

# E-BILL STATEMENT INSTRUCTIONS

*Effective for Summer 2018, Southwestern University is now sending student account statements electronically to your WebAdvisor account. Mailing paper statements to your permanent home address is being discontinued!*

If you need assistance please contact the Business Office at [studentaccounts@southwestern.edu](mailto:studentaccounts@southwestern.edu) or 512-863-1928 or 512-863-1927.

## STUDENT ACCESS & TEXT ALERTS

Students will receive an email to their SU email account notifying them when a new statement is available! Students can access their electronic statements through their WebAdvisor account, by clicking on the “Make a Payment/View Account Statement” link located in the Financial Information section. This will go to the HigherOne personalized student account, where there are three sections in the right column. The top section (“Your Bills”) is where the student can view his/her student account electronic bills (e-bills). The bottom Section (“Account Details”) allows students to set up text message alerts to notify them when a new statement is available, as well as other events such as invalid bank account information, when a payment is processed, or when an authorized user has made a payment to your account.

The screenshot shows the CASHNet Student Account page for Susan Moore. The page is divided into several sections:

- Your Account:** Current Balance \$20,630.00. Includes a link to make a payment and information about the last payment received.
- Your Recent Payments:** A table showing a payment of -\$2.00 on 05/23/2017. Includes a "View All" link.
- Parent PINs:** Lists "mom" as a parent with an "Add New" link and "Edit Delete" options.
- Your Bills:** Lists three bills: SWU Bill 03/20/2018, SWU Bill 03/08/2018, and SWU Bill 01/10/2014. Includes a "View All" link.
- Saved Accounts:** States "You have no saved payment methods." Includes an "Add New" link.
- Account Details:** Includes a link for "SMS Alert Setup".

Two yellow arrows point to the "Your Bills" and "Account Details" sections, labeled "E-Bills" and "Text Setup" respectively.

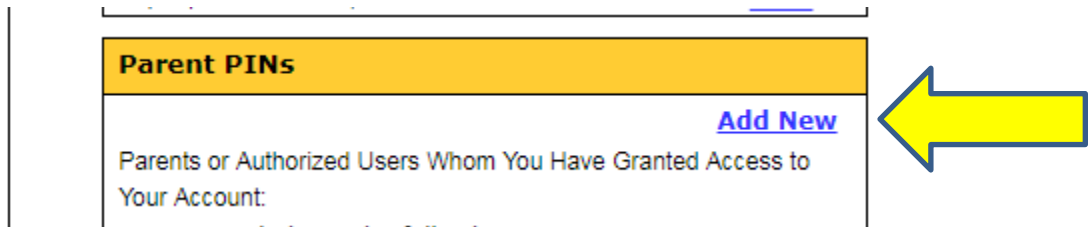
# PARENT ACCESS TO E-BILLS & ALERTS (This is a 2 step process.)

## STEP 1 - Student Must Give Parent Access

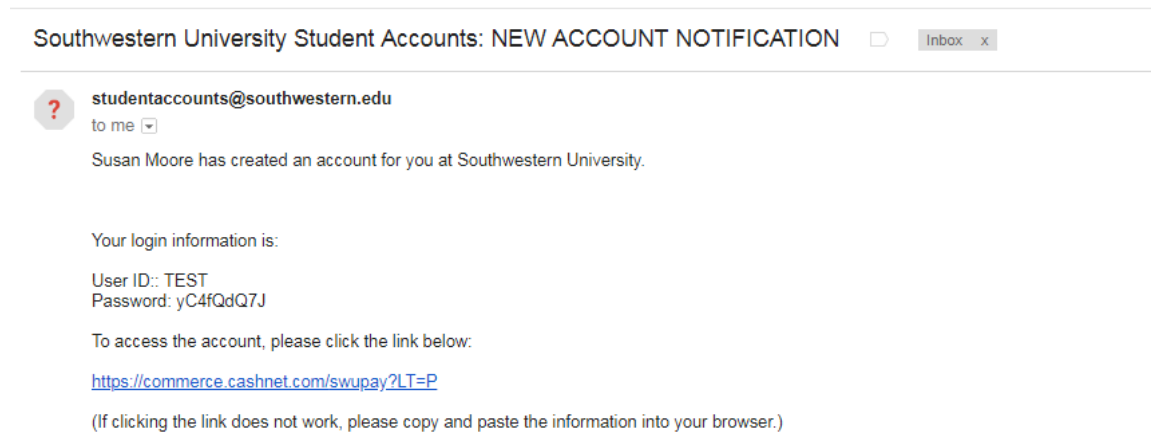
In order for parents or other individuals to receive emails and text notifications related to e-bills, the student must 1) Setup the parent with a “Parent Pin” **AND** 2) Give them the permissions under the “Parent PINs” section on the lower left of the student’s screen.

### 1. To Setup a Parent Pin –

- If the student has not set up the parent or other individual with a “PIN,” the student must select the “Add New” link and set up the individual(s) with an email address and answer all the authorization questions at the bottom of the screen which are noted in #2 below.



- A welcome email will be automatically sent to the new authorized user/parent email address with the log on ID, temporary password, and a link to access the site.



### 2. If Parent Already has a Parent Pin –

Select “edit” next to the parent pin and verify that the following settings are selected in order for the individual to receive emails and text alerts related to the student’s e-bills.

Should this person...	
be allowed to log in?	<input checked="" type="radio"/> Yes <input type="radio"/> No
have permission to access electronic bills and if so, also receive electronic bill email notifications?	Access & Receive Emails ▾
be allowed to receive SMS (text message) notifications?	<input checked="" type="radio"/> Yes <input type="radio"/> No

## STEP 2 - Parent Must Log-In & Complete Setup Process

The screens below represent the parent's view when logged in to CashNet.

your account view bills **make payment** Basket help sign out

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**Student Account**

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Susan Moore

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**Your Account**

Current Balance \$20,630.00

[Click here to make a payment](#) (Zero or credit balances are not displayed)

The last payment received was for (\$2.00) on 5/23/2017.

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**Your Recent Payments**

[View All](#)

05/23/2017	-\$2.00	<a href="#">View</a>
05/23/2017	-\$2.00	<a href="#">View</a>
05/22/2017	\$2.06	<a href="#">View</a>

**Your Bills**

[View All](#)

To view all your bills click 'View All'.

✉ SWU Bill	04/11/2018	<a href="#">View</a>
📄 SWU Bill	03/20/2018	<a href="#">View</a>
📄 SWU Bill	03/08/2018	<a href="#">View</a>

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**Saved Accounts**

[Add New](#)

You have no saved payment methods.

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**Account Details**

User ID:: TEST [Edit](#)

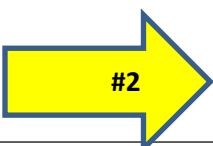
Name: Betty Tomm

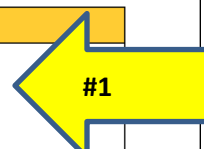
Email: bettytom@gmail.com

Relationship to Student: parent

[Change your password.](#)

[SMS Alert Setup](#)

#2

#1

## 1. To Change Email or Contact Information –

For a parent/individual to change his/her contact information, select the “Edit” link in the “Account Details” section. (Arrow #1 on previous screen) The individual will then be able to change the email address, mailing address, phone number, and password as shown below.

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your account view bills make payment Basket help sign out

**Student Account** Susan Moore

**Account Details**

User ID: TEST

First Name: Betty

Last Name: Tomm

Email Address: bettytom@gmail.com

Confirm Email Address: bettytom@gmail.com

Relationship to Student: parent

Phone Number: 512-123-4567

Address Line 1: 1001 University Avenue

Address Line 2:

City: Georgetown

State: TX

Zip: 78626

[Change your password.](#)

[SMS Alert Setup](#)

Save Cancel

## 2. To Setup or Change Text Alerts –

- To set up text notifications, select “SMS Alert Setup” at the bottom of the “Account Details” section. (Arrow #2 on previous page)
- Select the events that you want to receive text messages for & click “Save.”

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**Student Account** Susan Moore

**SMS events**

Click [here](#) to change your mobile settings.

Select the event(s) for which you want to receive SMS alerts.

When I can view a new electronic statement

Reminder for available eBill

When a payment is made on my account

Cancel Save

- To enter or change your mobile number, select the link at the top of the box that says “Click [here](#) to change your mobile settings.” and the following box will appear to enter your service provider and mobile number.

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your account view bills make payment Basket help sign out

### Student Account

Susan Moore

#### SMS setup

Select a wireless service provider

Sprint (PCS) \*

Mobile Number

5121234567 \*

Cancel

Continue

- After saving the information, a text message that contains a 4-digit confirmation code will be sent to the mobile number which needs to be entered in the box that appears on the screen below in order to complete the text alert setup process.

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your account view bills make payment Basket help sign out

### Student Account

Susan Moore

#### SMS confirmation code

An SMS message with a 4-digit confirmation code has been sent to 512-818-0225. When you receive the confirmation code, enter it in the box below.

Confirmation Code:  \*

**Note:** Please allow a few minutes for your confirmation code to arrive. The code is sent immediately but many factors can influence how fast it arrives.

If you haven't received your confirmation code after a few minutes, please make sure the number listed above is correct. To change your mobile phone number, [click here](#). To request a new confirmation code, [click here](#).

If you request a new confirmation code the previous code will become invalid even if it has not yet arrived.

Cancel

Continue

(webce-ed9b)