



University of
New Haven

ePay Online Billing and Payment Suite

QUICK GUIDE

Need Help? Contact the Bursar's Office at
bursar@newhaven.edu.

How to Access ePay

Student Access

Students can access ePay via the **myCharger** portal at mycharger.newhaven.edu.

Please Note: Only students can access the portal.

Step 1: Log into **myCharger** by entering your username and password, then click **Sign in**.

Step 2: Click on the **ePay icon** located at the top of the page.



Parent and Family Access

Please note that authorized payer information will not be transferred to the new system.

In order to access your student's tuition account in ePay, your student will need to set you up as an **Authorized User** in the new system.

Once a parent/guardian is set up as an Authorized User, they will receive their own personal login credentials.

Instructions on setting up an **Authorized User** can be found on page 4.

Home Page *(Student View)*

The screenshot shows the University of New Haven student account home page. The page is titled "University of New Haven" and includes a navigation bar with "My Account", "Make Payment", "Deposits", "Refunds", and "Help". The user is logged in as "Charger, Charlie".

Announcement: Welcome to the New ePay: The University of New Haven's Online Billing and Payment Suite. Important Tasks for Students: Sign up your authorized user so they have access to the new system, Enroll in direct deposit for refunds, Make sure your mailing address in Banner is correct. Reminder: In order for staff to discuss any details of the student's bill with anyone other than the student, the person must be an authorized user.

Student Account: ID: xxxx1994. Balance: \$1,500.00. Estimated Financial Aid: \$1,500.00. Balance Including Estimated Aid: \$0.00. Buttons: View Activity, Make Payment.

Statements: Click the button to view your current account balance and details. On-Demand Statement. Your latest eBill Statement (2/23/21) Test Bill: \$1,216.00. View Statements.

My Profile Setup: Authorized Users, Personal Profile, Payment Profile, Consents and Agreements, Electronic Refunds, Auto Bill Pay.

Term Balances:

Term	Balance
Summer	-\$1,500.00
Fall 2021	\$1,500.00

This section provides easy access to make a payment, view your payment history, set up direct deposit, and more.

View your current balance and access your current activity by term.

Grant permission to others to view your account by adding them as an authorized payer, sign up for text message notifications, save an ACH account to be used for future payments, and more.

Download a real time, up-the-minute statement.

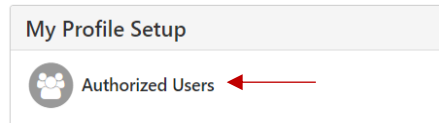
View our announcements section for general information and helpful tools for understanding your account.

Access your current and past eBills which include your course schedule.

View balances by term.

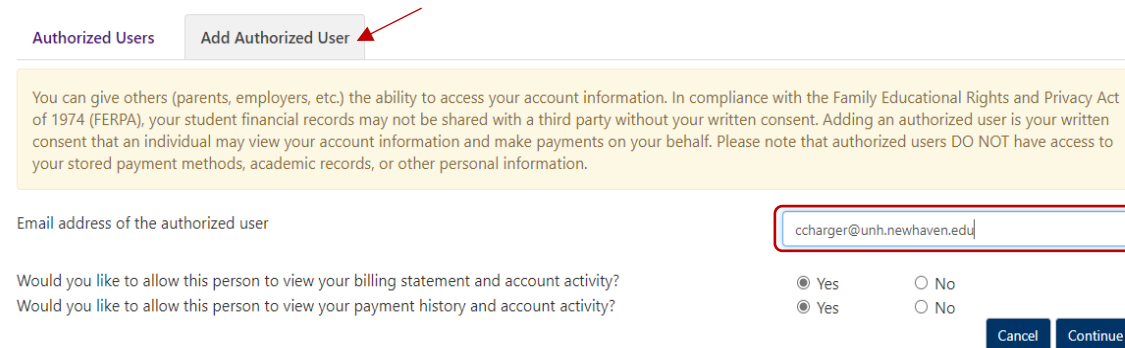
How to Add an Authorized User

Step 1: Under My Profile Setup on the home page, select **Authorized Users**.



Step 2: Select **Add Authorized User**, enter in their **Email Address** and then click **Continue**.

Authorized Users

A screenshot of the 'Authorized Users' page. At the top, there are two tabs: 'Authorized Users' and 'Add Authorized User'. The 'Add Authorized User' tab is selected and highlighted with a red arrow. Below the tabs is a yellow warning box with text about FERPA. Below the warning box is a form with the following fields: 'Email address of the authorized user' with the value 'ccharger@unh.newhaven.edu' entered; two questions with radio button options: 'Would you like to allow this person to view your billing statement and account activity?' and 'Would you like to allow this person to view your payment history and account activity?'; and two buttons: 'Cancel' and 'Continue'. A red arrow points to the 'Continue' button.

Step 3: Click the **“I agree”** box to agree to the terms and conditions and then click **Continue**.

Step 4: Notify your Authorized User that they will receive **two confirmation emails** which will include their username, temporary password, and the link to access the ePay Authorized User website.

How to Make a Payment

Step 1: Select the **Make Payment** option found in the main menu bar.

Step 2: Select your payment option.

Make Payment Deposits Refunds Help

Account Payment

Amount Method Confirmation Receipt

Payment Date: 5/6/22

Select Payment Option

Current Account Balance \$50.00

Pay By Term Select which semester terms to pay

Amount Due \$50.00

Step 3: Click “Add” to add the input amount pre-populated in the box or change input amount by clicking the dollar amount in the box. Once you see the amount you wish to pay in the Payment Total Section, click **Continue**.

Student Account | \$50.00

\$ 50.00 Add

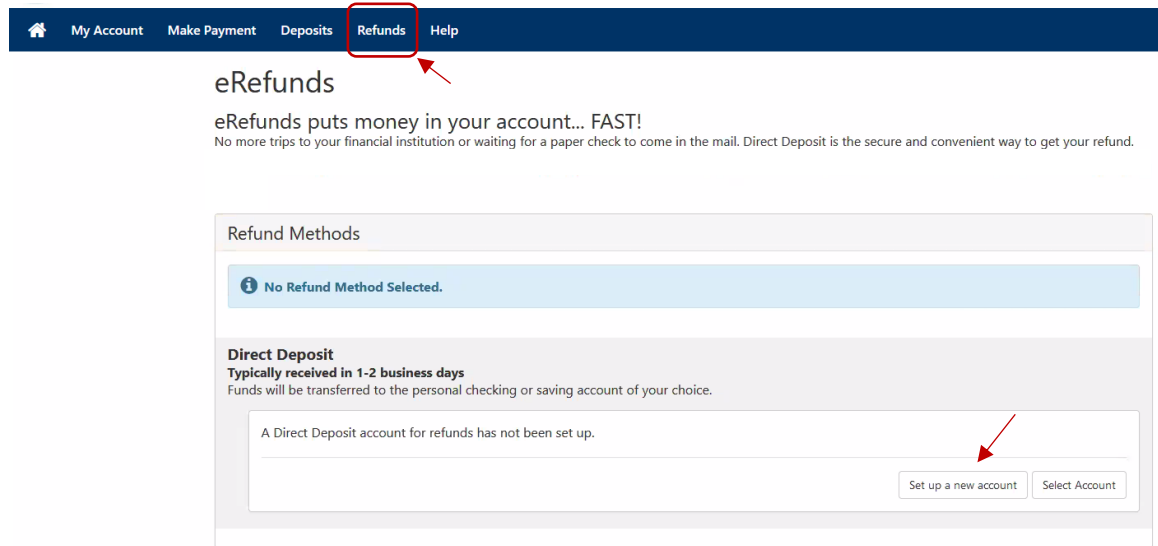
Select input to change payment amount

Payment Total \$0.00

Continue

How to Enroll in Direct Deposit

Step 1: Select the **Refunds** option found in the main menu bar, then click on **Set up a new account**.



The screenshot shows the top navigation bar with 'Refunds' highlighted. Below it, the 'eRefunds' section is visible, followed by a 'Refund Methods' section. In the 'Direct Deposit' section, a message states 'A Direct Deposit account for refunds has not been set up.' and a red arrow points to the 'Set up a new account' button.

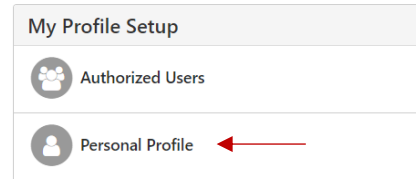


Step 2: Enter in your checking or savings account information, then click **Continue**.

Step 3: Click the **“I agree”** box to agree to the terms and conditions and then click **Continue** to finish enrolling in eRefunds.


How to Sign Up for Text Message Notifications

Step 1: Under My Profile Setup on the home page, select **Personal Profile**.



Step 2: In the Personal Profile tab, select the **Edit** button next to Mobile Number.

Step 3: Enter in your **mobile number** and select your **cell service carrier**. Then, click **Save**.

A screenshot of a form for updating mobile information. It has two rows: 'Mobile Number' and 'New Mobile Number'. The 'New Mobile Number' row contains a text input field with '203-932-7000' and a dropdown menu with 'AT&T' selected. To the right of the 'New Mobile Number' row is an 'Edit' button. Below the 'New Mobile Number' row are 'Cancel' and 'Save' buttons, with a red arrow pointing to the 'Save' button.

Step 4: Check off the box to confirm you would like to receive text notifications.

- Send me additional text message notifications about my account events (such as new bills or upcoming payments)

Step 5: Click **OK** to approve.