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| **FREQUENTLY ASKED QUESTIONS**  Q: I paid my bill. Why does my bill still show a balance due?  The E-billing system keeps a history of your bills. Your payment will be reflected on your next monthly bill. If you paid through the e-billing system, your payment will also be reflected on the payment history tab.  Q: Do I have to pay online?  You may pay online with an electronic check or credit card. Accepted credit cards are American Express, Discover, and MasterCard. A 2.9% transaction fee will be assessed for a credit card payment. You may also remit a check or money order made payable to Elizabethtown College. Cash or check is also accepted in the Business Office.  Q: I forgot my password, how do I obtain a new one?  Click on the forgot password link on the E-bill website or contact the Business Office for assistance. If your account is locked, you will need to contact the Business Office to unlock your account before using a temporary password.  Q: Why am I not receiving an email that a new bill is available?  Please check your spam or junk email folder. The email is from [businessoffice@etown.edu](mailto:businessoffice@etown.edu). Please add this email address as a safe sender.  Q: I’ve deleted the E-bill email, how can I access the bill?  Visit [www.etown.edu/businessoffice](http://www.etown.edu/businessoffice), and click on Student Account Login to access the E-billing system.  Q: Am I able to obtain bills from a prior month?  Once logged in, click on the bills tab to see a history of all of your bills.  Q: How do I see activity that has occurred since my last bill?  Once logged in, click on the recent activity tab to view recent charges and credits. You may also see recent activity by logging in to your JayWeb account.      **E-BILLING GUIDE**  All Elizabethtown College bills are created electronically. After creating an E-bill account, students and their authorized payer (parent or guardian) will be notified monthly when a current bill is ready to be viewed. Authorized payers will need to have the initial authorization from their student in order to create their own username and password to access their student’s E-bill account.  **Creating a New Student E-bill Account:**   1. Click on Log-In Now under Student Account Log-In at [www.etown.edu/businessoffice](http://www.etown.edu/businessoffice). 2. Click Sign Up under New User 3. Enter your last name, payer Id (student ID #), and date of birth. 4. Create a user name and password   **Creating a New Authorized Payer Account:**   1. After signing into your E-bill account, click on the My Profile Tab 2. Click the Invite Other Payer Button 3. Enter a nickname for the other payer, your email address in account holder’s email field, and the other payer’s email address in the authorized user’s email.   After you complete these steps the authorized payer will receive an email instructing them to create an account. |