About your Bursar eBill

Paper bills are no longer printed and mailed. Instead an email notification is being sent to the Juniata student email address informing them their electronic statement or eBill is available to view online. We ask you to please view the account when you receive your notification to make sure you do not have a balance due. You will receive a reminder email asking you to open and review your statement even if you do not have a balance due.

Juniata College *is not* responsible for email accounts that are listed incorrectly, where the email box if full or for any other reason the notification has not been delivered. We suggest you check your mailbox periodically to make sure you are receiving all important correspondence.

Students: To view your Juniata **eBill,** log into the ARCH, click on the Administrative tab and click on *View Your Statements* link. This will take you directly to the eBill site.

Parents: Your student may authorize you or others to receive the same electronic notification by email, view the eBill and make electronic payment. To authorize a parent or guest, students must log onto the Student Billing Channel via the ARCH, click on *Authorize Additional Users* and follow the link to Parent PINs. Once authorized a parent may access the students eBill at any time to see their student's current account activity and monthly billing statements at: https://commerce.cashnet.com/juniatapay. This authorization only gives access to view/pay the student bill. All other access such as grades, email, schedules and other Juniata information is blocked for students only. Once the student gives you access to their account, an email will be sent to you from CashNet, which will give you your user ID and a temporary password. Immediately upon logging in, you will be asked to change that password to one of your choosing.

Students: Make sure that you enter the correct email address of your parents or other users you assign or they will not receive the notification of their user ID and temporary password and will not be able to log in.

PROBLEMS LOGGING IN OR MAKING PAYMENTS:

CashNet is programmed to work with Internet Explorer. You may receive an error message if you are using another browser. Make sure you have set **https://commerce.cashnet.com** as a trusted site and that popup blockers are off. Have student check the Parent PIN link and see if they answered yes to:

   a.   Can this person login?
   b.   Can this person get bill notification by email?

The balance on your **eBill** will not change. The **eBill** is a point-in-time statement of account and will only show activity that occurred from the time of your last statement to the current statement date. Any transactions that occur after the statement date can be view by clicking on "Calculate your current bill" and will appear on your next billing statement.

ePayment is a quick and convenient way to pay the account balance online. To make an electronic payment, students can access the link through the Student Billing Channel on the ARCH. Authorized parents/guests will be able to make payment via the **https://commerce.cashnet.com** website.

If you have trouble gaining access, please make sure you are on the correct login papge. One is for authorized users (users the student has created a user ID and password for).

The other link is for users who only wish to make a payment (requires the student ID number as the login and the student last name as the password). If you are not an authorized user the only information you will have access to is the account balance and the payment link. You must be authorized to view the billing statement and transactions.

eRefund

Beginning with Spring 2010, we encourage all students to enroll in **eRefund.** Having your refund check directly deposited to your account will save you time. No more waiting for the mail. Please allow at least 14 days after the last day of drop/add for processing. The link is located on the Student Billing Channel through the ARCH.