

Frequently Asked Questions



How do I receive updated copies of my bill?

Go to eBill (It is a green icon) via the [myEdinboro](#) portal then click the My Account tab at the top of the screen then select statements from the dropdown menu. Click the view button next to the desired statement. The statement will open up in a new window. If it does not, you may need to allow popups for the eBill site on your browser.

How do I pay my bill?

Log in to the [myEdinboro](#) portal, click the eBill icon (It is a green icon). Once you are in eBill you can click the Make Payment tab at the top of the screen. For online credit card payments only, there is a 2.85% convenience fee set by PayPath. Check, money order, cash, or Visa and Mastercard debit are accepted in person in our office. You may also mail a check or money order. Be sure to include the student's name and ID# on all payments mailed.



How can I add an Authorized User to my eBill account?

Log in to the [myEdinboro](#) portal and click on the eBill icon. Choose Authorized Users under My Profile Setup on the right hand side of the screen, then click the Add Authorized User tab. Enter the person's email address, select the information that you want the user to be able to view, then click Continue. The Authorized User agreement will appear. Check the box next to I agree, then click Continue. The authorized user will then receive two emails outlining his/her log-in information; one with the user name (which will be their email) and one with the initial password. The first time they login, they will be prompted to enter a new password.

How can I set up a payment plan?

For your convenience, payment plans are available each semester for a fee of \$40. During a regular semester, the monthly payment is equal to 20% of the total charges for the semester, minus any financial aid. The first payment is due on the billing due date before classes begin and the next four are due monthly. A late fee of \$15 will be incurred each month for late payments and will result in a delinquent hold on the student's account. Visit the [myEdinboro](#) portal, click on eBill icon and then click the Payment Plans tab at the top. Click "Enroll Now", then follow the steps to pay and set up your payment plan.

Why do I need to sign the Billing Terms & Conditions?

This document explains the financial responsibilities associated with your education at Edinboro University. Log in to the [MyEdinboro](#) portal to read and apply an electronic signature to this document. If you are under the age of 18, you will be required to print the document, obtain the signature of a parent or guardian and return the signed document to our office for processing.



How can I sign up for Direct Deposit?

NOTE: We are currently revising the direct deposit feature to make it safer for student and families. Watch your e-mail in August 2020 for instructions on how to set up direct deposit.

What does a negative balance mean?

Some students will qualify to accept Direct Loans or Parent Plus Loans in excess of their balance due to the University. Refunds of the excess financial aid are usually available during the third week of the semester. The most efficient manner to receive the refund of excess loan funds is by direct deposit.

Why have I been charged a \$100 late payment fine?

Thirty days into the term, if the outstanding balance is over \$500 and there is no arrangement for a payment plan, the account will be subject to the \$100 late payment fine.

Why do I have a financial hold on my account?

A financial hold on a student account generally means that you have something missing or have not taken care of your school bill. Questions regarding this type of hold can be answered by sending an email from your student webmail account to our office, by calling us directly or by coming in to the office with your student ID.

Office of Student Accounts

Student Services Center - Hamilton Hall

The Office of Student Accounts distributes tuition bills, collects and tracks bill payments, and processes tuition and financial aid refunds. Our goal is to help students and their families meet their financial responsibilities to the University in a way that is manageable and convenient.



What We Do:

- Originate your billing statement.
- Assist students with questions regarding their billing charges
- Process payments on your student account

If You Are Asking the Question....

...What is this charge on my bill?

...How do I set up a payment plan?

...Can I pay my bill online?

...Where can I find my e-Bill?

...Student Accounts Has the Answers!

Where You Can Find Us....

Office of Student Accounts – Student Services Center
Hamilton Hall – First Floor

p. (814) 732-3502

f. (814) 732-2991

studentaccounts@edinboro.edu

