Accessing E-Bill Instructions

Southwestern University only sends student account statements electronically as e-bills to your WebAdvisor account. Paper statements are not mailed.

If you need assistance please contact the Business Office at studentaccounts@southwestern.edu or 512-863-1928 or 512-863-1927.

STUDENT ACCESS

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 "View E-Bill & Make a Payment" link located in the Financial Information section.   This will take you to your Student Account Payment Portal where you can view e-bills, make payments, enroll in payment plan, and give authorization to other individuals to do these same things. (See next page for instructions on setting up Parent PINS.)

SETTING UP PARENT ACCESS (This is a 2 step process.)

STEP 1 - Student Must Give Parent/Individual Access

In order for parents or other individuals to receive online access to your student account to view e-bills, to receive alerts, to make on-line payments, and to setup a payment plan, the student must setup the individual with a "Parent Pin" and give them the proper permissions.

To Setup a New Parent Pin –

1) If the student has not set up the parent or other individual with a "PIN," the student must select the "Add New" link.

Parent PINs

Add New

Parents or Authorized Users Whom You Have Granted Access to Your Account:
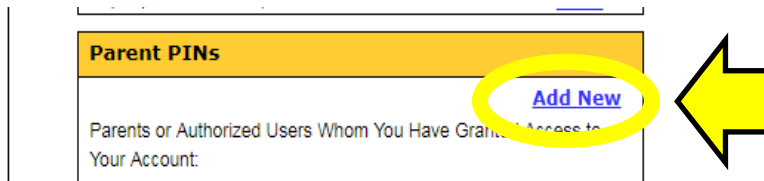
2) **Create a "User ID" that the parent or authorized payer will use and fill in the required information indicated with a red asterisk. The email address is required to send the login information to the parent. If desired, you can add a phone number, address and a note that will be sent with the welcome email.**

3) **Don't forget to select the permission to give the person at the bottom of the screen.**

Parents or Authorized Users only have access to make payments and see payment history and balances on the student account. They do NOT have access to financial aid, grades, or other online student information.

User ID:	Mom
First Name	Betty
Last Name	Tom
Email Address	bettytom@gmail.com
Confirm Email Address	bettytom@gmail.com
Relationship to Student	Mom
Phone Number	512-254-1234
Address Line 1	1001 E University Ave.
Address Line 2	
City	Georgetown
State	TX
Zip	78626
Add a note to the welcome email (optional)	Here is the link to pay my tuition. Thank you!

Should this person...

be allowed to log in?   ● Yes   ○ No

have permission to access electronic bills and if so, also receive electronic bill email notifications?   [Access & Receive Emails ▼]

receive Installment Payment Plan email notifications?   ● Yes   ○ No

be allowed to receive SMS (text message) notifications?   ● Yes   ○ No

A welcome email will be sent to the email address entered above. The email will contain the optional note, login ID, temporary password and a link to access this site.
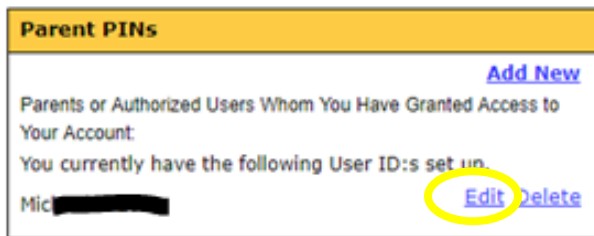
[OK]   [Cancel]

4) A welcome email will be automatically sent to the new authorized user/parent email address entered with a log on ID, temporary password, and **a link** to access the site.
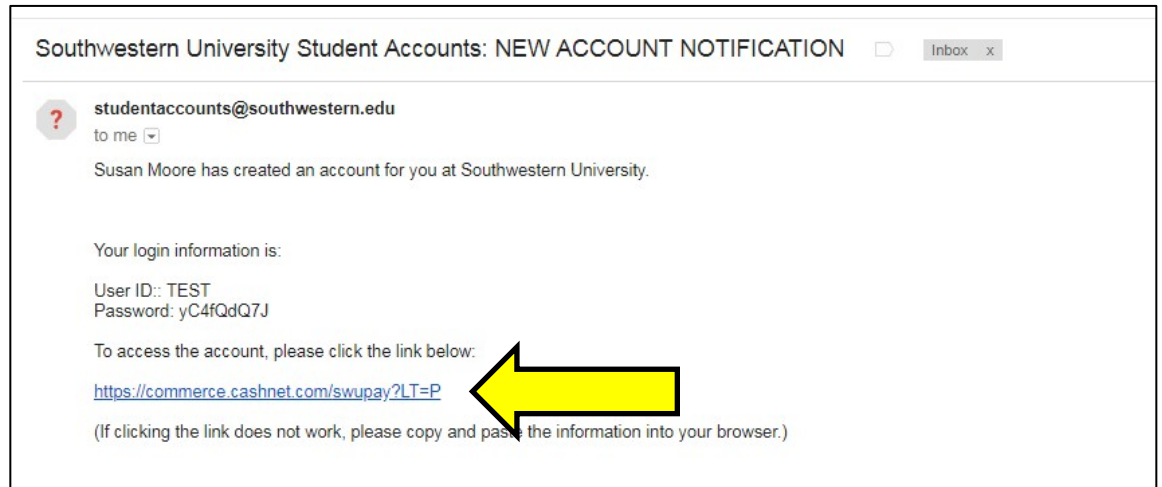
If Parent Already has a Parent Pin –

Select "edit" next to the parent pin and change the permissions selected for the individual as noted above.

==**SPECIAL NOTE – If the Parent PIN was set up before April 2019**==, the student must EDIT the authorized users' permissions to allow the individuals to "receive Installment Payment Plan email notifications."

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

1. Using the "New Account Notification" email generated by the student, the parent should select the link to access the account provided in the email and log on using the provided User Id and Password.
2. Once logged in, the main screen will appear as below:

3. To Setup or Change Text Alerts –
   - To set up text notifications, select "SMS Alert Setup" at the bottom of the "Account Details" section.
   - Select the events that you want to receive text messages for & click "Save."

4. To enter or change your mobile number, select the link at the top of the box (see screen above) that says "Click here to change your mobile settings." and the following box will appear to enter your service provider and mobile number.

Southwestern University

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

Student Account

Student Name

SMS setup

Select a wireless service provider   Sprint (PCS) ▼ *

Mobile Number   5121234567 *

Cancel   Continue

5. 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

Student Name

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

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