

****Click "View" and Show Outline before reading****

New Billing and Payment Center by Touchnet Introduction Tutorial

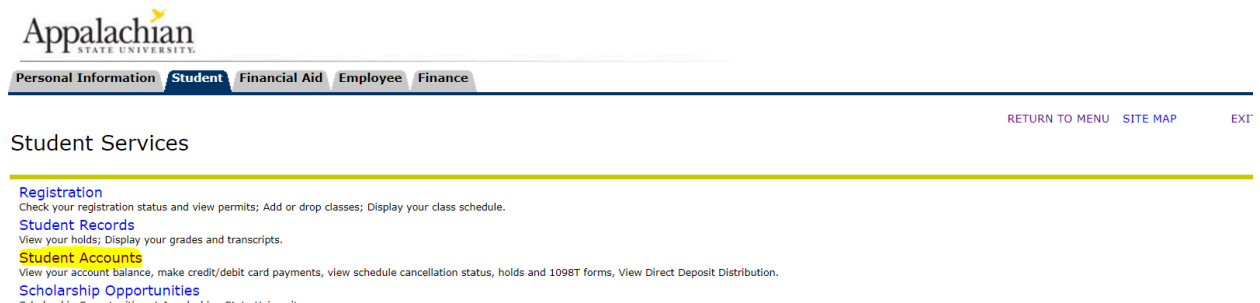
Dear Student/Parent

We are happy to announce a new partnership between Appalachian State University and Touchnet Information Systems, Inc. Touchnet is a leading software provider in student billing, payments, and payment plans for higher education institutions. Starting **February 25th**, we will be gradually transitioning our billing and payment portal to the new Billing and Payment Center by Touchnet. Based on student and parent feedback in the past, we determined that our prior portal created many questions regarding how to make payments and view charges. We think that you will find the new Billing and Payment Center by Touchnet more user friendly.

SECTION A: Getting Started


1. Student Log In

a. Students will log in to the new Billing and Payments Center by Touchnet in a similar manner as you have in the past. You log in to the Appalnet Student Portal via appalnet.appstate.edu. You will select the Student Tab as seen below.



b. To view account activity, invoices, pay invoices, set up payment plans, or set up direct deposit select the first option "Billing and Payment Center by Touchnet" as seen below. Invoices prior to our new Billing and Payment Center can be found at the bottom of the Student Accounts Menu "e-Bills prior to February 25, 2019".

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[Personal Information](#) [Student](#) [Financial Aid](#) [Employee](#) [Finance](#)

[MENU](#) [SITE MAP](#) [EXIT](#)

Student Accounts

Billing and Payment Center by Touchnet
View account balance statements, make electronic payments, enroll in Payment Plans, enter Direct Deposit information
[View Schedule Cancellation Status](#)
[View Holds](#)
View account and record holds affecting your student account
[Tax or 1098T forms](#)
View and print your 1098T tax forms for selected years
[1098-T Opt out of Mailer](#)
Consent to receive 1098-T electronically
[NC Fixed Tuition Guarantee](#)
View your NC Fixed Tuition Guarantee Eligibility
e-Bills prior to February 25, 2019
View, print or save previous ASU statements.

RELEASE: 8.8.2

c. Once you select "Billing and Payment Center by Touchnet" you will be redirected to the Billing and Payment Center by Touchnet. You may have to re-enter your login credentials after selecting "Billing and Payment Center by Touchnet". You should then be presented with your Billing and Payment Center Portal Home Page. We will go into more detail regarding each of the items on this page through the tutorial.

2. Adding Authorized User Access to The New Billing and Payment Center

a. In the prior payment portal that we have now disabled, when a parent gained access to the ASU Parent Portal, they gained access to everything that the student allowed access to in one place. Due to the problematic and confusing nature of our prior portal, we pursued a more industry standard portal, but by doing so lost the ability to have one single login for authorized users. Parents and authorized users must be authorized separately inside The new Billing and Payment Center by Touchnet. To provide this authorization, students must log in to the new Billing and Payment Center by Touchnet and select the "Authorized Users" section under My Profile Setup as seen below.

****Click "View" and Show Outline before reading****

The screenshot shows the Appalachian State University Billing and Payment Center dashboard. The header includes the university logo and navigation links: My Account, Make Payment, Payment Plans, Refunds, and Help. The user is logged in as 'es'.

Announcement

Welcome to the Appalachian State University Billing and Payment Center.

eStatements: Spring 2019 Mid Term eStatements are created on **March 7, 2019**. This bill is due on **March 27, 2019**.

Holds: Holds for non-payment of balances will be placed on **March 28, 2019**.

Paying by Credit/Debit Card: Mastercard, Visa, American Express, and Discover cards are accepted for payments. A non-refundable 2.75% convenience fee (\$3.00 minimum) will be charged. There is no charge for electronic check payments.

Special Payments: Study Abroad Charges are listed as separate payment items and will show up at the bottom of the payments screen. If paying a Study Abroad Charge, please be sure to pay in the Study Abroad line item. If you do not pay this charge correctly, refunds may be issued in error.

Refunds: All refunds will be processed via direct deposit or check. Please be sure to set up direct deposit for refunds. No credit card refunds will be processed.

Payment Plans: Sign up for a Payment Plan! Just

Student Account ID: xxxxx8182

Balance \$91.98

[View Activity](#) [Make Payment](#)

My Profile Setup

- [Authorized Users](#)
- [Personal Profile](#)
- [Payment Profile](#)
- [Security Settings](#)
- [Consents and Agreements](#)
- [Electronic Refunds](#)

Term Balances

Spring 2019	\$91.98
-------------	---------

b. Select "Add Authorized User"

The screenshot shows the 'Authorized Users' page. The 'Add Authorized User' button is highlighted in yellow. Below the button, a message states: 'No authorized user has access to your account information.'

c. Read the consent. Enter the email address of the authorized user (Note: This will become the authorized user's login name. Answer the two remaining questions and click continue as seen below.

The screenshot shows the 'Authorized Users' page with the 'Add Authorized User' button highlighted. Below the button, a consent form is displayed:

You can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

Email address of the authorized user

Would you like to allow this person to view your billing statement and account activity?

Would you like to allow this person to view your payment history and account activity?

☒ Yes ☐ No

☒ Yes ☐ No

[Cancel](#) [Continue](#)

d. The authorized user will receive 2 emails from cashiers@appstate.edu. One is a welcome email and the second contains a temporary password that looks like the email below.

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From: cashiers@appstate.edu

Date: February 25, 2019 at 4:08:16 PM EST

To: [REDACTED]

Subject: Your access information



Hello and welcome!

The student listed below has granted you online access to his or her billing information.

You can now make, schedule, and automate payments on behalf of this student.

Please log in using the password shown below. For security, the other login information for this account is sent in a separate message.

Access Information

Student Name: [REDACTED]

Temporary Password: [REDACTED]

Office of Student Accounts
Appalachian State University
John Thomas Hall, Room #215

287 Rivers Street

ASU BOX 32005

Boone NC 28608

Phone: 828-262-2113

Fax: 828-262-2936

<mailto:studentaccounts@appstate.edu>

<https://studentaccounts.appstate.edu>



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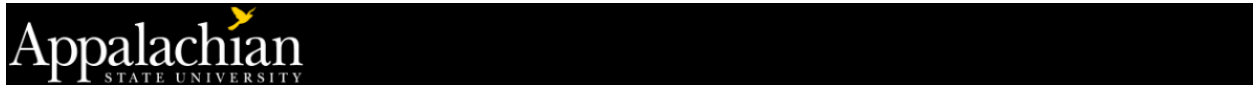
↩ Reply

➡ Forward

****Click "View" and Show Outline before reading****

3. Authorized User Login

The authorized user can then log in via the [Billing and Payment Center Login for Authorized Users](#) as seen below. The authorized user would then login with their email address and temporary password from the access information email. After entering, the authorized user will be prompted to change the password. (Note: authorized users with multiple students can use the same email address for all authorizations. The authorized user will be prompted to select which student to view and/or pay.



Login for Authorized Users

Login below for authorized users only who have been granted access by the student. This password is a unique Bill and Payment Center Password and is not your Parent PIN number used for Appalnet Parent Portal.

[Forgot Password](#)[Login](#)

If your account is locked, please wait 10 minutes and attempt again.

Welcome to the Appalachian State University Billing and Payment Center.

The Billing and Payment Center may be used to view bills, make credit card or electronic check payments, set up authorized users, and supply bank information for direct deposit of refunds.

Authorized Users: Parents or other third parties must be set up as authorized users to view the student's statement, make electronic payment, or set up payment plans. Authorized users will receive an email with a temporary password after they have been set up by the student.

Students: Students should log in to the Student Appalnet and select the "Student" tab, "Student Accounts", and then the "Billing and Payment Center" link to access their account.

Paying by Credit/Debit Card: Mastercard, Visa, American Express, and Discover cards are accepted for payments. A non-refundable 2.75% convenience fee (\$3.00 minimum) will be charged. Convenience Fees will not be refunded as this is a third party charge. [No Exceptions](#). There is no charge for electronic check payments.

Refunds: ALL refunds will be processed via direct deposit or check to the student except in certain circumstances with Parent Plus refunds. No credit card refunds will be processed. Please refer to the [Parent Plus Refund Policy](#) on the Student Accounts website for more information.

Questions related to viewing or paying a bill should be directed to studentaccounts@appstate.edu (Please include Student Banner ID number and Parent PIN number with all emails)

Questions related to Financial Aid awards should be sent to financialaid@appstate.edu

4. Setting up Text Messaging and Security Settings.

****Click “View” and Show Outline before reading****

The Billing and Payment Center enables Appalachian State to utilize text messaging for several functions. One of those functions is for something called Two-Step Verification. Two step verification essentially allows a second form of authentication other than your username and password when you sign in. Many business, specifically financial organizations use this type of verification. When specific functions are requested inside the Billing and Payment Center such as changing direct deposit accounts, changing saved payment methods, and other functions Two-Step Authentication is required. Follow the instructions below to complete Two-Step Verification Enrollment.

a. Sign in to the Billing and Payment Center.

b. Click on the “Security Settings” under My Profile Setup located on the right side of the portal as seen below.

Appalachian STATE UNIVERSITY

Logged in as: | Logout

My Account Make Payment Payment Plans Refunds Help

Announcement

Welcome to the Appalachian State University Billing and Payment Center.

Important Dates:

- **eStatements:** Spring 2019 Mid Term eStatements are created on **March 7, 2019**. This bill is due on **March 27, 2019**.
- **Holds:** Holds for non-payment of balances will be placed on **March 28, 2019**.

Important Payment Information:

- **Paying by Credit/Debit Card:** Mastercard, Visa, American Express, and Discover cards are accepted for payments. A non-refundable 2.75% convenience fee (\$3.00 minimum) will be charged. There is no charge for electronic check payments.
- Students must add authorized users inside the billing and Payment Center for access to account information.
[Instructions for adding Authorized User Access](#)
- **Special Payments:** Study Abroad Charges are listed as separate payment items and will show up at the bottom of the payments screen. If paying a Study Abroad Charge, please be sure to pay in the Study Abroad line item. If you do not pay this charge correctly, refunds may be issued in error.
- **Refunds:** All refunds will be processed via direct deposit or check. Please be sure to set up direct deposit for refunds. No credit card refunds will be processed.
- **Payment Plans:** Sign up for a Payment Plan! Just click on the Payment Plan tab at the top to enroll.

Student Account ID: xxxxx8182

Balance \$91.98

[View Activity](#) [Make Payment](#)

My Profile Setup

- [Authorized Users](#)
- [Personal Profile](#)
- [Payment Profile](#)
- [Security Settings](#)
- [Consents and Agreements](#)
- [Electronic Refunds](#)

Term Balances

Spring 2019	\$91.98
-------------	---------

c. The next screen will show “My Profile”. Click on the tab that says “Personal Profile”, enter Mobile Number and select a carrier. If your carrier is not available, please email studentaccounts@appstate.edu with the name of the carrier and their contact information and we will work to add them. We also highly recommend checking the box at the bottom that says “Send me additional text message notifications about my account events (such as new bills or upcoming payments)”. Then select “save” as seen below.

****Click “View” and Show Outline before reading****

Appalachian
STATE UNIVERSITY

Logged in as: | Logout

My Account Make Payment Payment Plans Refunds Help My Profile

My Profile

Personal Profile Payment Profile Security Settings

Student ID [REDACTED]

Full name [REDACTED]

If you choose to enter a secondary email address (in addition to your school-assigned address), emails generated by this system will be sent to both addresses.
Secondary email address: [REDACTED] [Edit](#)

To get text messages about selected account events, enter your mobile phone number and carrier.

Messages may be sent during overnight hours and your carrier may charge a fee to receive text messages.
Refer to the Terms and Conditions of your mobile wireless data plan provided by your carrier for documentation on any charges.

Mobile Number [REDACTED] [Edit](#)

New Mobile Number

☐ Send me additional text message notifications about my account events (such as new bills or upcoming payments)

[Cancel](#) [Save](#)

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d. After saving, click on the third tab called “Security Settings”. Add the cell phone as the primary method by selecting “Setup Method” if it does not already appear under Primary Method. Add a Backup Method. We recommend not using your @appstate email address if possible.

5. Viewing your Statement

All Statements issues prior to March 1, 2019 are located in the ASU Parent Portal.

a. To view your statement

To view your statement from the Billing and Payment Center home screen. Click on the “View Statements” Button in the middle of the screen or click “My Account” beside the “Home” Button and select “statements” seen below.

****Click "View" and Show Outline before reading****

The dashboard features a top navigation bar with the university logo, a 'Logged in as:' indicator, and a 'Logout' link. Below this is a secondary navigation bar with links for 'My Account', 'Make Payment', 'Payment Plans', 'Refunds', and 'Help'. The main content area is divided into three columns. The left column, titled 'Announcement', contains a welcome message and 'Important Dates' for eStatements and Holds. The middle column, titled 'Student Account', shows the account ID 'xxxxx8182', a balance, and a 'View Activity' button. Below this, the 'Statements' section displays the latest eBill Statement for 3/1/19 with a balance of \$91.98 and a 'View Statements' button. The right column, titled 'My Profile Setup', includes links for 'Authorized Users', 'Personal Profile', 'Security Settings', 'Consents and Agreements', and 'Electronic Refunds'.

On the next page you will see an image like the one below. Disable your pop-up blocker. At the bottom of the page you can see the activity since the last statement. To view your statement click the black and gold button under "Action" and then click "View Statement". Your statement should pop-up.

The 'Statements' page includes a search bar and a table with columns for 'Statement Date', 'Due Date', 'Amount', and 'Action'. A single entry is shown for 03/01/2019 with a due date of March 31 2019 and an amount of \$91.98. A blue arrow points to the 'Action' column, which contains a black and gold button. Below the table, a 'Make Payment' button is visible. The 'Account Activity Since Last Statement' section shows a summary of 'Student Account Activity' for Spring 2019, totaling -\$100.00. It includes links to 'Print', 'Excel', and 'PDF'. Below this, a detailed 'Account Activity' table shows a transaction for 'In-State Undergrad Tuition' on 3/1/19 for an amount of -\$100.00.

****Click "View" and Show Outline before reading****

SECTION B: PAYMENTS

1. Payment Methods

Payments may be made in two different methods - electronic check, or debit/credit card. It is important to know that you may only pay in a term that has a charge balance. **No overpayments can be processed inside the Billing and Payment Portal.**

a. Electronic Checks

To pay via electronic check, log in to the Billing and Payment Center.

1. Log in to the Billing and Payment Center,
2. Click on either of the "Make Payment Buttons" as seen below
3. Enter the date, select the term(s) you wish to pay balances, and enter the amount you wish to pay per term and enter it in the box to the right of the balance in the appropriate term(s) as seen below.

The screenshot shows the 'Account Payment' page of the Appalachian State University Billing and Payment Center. The page has a dark header with the university's logo and navigation links. Below the header, there's a progress bar with four steps: Amount, Method, Confirmation, and Receipt. The 'Amount' step is currently active. It contains a 'Payment Date' field with the value '2/26/19', a 'Pay by term' section with a checked box for 'Spring 2019', and a payment amount section showing a balance of '\$91.98' and a payment amount of '10.00'. A 'Continue' button is at the bottom right of the form. Blue arrows point to the 'Payment Date' field, the 'Pay by term' section, and the 'Continue' button.

Appalachian STATE UNIVERSITY

Logged in as: | Logout

My Account Make Payment Payment Plans Refunds Help My Profile

Account Payment

Amount Method Confirmation Receipt

Payment Date 2/26/19

Pay by term
☒ Spring 2019

\$91.98 10.00

Payment Total: 10.00

Continue

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4. Select your payment method. Note: You can save this payment method when you complete this transaction for electronic checks. Currently Debit/Credit Card information cannot be saved. Select "electronic check (checking/savings) and click continue as seen below.

****Click "View" and Show Outline before reading****

Appalachian
STATE UNIVERSITY

Logged in as: | Logout

My Account Make Payment Payment Plans Refunds Help My Profile

Account Payment

Amount Method Confirmation Receipt

Amount \$10.00

Method

Back Cancel Continue

*Credit card payments are handled through PayPath®, a tuition payment service. A non-refundable service fee will be added to your payment.

Electronic Check - Payments can be made from a personal checking or savings account.

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touchnet

5. Enter your Account type: (Checking or Savings). Please note you may not use other types of accounts such as corporate accounts, credit cards, home equity accounts, or traveler's checks. Also do not enter debit card numbers. Instead, enter the routing number as found on a personal check. If you do not have a personal check, please contact your bank. You may save your payment option and/or make it your preferred payment method. Another section will detail this process as additional security features must be used for this. You may save this payment method if desired by selecting the appropriate option under "Options to Save" at the bottom of this page. Changing payment methods may require Two-Step verification.

****Click "View" and Show Outline before reading****

Appalachian
STATE UNIVERSITY

Logged in as: | Logout

My Account

Make Payment

Payment Plans

Refunds

Help

My Profile

Account Payment

\$

Amount

Method

Electronic Check (checking/savings)

Confirmation

Receipt

Amount

\$10.00

Method

Electronic Check (checking/savings)

Account Information

* Indicates required fields

You can use any personal checking or savings account. Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or traveler's checks. Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check.

*Account type:

Checking

*Routing number: (Example)

123456789

*Bank account number:

123456789123456

*Confirm account number:

123456789123456

Billing Information

*Name on account:

John Doe

☐ Check here for an international address

*Billing address:

123 Main Street

Billing address line two:

*City:

Anywhere

*State/Province:

North Carolina (NC)

*Postal Code:

28608

Option to Save

☐ Save this payment method for future use

Save payment method as:

(example My Checking)

☐ Set as your preferred payment method. You can choose a different payment method prior to submitting any payment.

Refund Options

A passcode will be sent to you for Two-Step Verification. Please enter the passcode to save this refund method.

Send Code

Back

Cancel

Continue

*Credit card payments are handled through PayPath®, a tuition payment service. A non-refundable service fee will be added to your payment.

Electronic Check - Payments can be made from a personal checking or savings account.

6. You will either receive a confirmation or an account validation failed message after submitting. If you received the account validation failed message confirm your routing number is correct. If you receive a confirmation message, print your receipt if desired. An emailed receipt will also be sent. It normally takes 1-3 business days for the check to clear your bank account.

****Click "View" and Show Outline before reading****

b. Debit/Credit Card Payments via Paypath®, a tuition payment service.

All Debit/Credit card payments made online are assessed a convenience fee, currently 2.75% (\$3.00 minimum). Convenience fee rates are subject to change at any time.

1. To pay charges via an accepted card brand which include the brands below, you will follow the same instructions as paying with an electronic check until you arrive at the screen to select payment method. Once you select Credit card via Paypath® you will click "Continue to Paypath as seen below.

The screenshot shows the 'Account Payment' page for Appalachian State University. The page has a dark header with the university logo and navigation links. Below the header, there's a progress bar with four steps: Amount, Method, Confirmation, and Receipt. The 'Amount' step is active. The main content area contains a yellow banner with instructions to review transaction details. Below this, there are three sections: 'Payment Information' (showing Spring 2019, \$10.00 payment amount, and 2/25/19 payment date), 'Paid To' (Appalachian State University, PO BOX 32005, Boone, NC 28608), and 'Confirmation Email' (Primary email address redacted). At the bottom, there are three buttons: 'Back', 'Cancel', and 'Continue to PayPath'. A blue arrow points to the 'Continue to PayPath' button.

PayPath Payment Service accepts:



2. Read the agreement regarding the convenience fee and the click "Continue" as shown below.

****Click “View” and Show Outline before reading****

PayPath® | Payment Services

Appalachian State University Logo

Welcome to the PayPath Payment Service!

This service allows you to make real-time Credit or Debit card payments for Appalachian State University student accounts. PayPath accepts most major Credit/Debit cards for your convenience. A non-refundable PayPath service charge of 2.75% (minimum \$3.00) will be added to your card payment. You will be given an opportunity to approve your payment prior to processing. Your campus also accepts ACH bank transfers outside of this service without charge. Thank you for using PayPath.

Please enter the following information:

Student ID:	[Redacted]
Term to credit	Amount
201910	\$10.00

PayPath Payment Service accepts:

VISA, MasterCard, American Express, Discover, Apple Pay, Google Pay, Samsung Pay, PayPal, Venmo, Cash App

Cancel Continue

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3. Confirm payment amount and click “Continue” as shown below.

PayPath® | Payment Services

Amount Payment Confirmation Receipt

Payment Amount Information

In addition to the amount paid to Appalachian State University, a non-refundable PayPath Service Fee of 2.75% will be added to your payment with a minimum charge of \$3.00. You will have an opportunity to approve the complete transaction before submitting payment.

Payment amount:	\$10.00
-----------------	---------

Cancel Continue

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4. Complete all Payment Card Information as shown below and click “Continue” as shown below.

****Click “View” and Show Outline before reading****

PayPath Payment Services

Amount Payment Confirmation Receipt

PayPath Payment Service accepts:

*Indicates required fields

Payment Card Information

* Name on card:

* Card account number:

* Card expiration date:

* Card security code: What is this?

Billing Address

Check if address is outside of the United States: ☐

* Billing address:

* City:

* State:

* Zip code:

* Email address:

* Confirm email address:

Phone number:

Cancel Continue

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5. After entering card information, continue until you receive a printable receipt.
A receipt will also be emailed.

c. Special Payments

1. Study Abroad Payments

As mentioned earlier in this document, payments must be made in the correct term and cannot exceed the amount of the charges in the appropriate term. To appropriately code the study abroad payments made via the Billing and Payment Center, a unique code must be added to that payment to link the payment to cover on the charges from your study abroad program. For this reason, when paying a study abroad charge, your payment must be processed in a slightly different manner. Once you select the “Make Payment” button as explained in this document SECTION 2: PAYMENTS> subsection 1.a and 1.2, your screen will look slightly different. As seen in the example below, you will need to select the payment line at the bottom of the screen (In this case “SCOTLAND HON” and insert your payment amount in the box to the right. If you pay under the “Pay by term” option at the top will not post correctly and may cause the funds to be applied incorrectly and could potentially cause a refund in error. This process is also used to deposits for Study Abroad Trips.

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Appalachian

STATE UNIVERSITY

Logged in as: | Logout

My Account

Make Payment

Payment Plans

Deposits

Refunds

Help

My Profile

Account Payment

\$

Amount

Method

Confirmation

Receipt

Payment Date

2/27/19

Pay by term

Spring 2019

\$5,400.00

Fall 2018

\$196.95

Pay by line item

Paid items may appear in this list until the system has completed its payment record update.

Search:

Description	Date	Term	Amount (\$)	Payment (\$)
Scotland HON	2/27/19	Spring 2019	\$5,400.00	

Showing 1 to 1 of 1 entries

Payment Total: 0.00

Continue

2. Payroll Overpay Payments

These charges may occur for faculty, staff, and student workers. If you are overpaid, you will be notified by payroll. A charge will be placed on your account and when you pay it, you will follow the same instructions as listed above for Study Abroad Charges except for the description line at the bottom will read Bank1 or Bank 5 Overpay. You may pay it back in the same manner described above for Study Abroad Charges.

SECTION C: REFUNDS

1. Direct Deposit Refunds

a. Future Direct Deposit Process

Enrollment in direct deposit in the Billing and Payment Center is currently available; however, it will not be functional until a time announced at a later date..

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We have opened this option early to allow time for students to enter direct deposit information into the new Billing and Payments Center. To set up direct deposit to be effective immediately, see item "b. Current Direct Deposit Process" below.

b. Current Direct Deposit Process

Students wanting to set up direct deposit for immediate use before we announce "GO LIVE" of the Billing and Payment Center direct deposit function should log in to Appalnet, select student tab, and select enroll in or change direct deposit information. We anticipate the "GO LIVE" date for the new direct deposit process between April 2019 - June 2019. We will announce at a later date when we will transition to using the Billing and Payment Center direct deposit functionality. At that point you will need to add direct deposit in the new Billing and Payment Center or you will receive a paper check.

2. Paper Check Refunds

a. Not yet completed

This information has not yet been completed

SECTION D: PAYMENT PLANS

1. NEW Payment Plan "GO LIVE"

Our new payment plans will begin with the Summer Session 1 term. Payment plans will be open for enrollment in late April once fees have been assessed for Summer Session 1. More information will be available on this page at that time.