

# FSC Day Division eBill Information & FAQ

## eBill Fall 2010

Effective July 1, 2010 for the Fall 2010 term, Framingham State College will go live with Electronic Billing (eBill.) This system will be the official means of generating tuition bills to enrolled undergraduate day students. Paper bills will no longer be mailed to your permanent home address.

You will have access to eBill through the myFramingham portal. You will also be able to set-up other individuals as authorized users. Once authorized, these users will be able to view and print eBill statements and/or make online payments.

You will receive an FSC email notification when a new eBill statement is available. Authorized users will also receive this email notification that will include a secure link for logging into the system. Please note that it is your responsibility to check your FSC email account for eBill notifications and to make payment by the due date indicated on the eBill.

It is also important to understand that the eBill statement will only reflect the charges and credits applied to your account at the point in time that the eBill was generated. You may view current charges and activity under the *current activity* link; this will provide the real time amount due to the college. It is your responsibility to monitor your account to ensure that there are sufficient financial aid/resources and/or payment to cover all charges.

In addition to you being responsible for checking your email, it will also be your responsibility to complete the online worksheet - even if you do not have any balance due to the college. This will notify the college that you are attending so that courses, residence hall and parking assignments are not lost.

## eBill Frequently Asked Questions

### **How will I know when an eBill is available?**

Each term (July for fall, November for spring) all registered undergraduate day students will be sent an email notification to their FSC email account indicating that an eBill is available online. When subsequent eBills are posted, you and your authorized users will receive an email.

### **How do I access my eBill?**

You will log into the myFramingham portal using your Student/Banner ID and PIN. Click the Account Tab, and then access any of the options to view your eBill. From here, you can view your current account activity, make a payment, set up authorized users, save payment methods and update your profile

### **Can I give online access to my eBill to a parent and/or other individuals?**

Yes. When you are logged into the student account, select the *Authorized Users* link. On this page, you will enter the email address for the authorized user and select what account access you wish for this authorized user to have. Authorized users can be given access to view the eBill and /or access to view the payment history. The system will ask you to accept the terms for confirmation. Once this information has been submitted, the authorized user will receive an email notification which will include the [authorized user link for login](#), user name, and password. You can add as many authorized users as you wish.

Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

### **How will the authorized user(s) know when an eBill is available?**

Each term, all authorized users will receive an email notification to the email address provided at the time you granted them access. When subsequent eBills are posted, additional emails will be sent.

### **What is the difference between the eBill and the current account balance?**

The eBill reflects the charges and credits applied to your account at the point in time that the eBill was generated. The current account activity reflects real time account balance information.

*Please note that if additional charges are incurred after an eBill statement has been generated, it is your responsibility to monitor your student account to ensure that there are sufficient financial aid/resources and/or payment to cover all charges on the account.*

### **How do I print an eBill statement?**

You must log into your student account, click the *eBill* tab, and select the statement date to print in the drop down box beside *view Statement*. Once the statement is selected, click *print this statement* or *ctrl P*.

### **What if I do not receive an email regarding eBill?**

If you do not receive an email regarding an eBill, please contact the Student Accounts Office at [studentaccounts@framingham.edu](mailto:studentaccounts@framingham.edu).

### **What if I am unable to receive electronic bills?**

You may use the library or one of the labs on campus to view and/or print your eBill.

## **Why are paper bills being replaced?**

eBill provides increased access to account information, secure self-service payment options and a greener alternative to paper bills.

## **What if financial aid, scholarships, TMS payments, and/or other financial payments/resources are not listed on my eBill statement?**

If you have questions regarding financial aid, please contact the Financial Aid Office between 8:30 and 4:30 at 508-626-4534.

If you have an outside scholarship that is not reflected on your student account, please send a copy of the scholarship award letter to the Student Accounts Office at 100 State Street, PO Box 9101, Framingham MA 01701-9101, by email to [studentaccounts@framingham.edu](mailto:studentaccounts@framingham.edu) or by fax to 508-626-4029. This award letter must be on the scholarship source letterhead. You should note your name, 9-digit Student ID #, amount, and award term on this letter.

For TMS payments that are not showing on the eBill, please confirm all payments are current with TMS by viewing your student account at [www.afford.com](http://www.afford.com). TMS activity is posted at the end of each month.

We encourage you to regularly monitor your student account through the eBill site.

## **eBill Benefits**

**Implementation of eBill** – eBill is being implemented July 1, 2010 for the fall 2010 term. You and your authorized users will be able to review account transactions, view prior bills, print statements, make payments and authorize users/parents/spouses to view and pay bills.

**24/7 Access** – eBill offers a fast and efficient way to view your student account information online. You and your authorized users can log in at any time to view your student account and/or pay online. You and your authorized users do not have to wait for the statements to arrive in the mail.

**Private and Secure** – With eBill, you log-in to a secure location to obtain a bill statement, make payment on your account, or view account activity. When a new bill statement is available, you and your authorized users are sent an email notification which provides a secure link for login.

**Review Past Activity** - It can be tedious to review and track old paper statements. Within your student account, you, and authorized user, or appropriate staff member can review any previously sent eBill statement with an option to print those statements at any time.

**Enhance Online Service and Communication** - E-mail and web-based services have become the primary means of doing business on campus and throughout the world. Several of our college

processes, such as admissions, registration, and grades are already paperless or electronic. eBill continues this initiative and the web culture to which students have become accustomed.

**Environmentally Friendly** – eBilling allows both the college and the eBill recipient to reduce paper usage and postage which is friendly to the environment and saves money.

**Accurate Mailing Addresses** – The Student Accounts Office consistently receives returned mail due to inaccurate mailing addresses. With eBill you and your authorized users will receive an email notification of a pending statement thus reducing the number of students that have had their classes canceled due to non-payment as a result of a bad address.

**Current Account Information** – You will have access to current account information after any payments or additional charges due to adding classes, increase in housing or meal plan charges, or changes in financial aid, etc. have been posted to your account. A new eBill will NOT be issued each time there is a change to your account.

**Family Educational Rights & Privacy Act of 1974 (FERPA)** –With eBill, your student eBill statements will not be sent to anyone that you have not set-up as an authorized user. This continues the concept that you are responsible for your account at Framingham State College.