Student Accounts

Frequently Asked Questions for Parents

- **When can I expect to see a bill?**

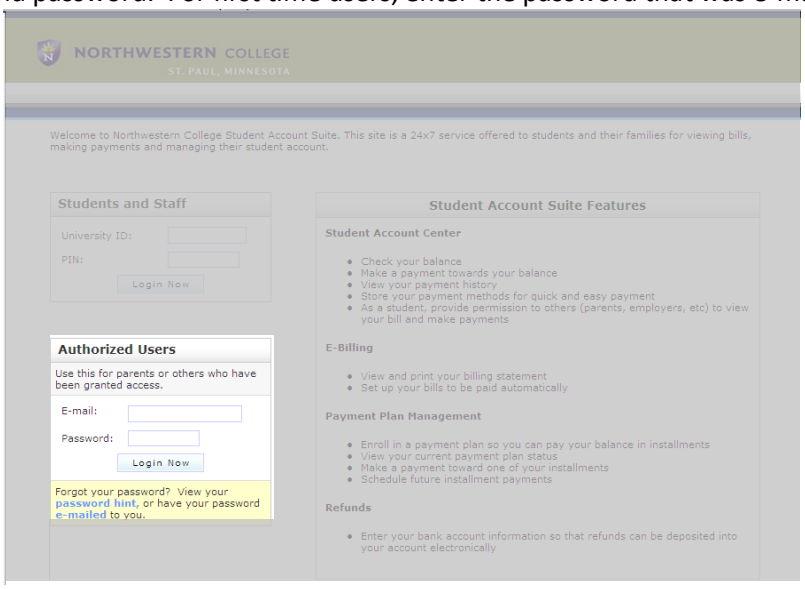
  Initial semester bills are produced the first week of August for Fall Semester, and the first week of January for Spring Semester.

- **I haven't seen a bill yet—will it be mailed to my home?**

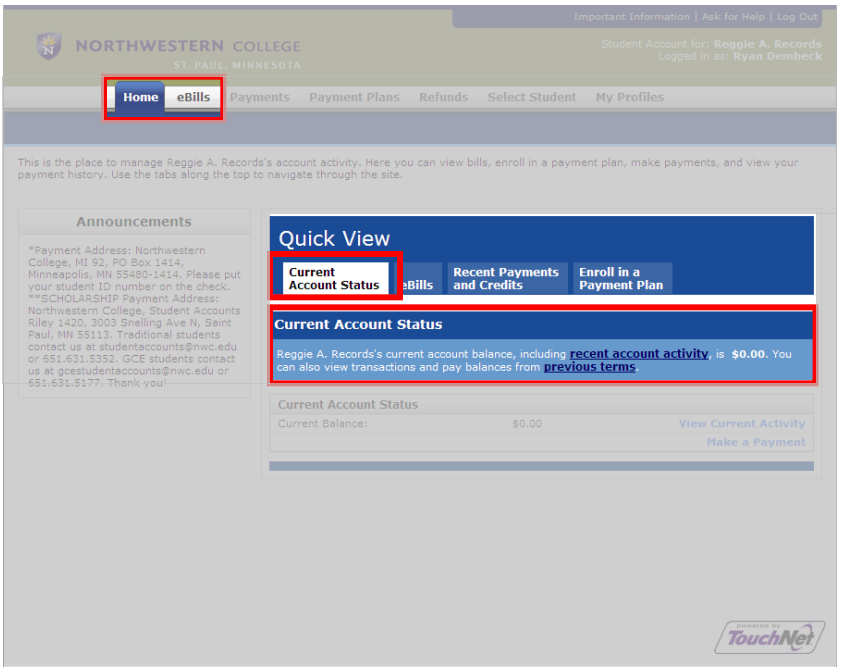
  All billing is electronic. An e-mail notification will be sent to your student and the e-mail address listed for the authorized user; you must log in to the ePay website in order to view the actual bill, no paper statements will be mailed.

- **How do I view the bill?**

  The student must first list you as an authorized user. If they have done that, go to the ePay website: https://epay.nwc.edu/C22859_tsa/web/login.jsp. In the Authorized Users login section enter your e-mail address and password. For first time users, enter the password that was e-mailed to you.



On the next page, click on the eBills tab at the top of the page to view the most recent billing statement. This is just a snapshot of a copy of the account as of the billing date. To view the current balance, click on the "Home" tab at the top of the page and then look down about 1/3 of the page to click on "Recent Account Activity" found under Current Account Status.

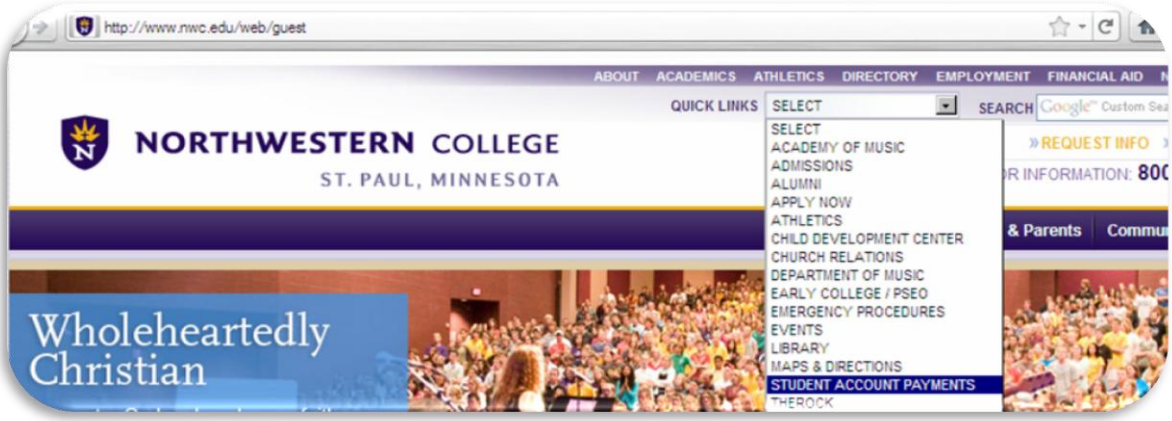


Use your mobile device to log onto your student's account: scan this QR code!

Revised 4/6/11

- **Is there an easier way to get to the log-in page for authorized users?**

  Yes, you can access the Student Account Payments page by going to www.nwc.edu and from the *Quick Links* menu at the top select *Student Account Payments.*



- **How do I become an authorized user?**

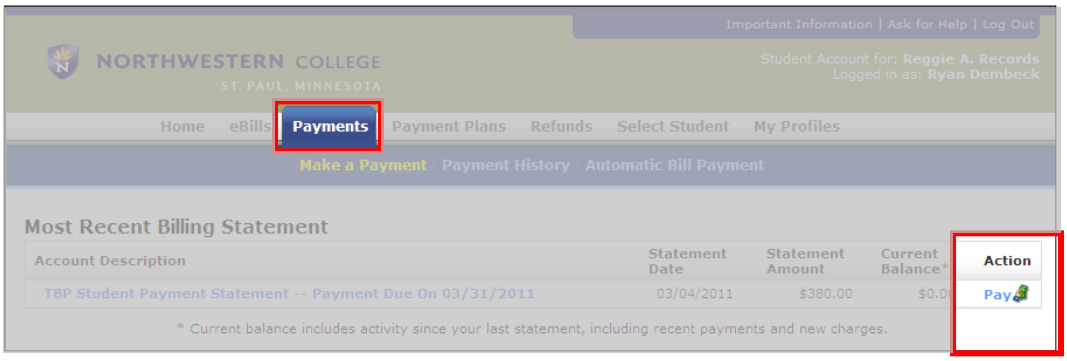
  Your student must extend an invitation to you with your current email address. If you are not authorized as a user, or are unsure, direct your student to talk with Student Accounts by phone at 651-631-5352 or by e-mail *studentaccounts@nwc.edu* and we will be able to assist your student.

- **When is the bill due?**

  You must sign up for a payment plan or payment is due in full by September 30 for Fall Semester or by, January 31 for Spring Semester.

- **I wish to pay in full, so how do I make a payment?**

  1) **Online:** Log onto the ePay webpage for your student https://epay.nwc.edu/C22859_tsa/web/login.jsp. Click on the Payments tab. Then click on the link "Pay" in the *Action* column.
     a. With a *checking or savings* account. Authorize a one-time payment or an automatic scheduled withdrawal.
     b. With a *credit card.* The accepted cards are: MasterCard, American Express, and Discover [Visa is not accepted]. *Note: there is a processing fee of $3 or 2.75% of the amount of your transaction, whichever is greater.*



  2) **By Mail**: Northwestern College, MI 92, PO Box 1414, Minneapolis, MN 55480-1414. Be sure to write the student ID number and name on the memo section of your check.
  3) **In Person**: Pay by cash, check, or money order in Riley Hall 1420. Regular Office hours are Monday through Friday from 8:00 a.m. through 4:30 p.m. During the summer (from mid-May through mid-August), the office closes at noon on Fridays.
  4) **By Phone:** Call our cashier office at 651-631-5226 or 800-692-4020, ext 5226 to authorize a one-time electronic payment using your checking or savings account (9 digit bank routing number and account number are needed).

- **How do I sign up for a payment plan?**

  Log onto the ePay website. Click the Payment Plan tab and select the payment plan. The enrollment fee is $30 per semester. You can choose to have scheduled payments made from a checking/savings account or you may choose to submit a payment each month by the due date. Payments are always due the last day of each month.

  Deadline to sign up for the 5-month payment plan:
  August 30 for Fall Semester
  January 30 for Spring Semester

  Any additional charges/credits on a student account will affect the amount of the monthly payment. The payment plans are recalculated on a daily basis. If your payment plan amount changes, an e-mail notification will be sent to you.

- **Can I choose an alternative payment due date for the payment plan?**

  No, payment due dates are fixed due at the last day of the month.

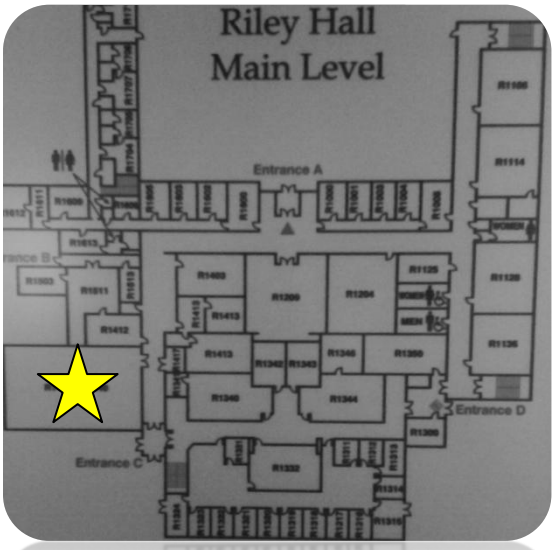
- **Why are the grants and scholarships not showing up on the account?**

  Grants and scholarships will be posted by the first day of classes. Please check the account online under "Recent Account Activity" found under Current Account Status for updates to verify that all the aid posted correctly. *If you have any questions, call Financial Aid at 651-631-5212.*

- **My parent or student loan is not on the account. When will it arrive?**

  If you are expecting a parent or student loan, refer to the disclosure statement from Direct Loans that will list the date and amount of the loan disbursement. *If you have any questions, call Financial Aid at 651-631-5212.*

- **I am expecting a refund from the account. When will I receive my check?**

  You do not need to come to our office. If you are eligible for a loan refund, the refunds will be sent to your home address and will be postmarked no later than two weeks of the funds arriving or classes starting, whichever is later.

- **If you have any other questions regarding your student's account, please stop by our office or contact us.**
  - Contact us by phone at 651-631-5352, or by e-mail at studentaccounts@nwc.edu.
  - If you are on campus, we are located in Riley Hall Room 1420. We are across the hall from the President's office, and look for the "Accounting Services" sign.