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This is where you can find this presentation online.
Agenda

• Student Financial Services
• New Student Checklist
• Where to Access E-Bill
• eBill Examples
• Important Dates
• Payment Plan
• Financial Release of Information
• Authorized User for ebill system
• Making Payments
Agenda (cont)

• Direct Deposit Information
• Prepaid tuition notification (such as PACT, FL Prepaid)
• Auburn Family Portal
• Tuition Calculator
• Tuition Insurance
• Dropping classes after semester starts
• What We Wish Students/Parents Had Known
Student Financial Services

- Student Financial Services (SFS) departments
  - Financial Aid
  - Billing Department
  - Cashiering
  - Third party billing
  - Account Services
Student Financial Services

• The Billing Department is a centralized billing office. Charges are received from various departments for student billing purposes.

• Items charged to the student’s billing account other than tuition:
  – Housing (and housing related fees), meal plans, parking passes, parking tickets, printing charges from some Departments, Panhellenic fees, pharmacy prescriptions, football tickets (not billed until the September bill!), counseling services fees, Student Alumni Association, All Access Course bookstore charges, CWE fees, ID cards, etc
  – Questions on charges other than tuition should be directed to the appropriate department
Where and How Students Access eBill

Go to: www.auburn.edu

Click AU Access
Where and How Students Access eBill

Fill in User Name and Password
Where and How Students Access eBill

Click on My Finances
Where and How Students Access eBill
Where and How Students Access eBill

Viewing Statement

Click Statement
Where and How Students Access eBill
Another way to view Statement

Click My Account for drop down box, then click on Statements.
Where and How Students Access eBill

Viewing Statements

Click statement date you want to view and then click “View”
eBill Examples

• IMPORTANT!!!!
  – Make sure your pop up blocker is OFF so that you can pull the actual statement.
  – Student loans will stay under Estimated Financial Aid on the statements until after they are transferred to the e-Bill (about a week before school starts).
  – They will only transfer IF the student has ....
    • Accepted the loan(s) on Auburn’s system AND
    • Completed the Entrance Counseling AND Master Promissory Note at www.studentloans.gov
eBill Examples

• IMPORTANT!!!!
  – If student loan requirements not completed within a reasonable time frame, they will drop off “Estimated Financial Aid” on statement.
  – By filling out the FAFSA, any eligible aid including loans are posted on the financial aid award. If students know that they don’t want the loans, go ahead and decline them.
Terms codes

- Term codes:
  - 202110 = Fall 2020
  - 202120 = Spring 2021
  - 202130 = Summer 2021
Reynolds, Mike  
Student ID# 902251977  
Statement Date: 07-10-2020  
Due Date: 08-07-2020

Auburn University  
Office of Student Financial Services  
203 Mary Martin Hall  
Auburn University, AL 36849-5119  
(334) 844-4634

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Code</th>
<th>Description</th>
<th>Charge</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Previous Account Balance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td></td>
<td>---CURRENT CHARGES/PAYMENTS---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Dining Plan</td>
<td>350.00</td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Tuition Resident Undergraduate</td>
<td>5,898.00</td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>PACT 20F / 202110</td>
<td>5,332.51</td>
<td></td>
</tr>
</tbody>
</table>

| CURRENT DUE      | $ 915.49 |
| TOTAL ACCOUNT BALANCE | $6,248.00 |
## eBill Examples

Auburn University  
Office of Student Financial Services  
203 Mary Martin Hall  
Auburn University, AL. 36849-5119  
(334) 844-4634

---CURRENT CHARGES/PAYMENTS---

<table>
<thead>
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<th>Transaction Date</th>
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<th>Description</th>
<th>Charge</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Previous Account Balance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Dining Plan</td>
<td>350.00</td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Tuition Resident Undergraduate</td>
<td>5,898.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>$$$ESTIMATED FINANCIAL AID$$$</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Scholarship</td>
<td></td>
<td>7,000.00</td>
</tr>
</tbody>
</table>

CURRENT DUE                                      $  0.00

TOTAL ACCOUNT BALANCE                            $6,248.00
## eBill Examples

Auburn University
Office of Student Financial Services
203 Mary Martin Hall
Auburn University, AL. 36849-5119
(334) 844-4634

Reynolds, Mike
Student ID# 902251977
Statement Date: 07-10-2020
Due Date: 08-07-2020

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Code</th>
<th>Description</th>
<th>Charge</th>
<th>Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Previous Account Balance</td>
<td>25.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>---CURRENT CHARGES/PAYMENTS---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Dining Plan</td>
<td>1,100.00</td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Tuition Non-Resident Undergraduate</td>
<td>15,978.00</td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Village Rent - Double Room</td>
<td>5,000.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>$$$ESTIMATED FINANCIAL AID$$$</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Subsidized Direct Loan</td>
<td>2,730.00</td>
<td></td>
</tr>
<tr>
<td>07-10-2020</td>
<td>202110</td>
<td>Federal Pell Grant</td>
<td>2,887.00</td>
<td></td>
</tr>
</tbody>
</table>

|                  |          | CURRENT DUE                                      | $16,486.00|        |
|                  |          | TOTAL ACCOUNT BALANCE                            | $22,103.00|        |
Important Dates

• First Fall Bill Date - July 10, 2020
• First Fall Due Date - August 7, 2020
  – Must pay at least 50% by August 7, 2020 or class schedule will be dropped
• Second Fall Bill date – August 13, 2020
• Second Fall Due date – September 4, 2020

Annual Billing Schedule can be found at www.auburn.edu/billing
Types of Payments accepted

- Online
  - E-check
  - Debit/Credit (VISA/MC/AM EX/DISCOVER)
  - Western Union (domestic or international)

- In office
  - Check or cash

**EFFECTIVE 12/1/2019** – For payments made by debit/credit cards, a 2.85% convenience fee will be paid to our payment servicer (TouchNet).
Types of Payments accepted

• International Payments
  – http://www.auburn.edu/administration/business-finance/sfs/payments.html
  • Pay With Flywire - https://payment.flywire.com/pay/payment
  • Pay with PayMyTuition - https://www.paymytuition.com/paynow/auburn
Payment Plan

• Deferred Payment Plan Option through Auburn University
  – You can divide the FIRST official bill of the semester into two half payments. First bills of the semester are issued in July (Fall semester), November (Spring semester), and April (Summer semester).

• There is no notification of this. When you make a payment, just divide amount in half and that is what you will type in.
Payment Plan

• Optional Prepayment Plan Option through TMS

  – In partnership with Nelnet Campus Commerce [formerly Tuition Management Systems (TMS)] you can pre-pay your semester charges. Visit auburn.afford.com or call 800-722-4867 for more information.
Authorizations
Student gives to parents

- There are **two** authorizations for Student Financial Services. Giving access to one does not give you access to the other. Student must do **both**!
  1. Financial Information Release
     Authorizes SFS to discuss eBill/financial aid
  2. Authorized user in eBill system
     Gives authorized user access to student’s eBill account
Authorizations
Student gives to parents

Financial Information Release

WHEN CALLING IN PLEASE HAVE THE
STUDENT’S ID # (90XXXXXXXX) OR SSN!
Complete Financial Release Information

Click to Complete Financial Release Information
Complete Financial Release Information

Click Update Financial Information Release
Complete Release of Information Statement

It is already checked “Yes”. Click Submit.
Authorized User

• Authorized User in e-bill system
  – Access to e-bill
  – When bills are generated student gets email and any authorized user gets email
    • Check SPAM
    • Mark anything from Auburn University (@auburn.edu) as “Never Block Senders Domain”
  – If you change emails…. Your student needs to update this information through e-bill
Add Authorized User

Click eBill
Add Authorized User

Click Authorized Users
Add Authorized User

Click on ‘Add Authorized User’
Add Authorized User

You can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

Email address of the authorized user

Would you like to allow this person to view your billing statement and account activity?
Would you like to allow this person to view your 1098-T tax statement?
Would you like to allow this person to view your payment history and account activity?

Review to see if you want authorized user access to all three. Click Continue.

Fill in E-mail Address
Add Authorized User

Agreement to Add Authorized User

I hereby authorize Auburn University to grant [redacted] full access to my accounts, including ability to view all billing statements, payment history, and/or make payments accordingly. My payment methods and credit card and/or checking account information will remain confidential and hidden from all other users. I understand that I am still primarily responsible for ensuring that all my accounts are paid on time and in full.

This agreement is dated Wednesday, June 14, 2017.

For fraud detection purposes, your internet address has been logged:

131.204.33.158 at 6/14/17 9:44:29 AM CDT

ANY FALSE INFORMATION ENTERED HEREON CONSTITUTES AS FRAUD AND SUBJECTS THE PARTY ENTERING SAME TO FELONY PROSECUTION UNDER BOTH FEDERAL AND STATE LAWS OF THE UNITED STATES. VIOLATORS WILL BE PROSECUTED TO THE FULLEST EXTENT OF THE LAW.

Please check the box below to agree to the terms and continue.

☐ I Agree

[Buttons]

Continue  Print Agreement  Cancel

Click “I Agree” and “Continue”
Confirmation that Authorized User Will Be Sent an E-mail.

Student can also edit/delete Authorized Users.
Hello and welcome!
The student listed below has granted you online access to his or her billing information. You can now make payments on behalf of this student, schedule, automate future payments, and more. To access the student’s account, please visit ebill.auburn.edu and log in using the username shown below. For security, we are sending the initial password for this account in a separate message.

*Note: Please email itservicedesk@auburn.edu for username and/or password issues.*

**ACCESS INFORMATION**

Student Name: 
Username: 

Sincerely,
Auburn University Billing Department
Office of Student Financial Services
203 Mary Martin Hall
Auburn University, AL 36849-5119
(334) 844-4634

[ebill@auburn.edu](mailto:ebill@auburn.edu)
[www.auburn.edu/sfs](http://www.auburn.edu/sfs)
Hello and welcome!
The student listed below has granted you online access to his or her billing information. You can now make, schedule, and automate payments on behalf of this student. To access the student’s account, please visit ebill.auburn.edu and log in using the password shown below. For security, the other login information for this account is sent in a separate message.

Note: Please email itservicedesk@auburn.edu for username and/or password issues.

ACCESS INFORMATION
Student Name: [Redacted]
Temporary Password: usuqhrdaq

Sincerely,
Auburn University Billing Department
Office of Student Financial Services
203 Mary Martin Hall
Auburn University, AL 36849-5119
(334) 844-4634
ebill@auburn.edu
www.auburn.edu/sfs
Authorized User Access #1

• Two ways to get to E-bill system.
  1. Type in URL:

   ebill.auburn.edu

There is a link in your statement notification email.
Authorized User Access #2

www.auburn.edu

Click Parents
Authorized User Access #2 (cont)

Click “Auburn Links”
Authorized User Access #2 (cont)

Click on eBill Authorized User
Authorized User Access

ebill.auburn.edu

To gain access to the student account, the student must grant permission through the student's authorized user process. If you have any questions about the system, please send an e-mail to ebill@auburn.edu.

Fill in E-mail Address and Password
Authorized User Access

ebill.auburn.edu

Fill in Your Full Name and enter NEW password. Click Save
Authorized User Access

(more than one student)

Student Account

Select Student Account

You are authorized to view billing information for more than one student. Please select a student by clicking on the name. You can change your selection later from the 'Select Student' tab.

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Auburn ID</th>
<th>E-mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5885</td>
<td>@auburn.edu</td>
</tr>
<tr>
<td></td>
<td>5140</td>
<td>@auburn.edu</td>
</tr>
</tbody>
</table>

Click on the student you want to view or if your can click on Pay All
Authorized User Access  
ebill.auburn.edu

To make a payment, click on Make Payment

Authorized User’s view.  Very similar to Student View.

To make a payment, click on Make Payment
Make a Payment
ebill.auburn.edu

Click which radio button you want.

To make half payment click radio button: “Amount due” – tab to box and type in dollar amount.

Can specify future date.
Make a Payment

ebill.auburn.edu

Select Method from Menu
Auto Bill Pay

ebill.auburn.edu

Click Auto Bill Pay
Auto Bill Pay
ebill.auburn.edu

• Should be used for small bills, not paying tuition and fees.
Add Direct Deposit Information

Click to Add Direct Deposit Information
Add Direct Deposit Information

• [duo.auburn.edu](http://duo.auburn.edu)

STUDENTS! Duo 2-factor authentication will be required for registration and email as well as all O365 products on February 25th.

What is this?

2-factor authentication is the process of requiring an individual to provide their login credentials AND proof of identity via a secondary device, such as a smartphone, before granting access to an online resource.

Here is a video to show how easy it is to use Auburn University's 2-factor authentication.
Add Direct Deposit Information

• **IMPORTANT – STUDENT MUST COMPLETE – NOT PARENT. Students must activate the 2-Factor Authentication.**

• We are asking for SSN’s and banking information, therefore, we are trying to make it as secure as possible.

• When entering information for Direct Deposit, it is the routing/account number (NOT DEBIT CARD NUMBER!)
Click to Complete Prepaid Tuition Notification Plan
Another way to access: Prepaid Tuition Plan Notification – parents and others

www.auburn.edu/sfs

Under Student Billing - Click on Tuition Info
Another way to access: Prepaid Tuition Plan Notification – parents and others

www.auburn.edu/sfs

Click to Complete Prepaid Tuition Notification Plan
Complete Prepaid Tuition Plan Notification

Prepaid Tuition Plan Notification

Please enter either your Student ID Number or Auburn User Name:

Student ID [ ] : [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] Search

(9-digit number beginning with 9 that displays on your student ID card)

For students entering Fall Semester: Please submit by May 1 of the year you are entering Auburn University.

Complete All Fields and Submit (ID # starts with 90xxxxxxx)
Complete Prepaid Tuition Plan Notification

• Notification is only done once by either student or parent
Auburn Family Portal

- [https://familyportal.auburn.edu/](https://familyportal.auburn.edu/)
- **Your one-stop shop for your parent to have:**
  - Access to important campus news and deadlines
  - Insight into your progress and financial details
  - Personalized newsletters on your schedule
  - Announcements via email and text message
  - Sharing of updates with friends and family
Auburn Family Portal

• Allows parents to request access to:
  – Academic Information:
    • Class Schedule/Enrollment
    • Graduation information
    • Grade information
  – Financial information
    • Financial Aid Information
    • Holds on Account
    • Account Balance
Auburn Family Portal

• Though students can request to see the account balance through this portal, they cannot pay the bill directly from the Family Portal website.

• When a bill is due, it will link them to the eBill Authorized User sign in. Because of this, students must also grant access through eBill Authorized User.
Tuition Calculator

www.auburn.edu

Scroll down main Auburn website until you see Tuition & Costs. Click on it.
Tuition Calculator

www.auburn.edu

Click on Tuition Calculator
GradGuard Tuition Insurance

Tuition Insurance Plan
Protection against the unexpected

Tuition Refund Insurance helps reimburse the following expenses if you can’t complete classes due to an illness or injury. It covers:

- Tuition
- Room and Board
- Other academic expenses

Annual Cost starting at $199.00

www.gradleguard.com/Insurance
What if student drops classes after the semester starts?

- Students may add/drop a class through the 5th class day (Fall/Spring) with no financial penalty (Summer through 2nd class day). Tuition is reimbursable.

- If a student drops between the 6th - 15th class day (Summer 3rd-5th class day) a $100 Course Drop Fee per class will be assessed. Tuition is reimbursable.

- If a student drops a class after the 15th (5th for Summer) class day, no tuition will be reimbursed.

- If a student drops their entire schedule between the 1st through 15th class day (5th for summer), there will be a $100 resignation fee. Tuition is reimbursable.
I Wish Students/Parents had known.... Reflections from SFS

• As far as the government is concerned, once a child starts college, they are considered an adult and fall under the federal privacy regulations. Therefore, SFS has to abide by federal regulations.

• The e-bill is in the student’s name, not the parents.

• We understand that a number of parents help their students with paying for school. However, without the financial release, we cannot talk about your student’s e-bill or financial aid.

• It is the student’s responsibility to make sure they check their e-bill statement monthly.
I Wish Students/Parents had known.... Reflections from SFS

• Your student’s Auburn email is the OFFICIAL form of communication.

• We know it can be scary as a parent to let your son/daughter go off to college on their own, however, this is a time when your sons and daughters need to learn to become mature, responsible adults. Help them to achieve this goal by letting them handle their financial affairs as much as possible.
Contact Info

Student Financial Services
203 Mary Martin Hall
Auburn AL 36849
334-844-4634

Hours: 7:45 am-4:45 pm M-F

Open during lunch hours for your convenience!

www.auburn.edu/sfs

Email: ebill@auburn.edu

Questions?