**FREQUENTLY ASKED QUESTIONS**

- **I’m an Authorized Payer, but I didn’t receive the E-Bill.**
  Be sure that your e-mail account doesn’t block e-mail from student-accounts@wesleyan.edu. Also check that your e-mail address is current in the E-Billing system.

- **I can’t locate my password. What do I do?**
  At the login, enter your username and click on “Forgot Password.” QuikPay will send a temporary password to the user’s e-mail account. Log in using the temporary password and then be sure to immediately change the password. Note: If you have already set up your banking information, QuikPay will prompt you to validate the banking information upon login. This is a security feature to protect your information.

- **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 “Forgot Password” feature.

- **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 amount on the latest bill. You may 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?**
  Payments are submitted to Wesleyan each business day after 3 p.m. and reporting includes all transactions completed within the prior 24 hours (Mondays include transactions from the previous Friday). A staff member is the only one who can cancel a transaction within that time frame. Please call the Student Accounts Office for prompt action.

- **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 E-Billing web site?**
  Yes. Click on “View Accounts” and select “Current Statement” (or go to “Statement History” and select a previous statement if necessary). On the top third of the “View Accounts” screen, there is a PDF icon. Opening this document will give you a Wesleyan-formatted billing statement. Standard charges are typically posted on the June and November billing statements.
Wesleyan University maintains for each student a single account to which all charges and credits are applied. Account statements are rendered 11 times per year and it is the student’s responsibility to see that payment deadlines are met. Please read the Agreement and Disclosure statement at wesleyan.edu/finance/financeDept/student/agreementanddisclosure.pdf which outlines the student’s responsibilities as an account holder at Wesleyan. Please visit wesleyan.edu/finance/financeDept/student/billingSchedule.html to view annual billing dates.

The Wesleyan E-Billing system is the official system for distributing student account statements. It is easy to use, secure, and convenient. Here are some of its features and benefits:

- 24x7 access from anywhere with an Internet connection
- Online payments directly from a U.S. bank account—no need for postage or checks
- Up to 16 months of statement and online payment history
- Ability for students to designate guest access to “Authorized Payers” (such as parents) to receive E-Bill statements and make online payments on their behalf
- Easy printing of statements

This brochure explains the E-Billing/QuikPay system and general information of the Student Accounts Office. For detailed information, please visit the web site at www.wesleyan.edu/studentaccounts. Questions may be directed to student-accounts@wesleyan.edu or by calling (860) 685-2800.

**HOW E-BILLING WORKS**

- An e-mail from Student Accounts, announcing that a new E-Bill is ready to be viewed online, is sent to all students via their assigned Wesleyan e-mail accounts. A semester bill containing all standard charges for the fall semester is sent the final week in June and in late November for the spring. With the exception of December, a bill also is sent every month for incidental charges incurred.
- A link in the student e-mail notification takes you to the Wesleyan E-Portfolio, where you can safely log into the E-Billing web site using your University e-mail username and password.
- Once logged in, users will be on the “Message Board.” Important E-Billing information is posted on this page.
- To make payments, click on “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 statements to a third party.
- Other functions include the ability to see up to 16 months of statements. On the “View Accounts” screen, select “Statement History” (from the drop-down menu) to see a history of online statements.

**MAKING PAYMENTS / QUIKPAY**

- 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.
- Wesleyan University does not accept credit or debit cards for undergraduate payment. Acceptable forms of payment include:
  - E-CHECK
  - In-person cash payment
  - Monthly Payment Plan through Tuition Management Systems (TMS).
  - Approved and certified federal or private alternative loan(s)
  - Approved and certified federal or private alternative loan(s)
  - Financial aid including tuition remission and private scholarships
  - Additional forms of payment

**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 E-BILL 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 Payer” account. Once established, the Authorized Payer will receive all future E-Bills and have the ability to make online payments and view statement history. If no Authorized Payer is established, only the student will receive the E-Bills.

**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 need to have the e-mail address of the Authorized Payer to complete the setup process.
- Follow the online instructions to create a username and temporary password for each Authorized Payer. (The temporary password can be changed by the Authorized Payer when first logging 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. In addition to changing their temporary password, they should set up their user profile, which includes a personal e-mail address. Authorized Payers also should be sure that e-mail from student-accounts@wesleyan.edu is not blocked by a spam filter.
- Each billing cycle, both the student and any Authorized Payer will receive an e-mail notifying them that the E-Bill is ready.

**NON-U.S. BANKS AND CURRENCY – WIRE TRANSFER**

As checks/e-checks can draw only on U.S. funds from domestic banks, the preferred method of payment for students from outside the United States is to wire payments to Wesleyan. For wiring instructions, please contact the Student Accounts Office directly.

**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 front of the brochure.