

Frequently Asked Questions

Q May I still receive a paper bill?

A Wesleyan University has designated E-Billing as the official system for distributing Student Account Statements. If a student or the person primarily responsible for paying student bills is unable to use the E-Billing system for a specific reason, a student may apply to receive paper bills each term by submitting a Paper Bill Request Form, (available online at the Student Accounts Web site — www.wesleyan.edu/studentaccounts) or by submitting a written request to the Student Accounts Office, demonstrating the need for a paper bill.

Q Can I see immediate account charges or credits on the E-Billing Web site?

A No. The E-Billing system simply delivers the current bill electronically. Please see the section "An Important Note about Your Bill."

Q I do not feel comfortable making payments online. How should I pay my bill?

A You can still view the Student Account Statement online without having to make online payments. Your best options are to print the bill and mail in your payment stub and check to the address on the printed bill, or to call the Cashier's Office (860-685-2827) if you wish to make a credit card payment. We hope that you will try the online payment feature of the Wesleyan E-Billing system. It is quick, convenient, secure (certified by VeriSign, the nation's largest online payment verification provider), and you won't have to pay postage or check fees.

Q Do I need a certain type of computer, software, or Web browser to use E-Billing?

A You can use the Wesleyan E-Billing system from any Macintosh or PC running Microsoft Internet Explorer 5.1 or newer, or Netscape Navigator 6.0 or newer.

Q I have not used my Wesleyan e-mail account in a while, or I forgot my password. Whom should I contact for help logging into my account?

A You may contact the Help Desk at (860) 685-4000 with assistance relating to your e-mail account.

Q Can I have my E-Bill sent to my personal e-mail account instead of my Wesleyan e-mail account?

A All students at Wesleyan University are automatically provided an official Wesleyan e-mail address upon admission. University policy requires all students to regularly check messages sent to their Wesleyan e-mail address. You can, however, have messages sent to your Wesleyan e-mail address forwarded to an alternate account by visiting the following Web site: <http://www.wesleyan.edu/cgi-bin/redirect.cgi>.

In the E-Billing system, students also have the option to add a secondary e-mail address for E-Billing notification by updating their User Preferences. Once a second e-mail address is entered and saved, notification will be sent to both addresses.

Q Do you accept credit cards?

A Wesleyan University accepts MasterCard and Visa for payment of GLSP bills. You will be able to process your credit card payments online through the E-Billing Web site.

WESLEYAN
UNIVERSITY

GUIDE TO E-BILLING FOR GRADUATE LIBERAL STUDIES STUDENT ACCOUNTS

Contact Us

WESLEYAN UNIVERSITY
STUDENT ACCOUNTS OFFICE
237 HIGH STREET
MIDDLETOWN, CT 06459
MONDAY–FRIDAY, 8:30 A.M.–5 P.M.
(860) 685-2890
E-MAIL: STUDENT-ACCOUNTS@WESLEYAN.EDU

WWW.WESLEYAN.EDU/STUDENTACCOUNTS

I am very pleased to introduce a new system for distributing the Wesleyan University Student Account Statement—one that maximizes online technology to provide enhanced features and flexibility. This new system will deliver your student bills to you electronically and allow you to pay online, either by credit card or transferring money electronically from your checking or savings account. Beginning with the Summer 2005 term, printed paper statements will be replaced by a convenient electronic billing system that enables quick, simple online payments.

The new Wesleyan E-Billing system is easy to use, secure, and convenient. Here are some of its features and benefits you will have:

- 24x7 access, from anywhere with an Internet connection
- Up to 16 months of statement and online payment history will be available going forward from your first electronic bill
- Online payments directly from a bank account or by credit card—no need for postage or checks
- Ability for students to enable “Authorized Payers” to make online payments on their behalf
- Easy printing of statements
- Automatic and free enrollment in the system

The first E-Billing notification will be sent to students’ Wesleyan e-mail addresses in March 2005. For your convenience, paper statements will be sent in conjunction with the E-Bill for the March and April 2005 billing periods. After that, all statements will be in the electronic format only.

I am confident that E-Billing will provide significant benefits to the Wesleyan community. We are available to assist you with questions or concerns about E-Billing, or any other student account issues at Wesleyan. Please see the back of this brochure for our contact information.

Sincerely,

René R. Rinaldi
Director of Student Accounts

How E-Billing Works

- An e-mail from Student Accounts, announcing that the Student Account Statement is ready to be viewed/paid online, will be sent to the student’s Wesleyan e-mail address and to the address of Authorized Payers. This will be sent up to 10 times a year, whenever a new statement is processed.
- If you are a student, a link in the e-mail notification will take you to the Wesleyan Electronic Portfolio, where you can safely log into the E-Billing Web site by using your University e-mail username and password.
- Once on the E-Billing site, students may set up a spouse, partner, or others as Authorized Payers who have access to view the statement and make online payments (see Authorized Payers section).
- If you are an Authorized Payer (set up in advance by a student), a link in the e-mail notification will take you directly to the E-Billing site, where you can securely log in by typing in your user name and password.
- Once logged in, all E-Billing users will be on the “Message Board” of the E-Billing site. Important information relating to E-Billing will be posted on this page, so please review it.
- Click on “View Accounts” to see the current Student Account Statement.
- To make payments, click “Make Payment.”
- To print the bill, click on the PDF icon on the “View Accounts” screen. This copy can be used for record-keeping or for mailing payments to Wesleyan (address is on the PDF). You can also print any screen by clicking the print icon on your browser toolbar.
- Other functions include the ability to see up to 16 months of statements, beginning with the February 2005 statement (on the “View Accounts” screen, select “Statement History” from the drop-down menu); and the ability to see a history of online payments.

AN IMPORTANT NOTE ABOUT YOUR BILL

The E-Bill is a “snapshot” of the charges, credits, and anticipated credits to the student account, as of a specific date. This information is updated each billing cycle. The E-Bill does not reflect changes to the account that occur daily between billing cycles. To see that information, students may go to their Electronic Portfolio, navigate to “My Financial Information,” and click on “Student Account.”

Making Payments

E-Check and Credit Card Payments

One of the best features of E-Billing is the ability to make payments, simply and securely, from one Web site. To make an online payment, simply click “Make Payment” on the left-hand navigation bar. E-Check is an online, automated way to debit a bank account directly. Charge card options are MasterCard and Visa. Simply follow the directions online.

Each time an online payment is made by a student or an Authorized Payer, an e-mail with a confirmation number will be sent, usually within one to two business days.

Personal Check or Money Order

To pay by personal check or money order, print the bill by clicking the PDF icon on the “View Accounts” screen, cut off the top portion of the statement, and mail the payment and statement stub to the address on the PDF (Wesleyan University, P.O. Box 30292, Hartford, CT 06150-0292).

Non-U.S. Banks and Currency

Please note that E-Checks can draw only on U.S. funds from domestic banks. The preferred method of payment for students from outside the U.S. is to wire payments to Wesleyan. For more information, please see the “Payment Methods” section of the Student Accounts Web site.

Authorized Payers

The E-Billing program makes it easy for students to authorize other people to view their bill or make payments to their account.

On the E-Billing Web site, Authorized Payers can:

- View the Student Account Statement
- View up to 16 months of statement history, beginning with the February 2005 statement
- View a record of online payments (please note that Authorized Payers can only see a record of their own online payments)
- Make payments to the student account by E-Check or credit card (see Making Payments in prior section)
- Print a copy of the statement for sending payments by mail or for record-keeping

How a Student Can Set Up an Authorized Payer on Their Account

- Log into the Wesleyan E-Billing site via the Electronic Portfolio. Navigate to “My Financial Information,” “E-Billing,” and click on the E-Billing Login button. You will need to have the e-mail address of the Authorized Payer to complete the setup process.
- Follow the online instructions to create a user name and temporary password for each Authorized Payer. (The temporary password should be changed by the Authorized Payer when they first log in.)
- Contact the people you have set up as Authorized Payers, and direct them to the E-Billing site (<https://quikpayasp.com/wesleyan/campus/tuition/authorized.do>). Be sure to give them their user name and temporary password that you created, and instruct them to change the password. Also, they should set up their user profile, which includes a personal e-mail address.
- Each billing cycle, both the student and any Authorized Payer will receive an e-mail notifying them that the E-Bill is ready. Students access the E-Billing Web site using a link in their e-mail or via the Electronic Portfolio; Authorized Payers receive a link in their e-mail that takes them directly to an E-Billing log-in page. This ensures the privacy of student information in the Electronic Portfolio.