FREQUENTLY ASKED QUESTIONS

NOTE: For a complete list of E-Billing FAQs, go to wesleyan.edu/studentaccounts.

I’m an Authorized Participant, but I didn’t receive the statement.
Be sure that your e-mail account doesn’t block e-mail from afford.com. Also check that your e-mail address is current in the Student Account Center system.

I can’t locate my password. What do I do?
At the login, select “Reset Password” and enter your e-mail address. A temporary password will be sent to the user’s e-mail account. Log in using the temporary password and then be sure to immediately change the password.

I’m having trouble logging in and I know I’m using the correct password. What is the issue?
The username and password are case sensitive. Often the entry is incorrect because of a lowercase/uppercase mismatch. If you are unsure, use the “Reset Password” feature.

I pay my tuition using the monthly payment plan administered by Tuition Management Systems (TMS). How will the Student Account Center reflect this?
Once you enroll in the monthly payment plan (MPP), all five payments for the semester will appear as a pending credit on the student’s account. You will receive bills monthly from TMS; you should make those payments directly to TMS. It is important to note that being on the MPP does not mean that you do not need to review each statement, as statements will reflect additional charges (e.g., bookstore, computer store charges) that are incurred during the semester. When additional charges appear on the statement, they should be paid within 30 days of the date of the statement by selecting one of the payment options presented.

Does Wesleyan offer a tuition insurance plan?
Yes. An optional undergraduate tuition insurance program, which extends above Wesleyan’s refund policy as noted on our Student Accounts website, is offered by A.W.G. Dewar, Inc. Application to Dewar must be made prior to the first day of class. For more information, visit collegerefund.com.

Can I see immediate account charges or credits on the Student Account Center website?
Yes. Students and Authorized Participants have access to this page at any time. Charges and payments will be posted immediately, providing you with real-time information on your account.

Do you accept credit or debit cards?
Wesleyan University does not accept credit or debit card payment for undergraduate student bills.

Under “Make Payment,” it lists a “Payment Amount.” Must I pay this amount?
The program automatically lists the current balance on the account. You can change it to whatever amount you would like to pay by highlighting the amount showing and entering your desired payment amount.

I accidentally entered the wrong amount when I submitted the payment. Can I change it?
No. Once the transaction is submitted, it will be processed. There will, however, be an opportunity to confirm your selected payment prior to submission.

My college savings plan won’t release funds until after classes have started. Will I be charged a $200 late payment penalty?
To avoid the penalty, you must send documentation of the pending payment to the Student Accounts Office prior to the payment due date.

I need an official billing statement for a third party (insurance carrier, employer, etc.). Can I get this from the Student Account Center website?
Yes. Select the “Statements” tab, select the statement you need, and click “View Your Bill.” Select the print icon to get a copy of your statement.
HOW E-BILLING WORKS
- An e-mail from Wesleyan University via afford.com, announcing that a new statement is ready to be viewed online, is sent to all students via their assigned Wesleyan e-mail accounts and to the e-mail accounts of Authorized Participants designated by the students. A semester bill containing all standard charges for the fall semester is sent in July and in December for the spring. Bills also are sent throughout the year for incidental charges incurred.
- A link in the student e-mail notification takes you to the Wesleyan E-Portfolio, where you can safely log in using your university e-mail username and password.
- Click on the “Statements” tab, select a statement, and click “View Your Bill.” To print the bill, click on the print icon. This copy can be used for record-keeping or for mailing statements to a third party.
- To make payments, click on “View Payment Options” and select “Make a One-Time Payment” or “Payment Plans.”

MAKING PAYMENTS
Payment of each bill is due within 30 days of the date of each statement. A late fee of $200 may be assessed if any amount remains unpaid after 30 days. A fee will be assessed for all returned payments. Wesleyan University does not accept credit or debit cards for undergraduate payment. Acceptable forms of payment include:

E-CHECK
Simply click on “View Payment Options” and select “Make a One-Time Payment.” Each time a payment is made, you will be presented with a confirmation notice code. You also will have the option to print the page for your records.

PERSONAL/CASHIER CHECK OR MONEY ORDER
A check, cashier check, or money order should be made payable to Wesleyan University. Student name and Wesleyan ID number should be identified on the check. Please note that checks must be in U.S. funds from a domestic bank. The mailing address is on the back of this brochure. Mail delivery may take up to 10 days. Please plan accordingly.

NON-U.S. BANKS AND CURRENCY—WIRE TRANSFER
The preferred methods of payment for students from outside the United States are either to 1) select “International Bank Transfer” in the payment method options presented after selecting “Make a One-Time Payment” or 2) make a payment directly, without accessing the Student Account Center, by contacting Flywire at wesleyan.flywire.com. Flywire allows you to pay securely from any country and any bank, generally in your home currency, and save on bank fees and exchange rates. Payments also may be wired directly to Wesleyan. For wiring instructions, please send an e-mail to student-accounts@wesleyan.edu.

ADDITIONAL FORMS OF PAYMENT
- In-person cash payment
- Monthly Payment Plan through Tuition Management Systems (TMS)
- Financial aid including tuition remission and private scholarships
- Approved and certified federal or private alternative loan(s)

GUEST ACCESS TO STUDENT ACCOUNT CENTER FOR PARENTS/OTHER PAYERS
Under FERPA (Family Education Rights and Privacy Act), a student’s account is private unless he/she grants access to it. The student can grant access to others by creating an “Authorized Participant” account. Once established, the Authorized Participant will receive all future statements and have the ability to make online payments and view statement history. If no Authorized Participant is established, only the student will receive the E-Bills.

HOW A STUDENT CAN SET UP AN AUTHORIZED PARTICIPANT ON THE ACCOUNT
- Log into the Wesleyan E-Portfolio, select Student Account Center and Navigate to “Share Account Access.”
- Select “Manage Account Access,” “+Add” and enter the name and e-mail address of the person(s) with whom you would like to share access.
- The people you have requested as Authorized Participants will receive an e-mail with a secure registration code. Once they have activated their registration and completed their user profile, your Authorized Participants will be able to participate in the management of your account.
- Each billing cycle, both the student and any Authorized Participant will receive an e-mail notifying them that the E-Bill is ready.

This brochure explains the E-Billing process and general information of the Student Accounts Office. For detailed information, please visit the website at wesleyan.edu/studentaccounts. Should you have any questions, please call (860) 685-2800 or send an e-mail to student-accounts@wesleyan.edu.