UNIVERSITY OF NORTHWESTERN
ST. PAUL

Student Account FAQ's for Parents

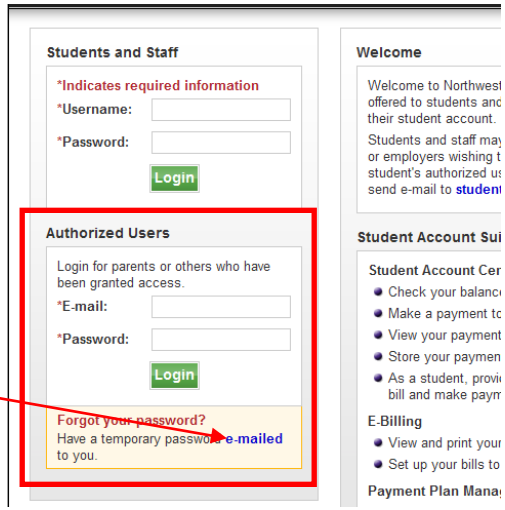
- **When can I expect to see a bill?**
  Initial semester bills are produced the first week of August for fall semester and the first week of January for spring semester.

- **I haven't seen a bill yet. Will it be mailed to my home?**
  All billing is electronic. In order to receive an email notification and have access to view your student's finances, you must be an authorized user. (For more information on becoming authorized, see below.) New eBills are generated the first week of every month and email notifications go out at that time.

- **How do I become an authorized user?**
  Your student must extend an invitation for you to view their school finances. Directions for students can be found through theRock→Finances→FAQ's, or they can call Student Accounts at 651-631-5352. Your authorized user access will be complete once you login for the first time and are prompted to input your name so we will see it. If there are two parents who need access, we encourage students to list them individually with unique email addresses. If only one parent is authorized, we can only speak to that parent.
  *NOTE: As soon as a student attends a school beyond the high school level, they are protected under the federal law, FERPA (Family Educational Rights and Privacy Act). No one will be granted access to or receive information regarding a student's financial records unless listed as an authorized user by the student.

- **How do I Log in to my student's financial account with my authorized user access?**

  Once your student adds you as an authorized user, you will receive two emails. The first, titled 'University of Northwestern – St. Paul Student Account Access', contains a link to login: https://epay.nwc.edu/C22859_tsa/web/login.jsp. The second, titled 'Your access information', contains a temporary password to be used for your first login. If you need a new temporary password, from this page click "emailed" at the bottom of the box.



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- **Is there another way to get to the log-in Page for Authorized Users?**

  Yes, you can access the Student Account Payments page by going to www.unwsp.edu →Parents→Helpful Links→online (Under the Student Account heading)

  ****Save the page as a favorite for even easier access!**

1.

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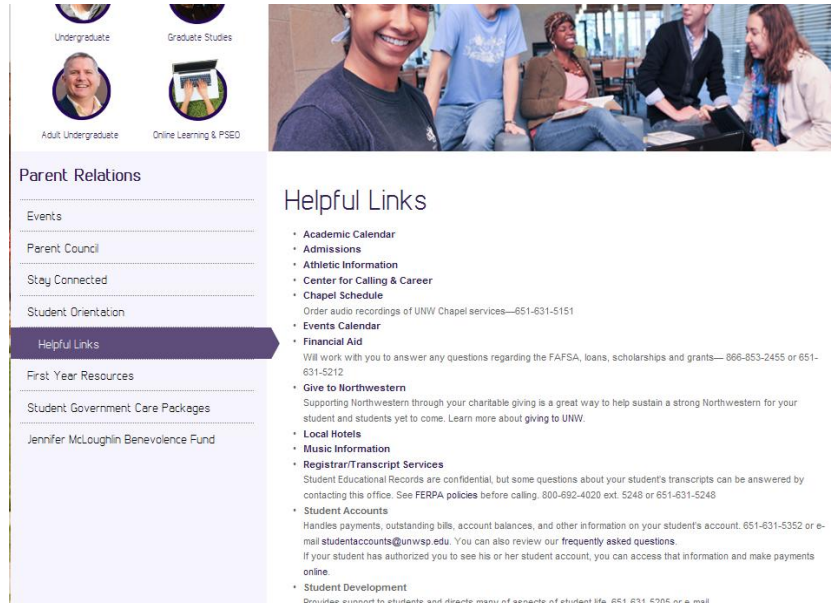
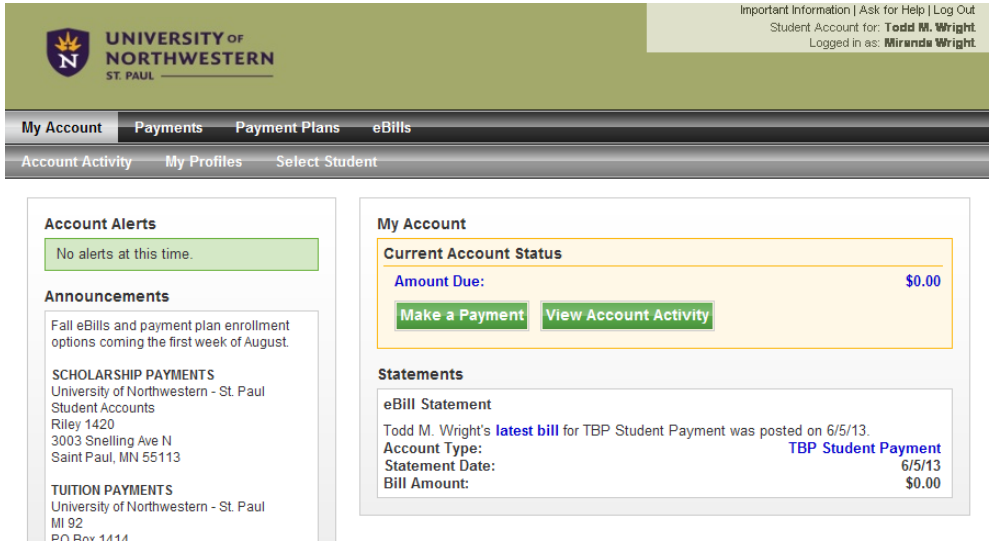
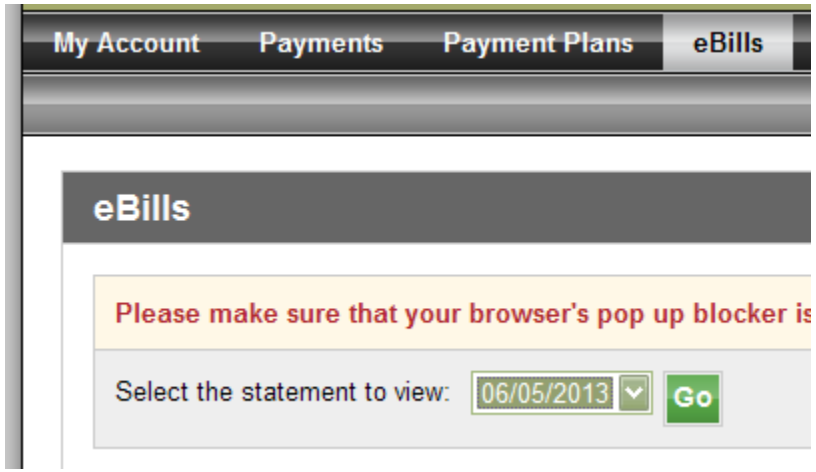


- **How do I view the bill?**

  Log in to your authorized user account as directed in the previous questions. Once logged in, under the My Account Tab, click "latest bill" or go to the eBills tab in the black bar. Use the scrollbar to select the monthly statement you would like to view then click "Go".





❖ **When is the bill due?**

Fall bills are due September 30th and spring bills are due January 31st. If you would like to register for a payment plan, registration must be complete by the payment deadline.

NOTE: Additional charges may be added during the course of the semester i.e. campus store purchases, added dining funds, health services charges etc. EBills are sent monthly to students and authorized users noting new monthly charges. Payment deadlines are always due at the end of the month. Interest is assessed at 1% (12.7% annually) of the past due balance and applied to past due accounts the first business day of each month.

❖ **How do I sign my student up for a payment plan?**

Once logged into your Authorized User Account, click "Payment Plans". Follow the promptings to complete enrollment. The enrollment fee is $30 per semester. Payments are always due the last day of each month. Please read the conditions carefully.

Deadline to sign up for the 5-month payment plan:

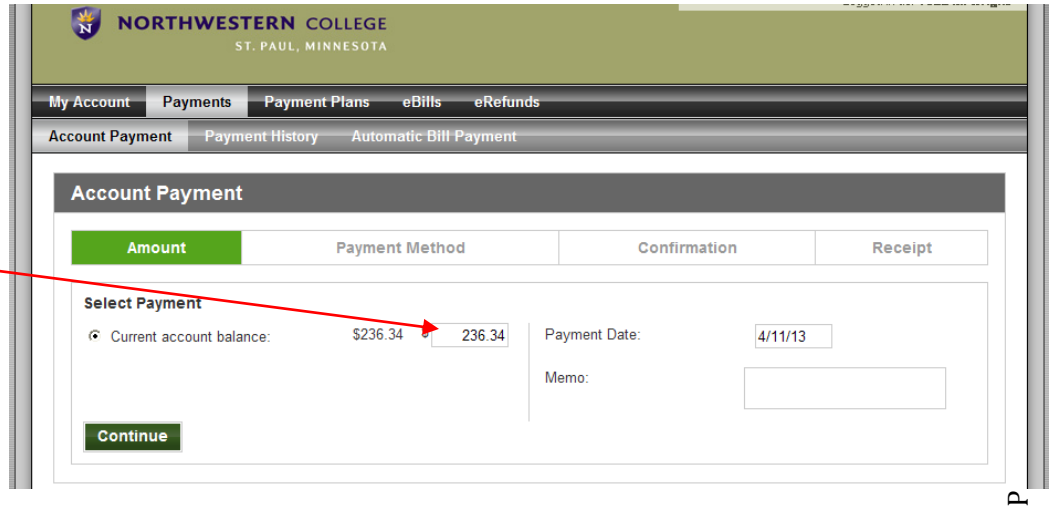
August 30 for the fall

January 30 for the spring

*NOTE: Any additional charges/credits on a student account will affect the amount of the monthly payment. Payment plans are recalculated on a daily basis. Please check your monthly payment amount before making the payment each month.

❖ **I would like to make a payment, how do I do that?**

1) **Online**: Log into your authorized user account. The Current Account Status balance in the yellow box is the real time balance of the account. Below it you will see the balance for the last monthly eBill. Click "Make a Payment". You can choose to pay the Current Account Balance or choose the amount you would like to pay by entering it in the box to the right of the balance amount. Follow the promptings until you receive a receipt confirmation.
    i. If you have more than one student that you are authorized with using the same email, you can also simply click the Pay All button immediately after logging in and follow the promptings.



ii. If you wish to pay the balance on the eBill only, simply click "eBills" in the black bar, then "Pay" next to the corresponding bill.

b. With a *Checking or Savings* Account: Authorize a one-time payment or an automatic scheduled withdrawal by changing today's date to the date you would like the payment to be made.
   i. You may also use "Automatic Bill Payment" by clicking this tab in the grey bar.

c. 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.*

d. Selecting "Continue" will guide you through the Payment Method, Confirmation and Reciept Sections. Select your choices in each area and follow the promptings.

2) **By Mail**: Send checks to University of Northwestern – St Paul, MI 92, PO Box 1414, Minneapolis, MN 55480-1414. Write the student ID # and name in the memo.

3) **In Person**: Pay by cash, check or money order in Riley Hall 1420 M-F 8:00 a.m. to 4:30 p.m. Open on Fridays 8 am-noon in summer.

4) **By Phone**: Call 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 # and account# are needed).

- **Why are my grants and scholarships not showing up on my student's account?**

  Financial Aid items will be posted to the student account by the first day of classes. If any items have not posted that were expected please have your student contact Financial Aid as it is likely they are missing a necessary form or item to merit receipt of the missing financial aid item. *If you have any question regarding your aid, call Financial Aid at 651-631-5212.*

- **My student loan is not on my student's account. When will it arrive?**

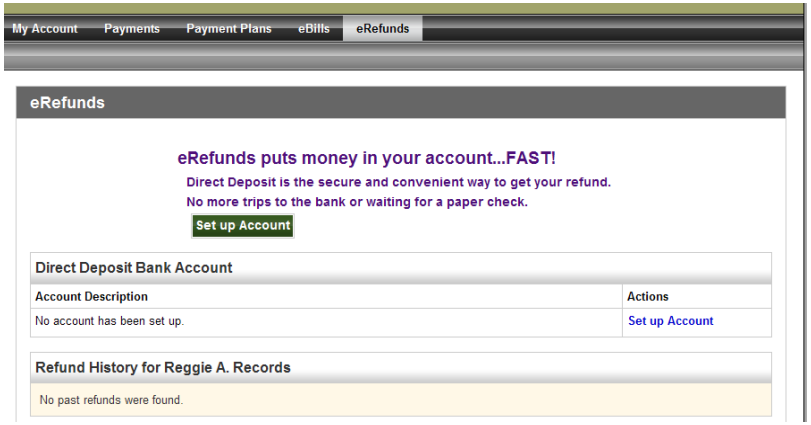
  If your student has applied for and received confirmation of a loan before classes begin, the payment will post to your student account during the first week of classes. If your student is expecting a student loan, whether a Stafford Loan from their Financial Aid Award Package or a private loan from an outside lender, refer to the disclosure statement from Direct Loans that will list the date and amount of the loan disbursement. This document is sent to the student's Permanent Address. Direct questions to Financial Aid at 651-631-5212.
  *NOTE: Private loans take 4-6 weeks to process. Be sure your student completes the application far in advance as a loan in process will not be considered as payment until funds have posted to the student account.

- **I am expecting a refund from my student's account. When can I get my check?**

  Once a credit balance is generated, your student will receive an email notification of this within several business days. The notification will give your student directions on how to set up direct deposit so the funds will be transferred electronically to whatever account he/she assigns. If you do not have direct deposit set up a paper check will be sent to the student's Mail Center (MC) box on campus. The refund will be sent within a two week period from either the date the last financial aid item posted or classes starting, whichever is later.
  If someone took out a PLUS loan for your student, any credit balance will be refunded to that individual via paper check.
  *NOTE: ***We strongly suggest students to set up direct deposit for refunds; it is more cost effective and secure.***

- **How can my student set up direct deposit for their refund?**

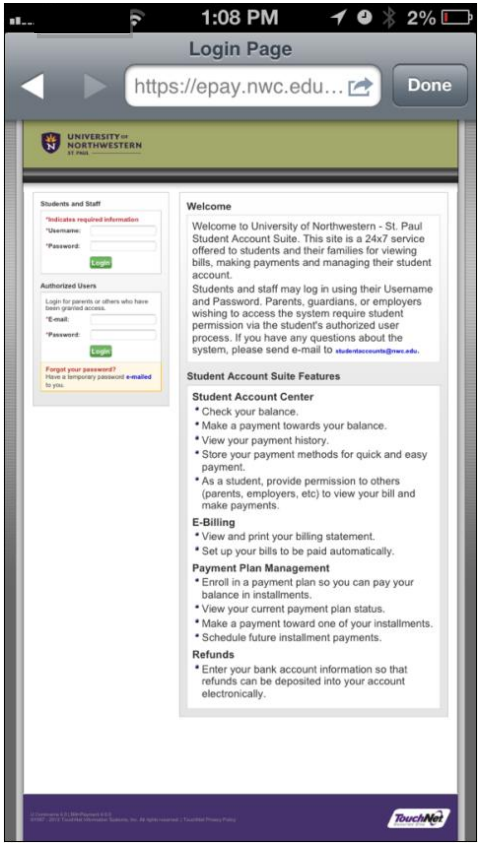
  This will need to be completed by your student.
  Have them log onto theROCK→ Finances→View Account/Make Payment.
  Once inside the ePay portal, click on eRefunds→Set up Account. Here you can choose to use an already existing account that you have already saved for payments or "Set up a new account" and follow the promptings. (Routing and account numbers required.)



- **How can my student add dining funds if they run out?**

  Students can add more funds at any time during the school year. They can complete this through theROCK→Campus Services→Add Dining Funds (under the Bon Appétit Channel).

  All full time traditional students are required to have a meal plan and will be automatically be billed for one. It is not necessary to Add Dining Funds until you have used all your assigned dining funds during a semester. *If you are not a full time student and would like a meal plan or have any questions about dining plan at Northwestern you must contact Jane in Event Services at 651-631-5107.*



- **My student has health insurance and does not need the UNWSP insurance. How do I cancel my UNWSP insurance plan?**

  Log onto the ROCK, go to the Academics tab and in the Electronic Signatures channel. For New students click *New Incoming →Insurance Enrollment 2013-14,* or for Continuing/Returning students select *Continuing, Returning or Re-enrolling →Select the link appropriate to your situation under Student Account →Insurance Enrollment.* Complete the insurance form again with your new information. The deadline for this change is September 1.

- **Am I able to access my student's account with my mobile device?**

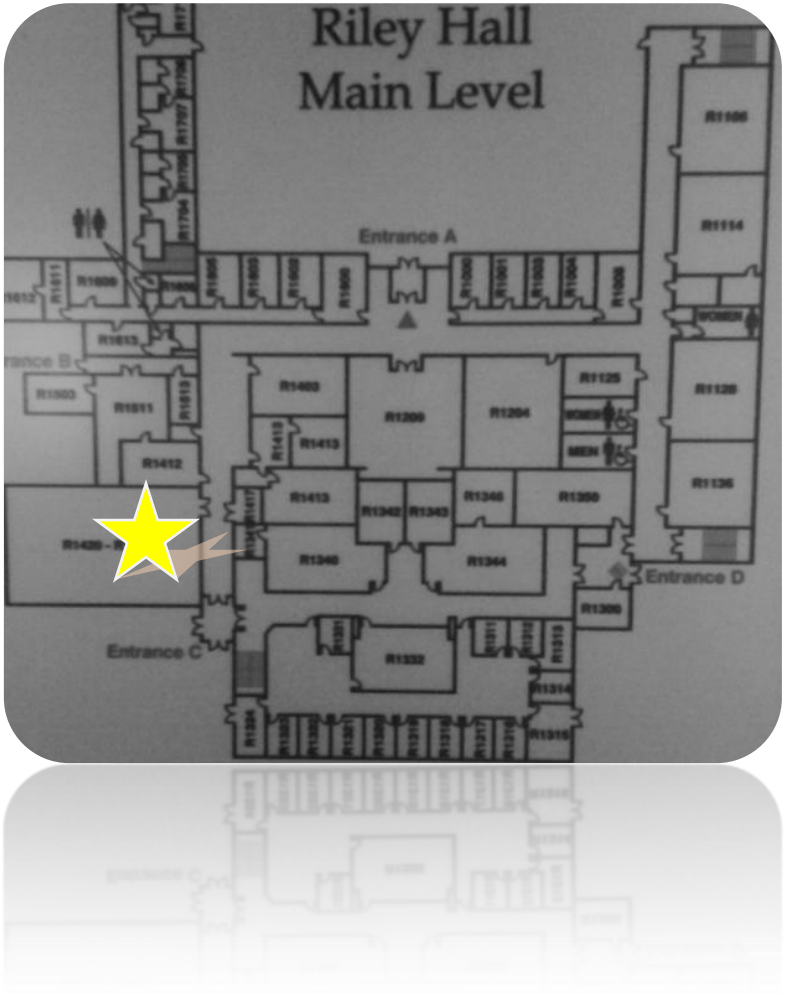
  Yes! In order to get updates sent via text: Go into you Authorized User account. Login by scanning the code to the right.

  Go to My Profiles and for the Alternate e-mail address insert your phone's MMS email address. See below for major carriers.

  *Verizon: my10digit#@vswpix.com
  *AT&T: my10digit#@mms.att.net
  *Sprint: personalizedname@pm.sprint.com
  *T-Mobile: my10digit#@tmomail.net.

  (Another way to know your phone's MMS email address is to send a picture message to your email from your phone or contact your carrier for more information.)

You can also scan this QR code to access the ePay website portal:

- **I have a different question on my student's account.**
  Please stop by our office or contact us at 651-631-5352 or studentaccounts@unwsp.edu.
  For questions relating to GCE students contact us at 651-631-5177 or gcestudentaccounts@unwsp.edu.
  Keep in mind we will only be able to release your student's information to you if you are authorized.

  We are located in Riley Hall, Room 1420 and our doors are noted with an "Accounting Services" sign.