

MERCYHURST UNIVERSITY

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: STUDENT

To access your eBill, go to your student portal at <https://my.mercyhurst.edu/home>. You will use your student login and password to access the portal. Once on the portal go to the Services drop down tab and choose Student Financial Services. On the SFS page click on the “view my eBill” icon.

LOGIN: SHARED ACCESS (Other Authorized Users)

To access your eBill, go to <https://secure3.i-doxs.net/mercyhurst>. You will use the login and password created by the student when they set up shared access.

The screenshot shows a web browser window with the address bar containing <https://secure3.i-doxs.net/merc>. The page header displays the Mercyhurst University logo and name. The main content area is divided into two sections:

- Student Users Click Here:** A section with the text "Go To my.mercyhurst.edu" and a button labeled "my.mercyhurst.edu".
- Parents & Other Authorized Users eBill Login:** A section with the following fields and options:
 - User ID: [text input field]
 - Password: [password input field]
 - Remember my User ID:
 - Text: "If you need assistance with logging in, please call 814-824-2288"
 - Links: [Change Your Password](#) and [Forgot Password?](#)
 - Button:

AUTHORIZE SHARED ACCESS

Students 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 and create a User ID and Password for the authorized user. The authorized user then receives an e-mail notification from eBill. At no point do authorized users have access to the student’s ID and Password.

- 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:

***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 # 2 — 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.

Once on 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.

**MERCYHURST UNIVERSITY**

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

Home

Welcome, Jane Smith Sunday, August 05, 2012

<input type="checkbox"/>	Student ID	Student Name	Bill Date	Due Date	Amount Due	Payment Status	View	Pay	File Bills
<input type="checkbox"/>	123456	Jane Smith	07/16/12	08/15/12	\$5,199.00	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.

STEP # 3 — VIEW YOUR EBILL

Review transaction activity since the last statement by clicking on the View tab. You may print any of the available statements. Please refer to the most recent eBill which will be listed at the top. The remaining eBills can be filed (see “Additional Information” for details)

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

Home

Welcome, Cassie Smith. Friday, July 20, 2012

My Payment Accounts

<input type="checkbox"/>	Student ID	Student Name	Bill Date	Due Date	Amount Due	Payment Status	View	Pay	File
<input type="checkbox"/>	123456	Jane Smith	08/08/12	08/15/12	\$3,141.00	Unavailable	View	Pay	File
<input type="checkbox"/>	123456	Jane Smith	07/16/12	08/15/12	\$2,101.00	Unavailable	View	Pay	File

Results: 1-2 of 2

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

STEP # 4 — 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

MERCYHURST UNIVERSITY

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

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.

If you have not already changed your password from the password provided to you, please do so now by clicking [here](#).

Make A Payment

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

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

Pay Online													
Please Note A convenience charge of \$48.26 will be applied to your payment.	Payment Confirmation: <table><tr><td>Payment Amount:</td><td>\$1,614.00</td></tr><tr><td>Plus: Convenience Fee:</td><td>\$48.26</td></tr><tr><td>Total Payment Amount:</td><td>\$1,662.26</td></tr></table> <table><tr><td>Payment Date:</td><td>07/08/2010</td></tr><tr><td>Pay From:</td><td></td></tr><tr><td>Pay Account No.:</td><td>5*****45454</td></tr></table> <p>A Convenience Fee of \$48.26 will be charged to make this type of payment.</p> <p>To charge this payment to your account, please press the Submit Payment button.</p> <p style="text-align: center;"><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p>	Payment Amount:	\$1,614.00	Plus: Convenience Fee:	\$48.26	Total Payment Amount:	\$1,662.26	Payment Date:	07/08/2010	Pay From:		Pay Account No.:	5*****45454
Payment Amount:	\$1,614.00												
Plus: Convenience Fee:	\$48.26												
Total Payment Amount:	\$1,662.26												
Payment Date:	07/08/2010												
Pay From:													
Pay Account No.:	5*****45454												

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

My Home My Filed Bills My Payments My Profile Customer Care Help Logout							
Payment Confirmation							
	<table><tr><td>Payment Amount:</td><td>1662.26</td></tr><tr><td>Payment Date:</td><td>7/8/2010</td></tr><tr><td>Pay From:</td><td>N/A</td></tr></table> <p>The payment has been processed successfully. Your confirmation number is: tst597</p> <p style="text-align: center;">Go To My Payments</p>	Payment Amount:	1662.26	Payment Date:	7/8/2010	Pay From:	N/A
Payment Amount:	1662.26						
Payment Date:	7/8/2010						
Pay From:	N/A						

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

CHECKING/SAVINGS ACCOUNTS:



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

Pay Online

Payment Methods

Please select a payment method.

Credit Card Bank Account

[Next](#) [Cancel](#)

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.

If you have not already changed your password from the password provided to you, please do so now by clicking [here](#).

Make a Payment

Student ID No.:	<u>1234567</u>	Skip <input type="checkbox"/>
<input checked="" type="radio"/> Total Amount	\$ 14.00	
<input type="radio"/> Other Amount	\$ <input type="text"/>	
Date of Payment :		
<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.		
Please select a payment method.		
<input checked="" type="radio"/> Option 1: Select a saved payment profile.		
Payment Account :	Select a payment account <input type="text"/>	
OR		
<input type="radio"/> Option 2: Enter your bank information below.		
Bank Account Nickname :	<input type="text"/>	
First Name :	<input type="text"/>	
Last Name :	<input type="text"/>	
Account Type :	Checking <input type="text"/>	
Account No. :	<input type="text"/>	
Bank Transit No. :	<input type="text"/>	
<input type="checkbox"/> Save this payment profile.		

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](#)

ADDITIONAL INFORMATION

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

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

Home

Welcome, Jane Smith 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 Bills
<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.

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

 **MERCYHURST UNIVERSITY**

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

Home

Welcome, Jane Smith Sunday, August 05, 2012

<input type="checkbox"/>	Student ID	Student Name	Bill Date	Due Date	Amount Due	Payment Status	View	Pay	File Bills
<input type="checkbox"/>	12345	Jane Smith	07/16/12	08/15/12	\$5,199.00	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.

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

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

My Payment Accounts

- My Profile
- My Payment Accounts**
- Shared Access

Bank Accounts

Account Nickname	Account No	Action
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Credit Card Accounts

Account Nickname	Account No	Action
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Checking, savings, and credit card information can be added so that it easily accessible. All information is safe and secure. Account 'Nicknames' are available for you to describe which card you are using, so that you are able to recall them later.

Credit Card:

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

Add Credit Card

- My Profile
- My Payment Accounts**
- Shared Access

Enter your Credit Card details

Credit Card Nickname:

Account Type:

Credit Card Number:

Expiration Date: / (mm/yy)

Zip Code:

(the ZIP code printed on your Credit Card statement)

Description:
(max. 80 chars)



Checking or Savings:

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

Add Bank Account

- My Profile
- My Payment Accounts**
- Shared Access

Enter your new bank details

Bank Account Nickname:

First Name:

Last Name:

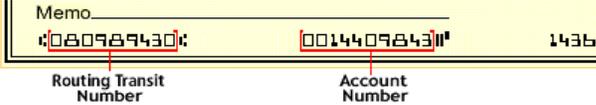
Account Type:

Account No:

Bank Transit No.:

Description:
(max. 80 chars)

Memo:



Please contact us if you have any questions:



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

Customer Care

- Email: sfs@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:	<input type="text"/>
E-mail Address:	<input type="text"/>
Username:	<input type="text"/>
Nature of Inquiry:	<input type="text" value="Billing Question"/>
Message:	<input type="text" value="Enter your message here..."/>