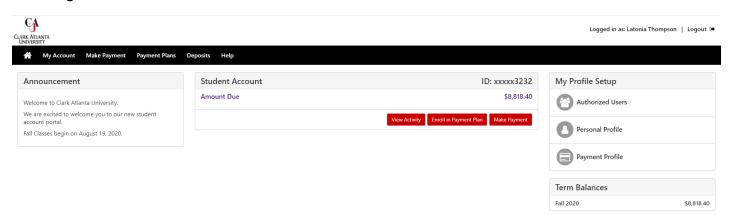Clark Atlanta University is excited to announce that we have partnered with TouchNet® to provide eBills through TouchNet® Bill+Payment™ suite. We have created a quick access guide that will show you how to navigate our new system. This guide is not meant to include all of the features because there are too many to list. We encourage you to log in and take a look around. We made these changes to enhance your experience and we hope that you will enjoy the new look and functionality. We have also included some FAQ's at the bottom of the document.

Bill Payment Overview

When you access Bill Payment you will see the Home Page where you can view, manage, and make payments on your student's account. Here's a quick overview of what you can do when you're here.
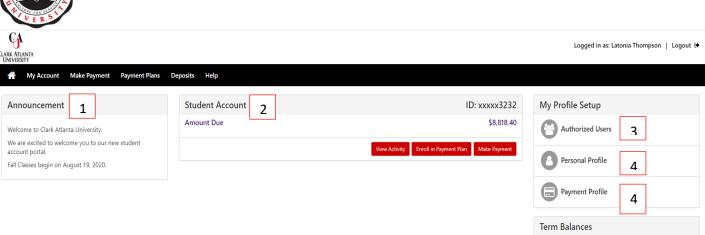
Home Page

Your Bill Payment Home Page is a summary of your student's account, where you can:

- See important announcements and alerts
- View your current account balance, payment plan installments and scheduled payments
- Make payments
- If access has been granted to an authorized user, view account activity detail
- Enroll in the payment plan
- If access has been granted to an authorized user, view account statement
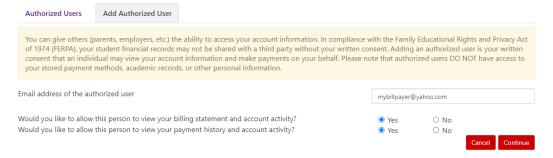- Find links to important profile set up features

🏠 **My Account** **Make Payment** **Payment Plans** **Deposits** **Help**

Announcement `1`

Welcome to Clark Atlanta University.

We are excited to welcome you to our new student account portal.

Fall Classes begin on August 19, 2020.

Student Account `2`   ID: xxxxx3232

Amount Due $8,818.40

View Activity   Enroll in Payment Plan   Make Payment

My Profile Setup

👥 Authorized Users `3`

👤 Personal Profile `4`

💳 Payment Profile `4`

Term Balances

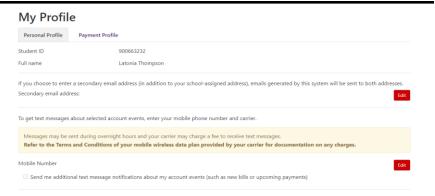Fall 2020 $8,818.40

1. Announcement – See the Announcement area for information about the current billing term and important dates
2. Student Account Section –

   - Amount Due – The total balance due
   - View Activity – See the transaction detail of charges and payments for the account
   - Enroll in payment plan- Select this link to enroll in a payment plan
   - Make a payment – Select this link to make a payment on the account

3. Authorized users – Students can grant access to a parent or guardian to have full or limited access to their account.

Authorized Users

Authorized Users | **Add Authorized User**

You can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

Email address of the authorized user   mybillpayer@yahoo.com

Would you like to allow this person to view your billing statement and account activity?   ● Yes   ○ No
Would you like to allow this person to view your payment history and account activity?   ● Yes   ○ No

Cancel   Continue

4. Personal Profile/Payment Profile – View your profile information and you can also opt in to receive text messages. You can also check to see which credit cards you have saved as payment methods.

My Profile

Personal Profile | **Payment Profile**

Student ID   900663232
Full name   Latonia Thompson

If you choose to enter a secondary email address (in addition to your school-assigned address), emails generated by this system will be sent to both addresses.
Secondary email address: Edit

To get text messages about selected account events, enter your mobile phone number and carrier.

Messages may be sent during overnight hours and your carrier may charge a fee to receive text messages.
Refer to the Terms and Conditions of your mobile wireless data plan provided by your carrier for documentation on any charges.

Mobile Number   Edit

☐ Send me additional text message notifications about my account events (such as new bills or upcoming payments)

Students are encouraged to review their accounts regularly to ensure all charges and payments are posted correctly. Failure to make payment in full for all outstanding charges results in late registration fee assessment and registration/transcript holds being placed on your account. Students who do not have an Authorized User set up are responsible for printing a PDF copy of their bill and sending it to the payer.

Please contact Student Accounts if you have any concerns so that discrepancies can be addressed and resolved quickly. You may contact us at studacct@cau.edu.

How do I make a payment?

Click the "Make a Payment" tab on the home page. You will have the option to pay current account balance or by term. If you are making a partial payment or a specific dollar amount, click "current account balance" and edit the text box to the far right with the desired dollar amount.

Can I make a payment with a credit or debit card?

You can make a payment with a credit or debit card. There are no fees associated with making a credit or debit card transaction.

How do I view an e-bill (statement)?

On the homepage, select My Account - Statement. Statements are a snapshot in time and only reflect activity (payments, credits, charges, financial aid and adjustments) that were made before the statement was produced. Transactions that are made after that date, will appear on the next statement. Statements will be updated once a week.

To view current account balances, recent activity, and estimated financial aid, please log in to Banner Web.

I need to make partial payments using various payment sources, how do I accomplish this?

Click the "Make a Payment" tab, select "current account balance" and edit the text box to the far right with the desired payment amount.

Where do I add an Authorized User?

Navigate to "My Profile Setup" on the home page. Click "Authorized Users," then "Add Authorized Users." Note, Authorized Users will not receive the same communications as students, however they do receive important notifications and reminders.

How do I enroll in the payment plan?

Click on the "Payment Plans" tab on the home page. Select the applicable term and follow the prompts.

Can I sign up for automatic payments?

Click "Make a Payment" on the homepage. Edit the payment date to the desired date(s) and follow the prompts to complete the payment.

Can I sign up for automatic payments if I am enrolled in the payment plan?

Yes, when you enroll in the payment plan you will be provided the option to make automatic payments.

How do I sign up for text notifications?

Navigate to "My Profile Setup" on the home page. Select "Personal Profile" and edit your phone number and select the box below the phone number to receive alerts.