

# MERCYHURST COLLEGE

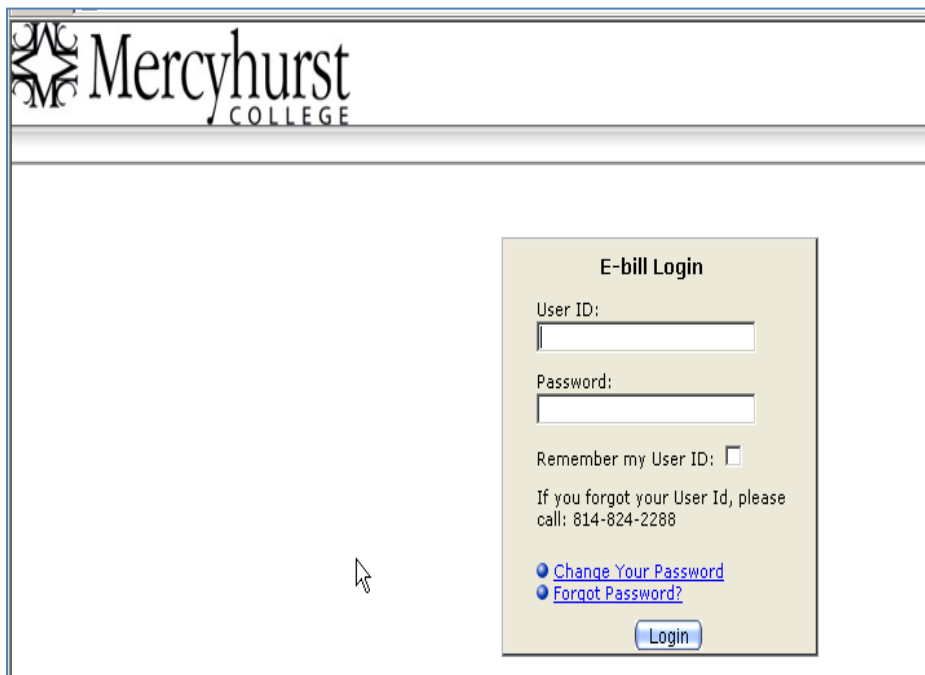
## UNDERSTANDING YOUR eBILL

Mercyhurst's eBilling system offers you and your family a safe means of receiving electronic account statements and secure methods of making web-based payments. You enjoy having 24/7 access to your account statements, as well as the ability to enroll your parents, grandparents, spouse, or any alternate payer to log into your eBill and make payments on your behalf. The web-based system itemizes tuition, fees and financial aid amounts on a secure website.

- Automatic e-mail notification sent to you and your authorized users when new bills are issued.
- Current and past billing statements will show tuition/fees along with your pending financial aid.
- You can pay by electronic check or credit card. (Account information is encrypted for your security.)
- Ability to review your new account activity.
- Review previous bills and payment history online.

### STEP # 1 — LOGIN

To access your eBill, go to <https://secure3.i-doxs.net/mercyhurst>. You were sent login and password information via your Mercyhurst email.



**E-bill Login**

User ID:

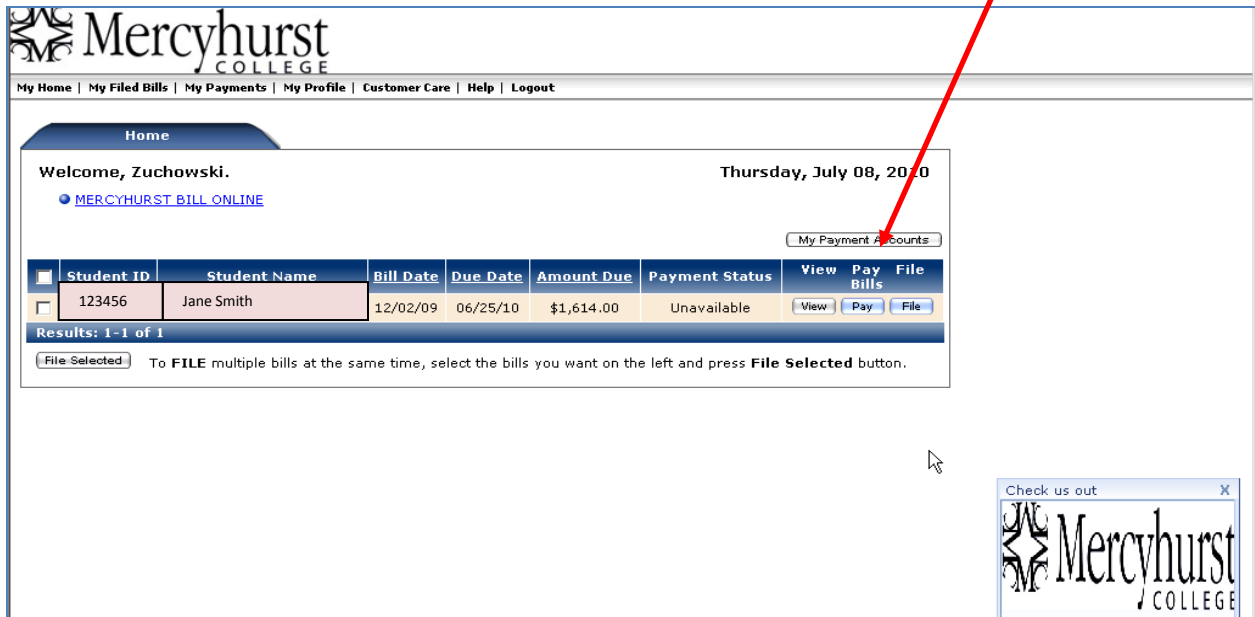
Password:

Remember my User ID:

If you forgot your User Id, please call: 814-824-2288

[Change Your Password](#)  
[Forgot Password?](#)

After logging onto the eBill system, the home screen (shown below) will be displayed. It provides an overview of your student account statements. You can View, Pay, or File the bill.



### STEP # 3 — SELECT eBILL MENU OPTIONS

You can click any of the links on the home page to be immediately presented with more detailed information. The system also includes tabbed navigation along the top of the page that can quickly guide a user to their desired information.

You may register a parent, guardian, spouse, grandparent, employer or any authorized payer by clicking on the "My Profile" tab, then Shared Access. You are asked to confirm the authorized user's e-mail account. The authorized user then receives an e-mail notification from eBill. At no point do authorized users have access to the student ID and PIN.

- [My Profile](#)
- [My Payment Accounts](#)
- [Shared Access](#)

#### Add a Shared Access User

**Prefix**  
Mr.

**\*First Name:**

**Middle Initial:**

**\*Last Name:**

**Address 1:**

**Address 2:**

**Address 3:**

**City:**

**Account No:** 123456

**\*E-mail Address:**

**\*Phone:**

**Fax:**

**State:**

**Zip:**

**\*User ID:**

**\*Password:**

**\*Confirm Password:**

**Payment Reminders**

Remind me  day(s) before my bill is due.

Remind me  day(s) after my bill is due.

Individuals to whom you grant "shared access" may view student account activity, make payments and speak about your account activity with staff members in Student and Departmental Account Services.

## STEP # 4 — VIEW YOUR EBILL

Review transaction activity since the last statement by clicking on the View tab. You may print any of the available statements.


## STEP # 5 — PAYMENT OPTIONS

The online payment process begins by clicking the “Pay” tab. During the payment process, you will be presented a statement amount and account balance. You may store payment methods used during the process. The payment/credit history section enables you and authorized users to review any payment or credit transaction posted on your student account.

Remittance slips can be printed for mail-in payments.

### CREDIT CARD

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[My Home](#) | [My Filed Bills](#) | [My Payments](#) | [My Profile](#) | [Customer Care](#) | [Help](#) | [Logout](#)

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Pay Online

### Payment Methods

Please select a payment method.

Credit Card       Bank Account

A convenience fee will be added to each credit card transaction.  
Bank account transactions are free of charge. You will be able to review the actual convenience fee amount prior to submitting your credit card payment.

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### Make A Payment

|   |   |                               |
|---|---|-------------------------------|
| Student ID No.:   | 1234567   | Skip <input type="checkbox"/> |
| <input checked="" type="radio"/> Total Amount                                     | \$ 14.00  |                               |
| <input type="radio"/> Other Amount  | \$ <input type="text"/>   |                               |
| <b>Date of Payment :</b>  |   |                               |
| <input checked="" type="radio"/> Pay ASAP   | 04/09/2010  |                               |
| <input type="radio"/> Pay on Due Date   | 04/09/2010  |                               |
| <input type="radio"/> Other Date  | <input type="text"/> <input type="button" value="Calendar"/> (mm/dd/yyyy)         |                               |
| <b>Please select a payment method.</b>  |   |                               |
| <input checked="" type="radio"/> <b>Option 1:</b> Select a saved payment profile. |   |                               |
| Payment Account :   | Select a payment account <input type="button" value="v"/>                         |                               |
| <b>OR</b>   |   |                               |
| <input type="radio"/> <b>Option 2:</b> Enter your credit card information below.  |   |                               |
| Credit Card Nickname :  | <input type="text"/>  |                               |
| Card Type :   | ----- Credit Card ----- <input type="button" value="v"/>                          |                               |
| Credit Card Number :  | <input type="text"/>  |                               |
| Expiration Date :   | 01 <input type="button" value="v"/> / 10 <input type="button" value="v"/> (mm/yy) |                               |
| Zip Code :  | <input type="text"/>  |                               |
| <input type="checkbox"/> Save this payment profile.                               |   |                               |

**Pay Online**

**Please Note**  
A convenience charge of **\$48.26** will be applied to your payment.

**Payment Confirmation:**


|                               |            |
|-------------------------------|------------|
| <b>Payment Amount:</b>        | \$1,614.00 |
| <b>Plus: Convenience Fee:</b> | \$48.26    |
| <b>Total Payment Amount:</b>  | \$1,662.26 |

**Payment Date:** 07/08/2010  
**Pay From:**  
**Pay Account No.:** 5\*\*\*\*\*45454

A Convenience Fee of **\$48.26** will be charged to make this type of payment.

To charge this payment to your account, please press the **Submit Payment** button.

The convenience fee is a flat 2.99%. Payments of \$35 and less will have a flat \$1.00 fee.

 **Mercyhurst**  
COLLEGE

**Payment Confirmation**

**Payment Amount:** 1662.26  
**Payment Date:** 7/8/2010  
**Pay From:** N/A


The payment has been processed successfully.  
Your confirmation number is: **tst597**

[Go To My Payments](#)

You will receive a confirmation statement showing the payment processed successfully.

## CHECKING/SAVINGS ACCOUNTS:

### make a Payment

|   |   |                               |
|---|---|-------------------------------|
| <b>Student ID No.:</b>  | <u>1234567</u>  | Skip <input type="checkbox"/> |
| <input checked="" type="radio"/> Total Amount   | \$ 14.00  |                               |
| <input type="radio"/> Other Amount  | \$ <input type="text"/>   |                               |
| <b>Date of Payment :</b>  |   |                               |
| <input checked="" type="radio"/> Pay ASAP   | 04/09/2010  |                               |
| <input type="radio"/> Pay on Due Date   | 04/09/2010  |                               |
| <input type="radio"/> Other Date  | <input type="text"/>  (mm/dd/yyyy) |                               |
| Scheduled payments require 24 hours to be processed and must be scheduled on a weekday. |   |                               |
| <b>Please select a payment method.</b>  |   |                               |
| <input checked="" type="radio"/> <b>Option 1:</b> Select a saved payment profile.       |   |                               |
| Payment Account :   | <input type="text" value="Select a payment account"/>   |                               |
| <b>OR</b>   |   |                               |
| <input type="radio"/> <b>Option 2:</b> Enter your bank information below.               |   |                               |
| Bank Account Nickname :   | <input type="text"/>  |                               |
| First Name :  | <input type="text"/>  |                               |
| Last Name :   | <input type="text"/>  |                               |
| Account Type :  | <input type="text" value="Checking"/>   |                               |
| Account No. :   | <input type="text"/>  |                               |
| Bank Transit No. :  | <input type="text"/>  |                               |
| <input type="checkbox"/> Save this payment profile.                                     |   |                               |

[My Home](#) | [My Filed Bills](#) | [My Payments](#) | [My Profile](#) | [Customer Care](#) | [Help](#) | [Logout](#)

#### Payment Confirmation

**Payment Amount:** 14.00  
**Payment Date:** 04/09/2010  
**Pay From:** N/A

The payment has been processed successfully.  
Your confirmation number is: **1004093715581**

[Go To My Payments](#)

You can double check your scheduled payment by clicking on the top tab called My Payments:

My Home | My Filed Bills | **My Payments** | My Profile | Customer Care | Help | Logout

**My Payments**

Account No.:  Status:

| Confirmation Code | Account | Amount Paid | Payment Date | Type     | Status    | Action   |
|-------------------|---------|-------------|--------------|----------|-----------|--|
| 1004093715581     | 1234567 | \$14.00     | 4/9/2010     | One Time | SCHEDULED | <input type="button" value="Edit"/> <input type="button" value="Details"/> <input type="button" value="Cancel"/> |

Results: 1-1 of 1

For the description of each Payment Status, [click here](#)

N

Once a bill has been paid, it can be filed:

Mercyhurst COLLEGE

My Home | My Filed Bills | My Payments | My Profile | Customer Care | Help | Logout

**Home**


Welcome, Zuchowski. Thursday, July 08, 2010

[MERCYHURST BILL ONLINE](#)

| <input type="checkbox"/> | Student ID | Student Name | Bill Date | Due Date | Amount Due | Payment Status | View                                | Pay                                | File                                |
|--------------------------|------------|--------------|-----------|----------|------------|----------------|-------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> | 12345      | Jane Smith   | 12/02/09  | 06/25/10 | \$1,614.00 | Unavailable    | <input type="button" value="View"/> | <input type="button" value="Pay"/> | <input type="button" value="File"/> |

Results: 1-1 of 1

To FILE multiple bills at the same time, select the bills you want on the left and press **File Selected** button.

Check us out  

Filed bills can be seen for up to 12 months by clicking the tab at the top called My Filed Bills.

You can keep your payment information on file if you wish. Click the tab at the top called My Profiled, then My Payment Accounts:



## Checking or Savings:

### Add Bank Account

- My Profile
- My Payment Accounts
- Shared Access

### Enter your new bank details

**Bank Account Nickname:**

**First Name:**

**Last Name:**

**Account Type:**

**Account No.:**

**Bank Transit No.:**

**Description:**  
(max. 80 chars)

Memo

**Routing Transit Number:**

**Account Number:**

## Please contact us if you have any questions:

### Customer Care

- Email: [studentfinancialservices@mercyhurst.edu](mailto:studentfinancialservices@mercyhurst.edu)
- Phone: 814-824-2288
- Fax: 814-824-2072

### Welcome to Our Customer Care Center

You may contact us by either clicking the e-mail address on the left or by using the form, whichever is most convenient.

**Subscriber:** **Zuchowski**

**E-mail Address:** **mzuchows@afford.com**

**Username:** **redeye1**

**Nature of Inquiry:**

**Message:**