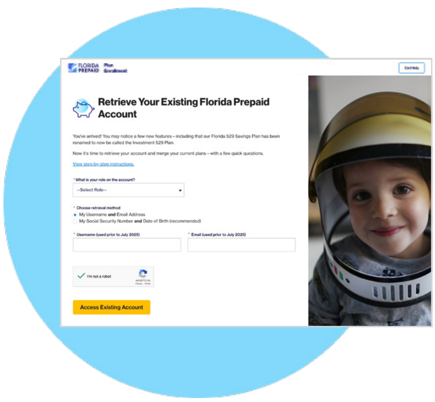
2. Verify Your Account

You will receive an email to verify your account.



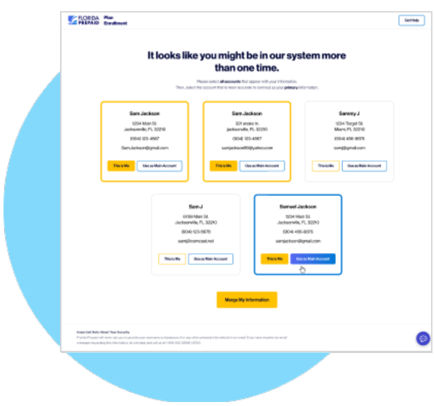
3. Create An All-New Password

Create a new password to complete account setup.



4. Retrieve Your Prior Account Information

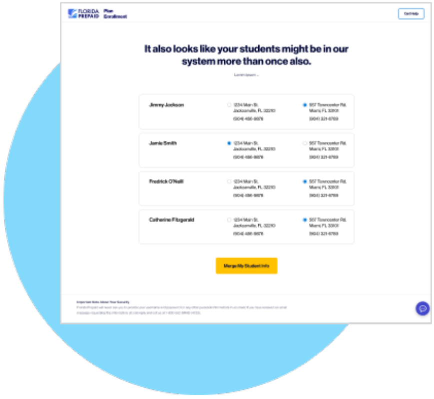
Identify your role on the account and choose your retrieval method.



5. Merge Your Accounts

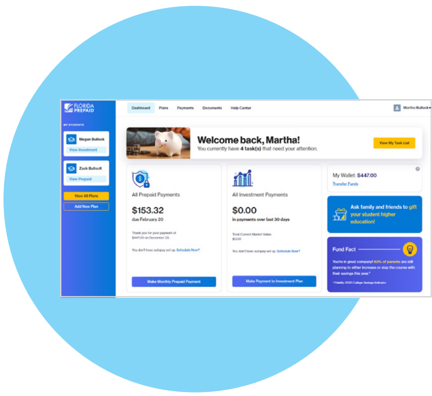
If you are in our system more than once, you may be asked to verify your account information. Click "This is Me" on all accounts that belong to you. Then, select the one you would like to use as your primary account by clicking "Use as Main Account." If the account data is the same, please select one.

6. Merge Your Student Contact Information



If your student(s) are in our system more than one time, you may be asked to select the correct contact information. If the account data is the same, please select one.

Congratulations! You Are Now Ready To View Your New Online Account Dashboard



Please verify that all your students and plans are showing correctly in your account.

If you purchased Prepaid Plans prior to 2011, your plans now show in a consolidated view, bundling tuition and fees into one plan. For example, if you purchased a 4-Year University Plan and purchased a 4-Year University Local Fee Plan, those two plans will now be combined to appear under the 4-Year University Plan.

If you do not see all of your students or plans once you finish your account retrieval, you may need to complete a secondary linking process by visiting the My Profile page and select "Link Accounts".

- It may take up to one hour for the plan information to populate.
- If you do not see all of your students and plans in your online account after this secondary linking process, please contact our Customer Service team by telephone or online chat.