

# Accessing On-Line Student Account Detail & CashNet Payment Portal

Students must log into their SU WebAdvisor account to access the screen below.

SOUTHWESTERN UNIVERSITY

CHANGE P...

CURRENT STUDENTS - WEBADVISOR FOR STUDENTS MENU

The following links may display confidential information.

User Account

Contact Information

Financial Information

Account Details  
[CashNet Payment Portal - ebills, payment plan, payments](#)  
[Federal Title IV Funds Authorization](#)  
[Payment Terms Agreement](#)

Financial Aid

Federal Title IV Funds Authorization  
[Financial Aid Checklist](#)

Registration

[SU Search for Sections](#)  
[Registration Eligibility](#)  
[Self-Service](#)

Student Planning  
[Apply for Graduation](#)

My class schedule  
[Apply for Graduation](#)  
[Transcript by Course](#)  
[Confirmation of Attendance](#)  
[eTranscript Request](#)

Post Office Box Combination  
[Assigned Room Check-In Form](#)  
[Add/Change Meal Plan](#)  
[Student Handbook Agreement](#)  
[First-Year Students - Preferences for Housing](#)  
[Incoming Transfer/Re-Admit Student Housing Re...](#)

The student account links are found in the “Financial Information” section:

Financial Information

[Account Details](#)  
[CashNet Payment Portal - ebills, payment plan, payments](#)  
[Federal Title IV Funds Authorization](#)  
[Payment Terms Agreement](#)

- The “Account Details” link is used to access student account detailed transactions and balance details updated on a daily basis.
- The “CashNet Payment Portal – ebills, payment plans, payments” link is used to access e-bills, make ACH and credit card payments, set up or change Payer access, enroll in and manage payment plans, see recent on-line payments, and set -up or change text or email notifications.

## “Account Details” Link – for Student Account Details

- After selecting the appropriate term, this link is used to access a current student account statement that is updated on a daily basis. Some transactions may not show on the statement until the following day.

CURRENT STUDENTS

Account Details

Term

CURRENT STUDENTS

SOUTHERN UNIVERSITY

STUDENT ACCOUNT STATEMENT

Student ID # \_\_\_\_\_ Statement Date 12/11/19

St \_\_\_\_\_

Student Address \_\_\_\_\_

Payment Enclosed: \$ \_\_\_\_\_

STUDENT ACCOUNT ACTIVITY

Date	Description	Transactions
11/11/19	*** Balance Forward***	-176.80
11/11/19	Registration - 20/SP	21,780.00
11/11/19	Housing - 20/SP	3,335.00
11/11/19	9 Meals/week+ \$150-DD	2,463.00
11/11/19	\$75 Pirate Bus\$	75.00
11/11/19	20/SP Vehicle Registration	100.00
11/11/19	Anticipated 20/SP Tx Tomorrow	-5,415.04
11/11/19	Payment Plan Enrollment Fee	25.00
11/11/19	TPP Enrollment Fee Payment	-25.00
11/12/19	Tuition Payment Plan	-652.63
11/25/19	Tuition Payment Plan	-652.63

**Student Account Balance 20,855.90**

**Amount Due (Xcludes Confirmed Aid Below): 1,957.90**

Payment Plan Outstanding Balance: -1,957.90

\*Plan Balance may not include payments within the past 24 hours.

Amount Due (Minus Payment Plan Balance): 0.00

CONFIRMED FINANCIAL AID

Cody Scholar Award	14,750.00
Equalization Grant	1,682.00
Southwestern Grant	2,466.00

**Total Confirmed Financial Aid: 18,898.00**

## “CashNet Payment Portal – ebills, payment plans, payments” link

- To continue to the student account CashNet Payment Portal, the link “Student Account Information” must be selected.

**View E-Bill & Make a Payment**

Click on the link below to be connected to CashNet/HigherOne to access your Southwestern University student account information to do the following:

- View your Electronic Statements (E-bills)
- View your account balance by term & make an ACH or Credit Card payment
- Enroll in a monthly Payment Plan
- View your recent payments made on-line
- Set-up & manage Parent or Authorized user PINs
- Manage any saved ACH or credit card payment methods

In order for your parent or other designated person to be able to access your student account information, you must first create a Parent PIN for the individual by going to the “Parent PINs” section at the bottom left corner of the next page & an authorized individual will be sent an email with their ID, temporary password, and the necessary link to access your account. Authorized users will only have access to see E-bills, to see account balance and payment history, to make payments on the account, financial aid, grades, or other online student information.


**Wire Transfers via Western Union Business Services**

Those wishing to make payments to the student account via wire transfer or international electronic transfer should do so using Western Union Business Solutions GlobalPay for Student. This program offers a simple electronic payment mechanism that is secure and convenient.

To pay your tuition and fees by wire, select the following link: [Southwestern University Domestic and International Wire Transfers](#).

The above link is only for Wire Transfers. All other payments should be done by selecting the Student Account Information link below.

Continue to [Student Account Information](#)



[Return to Menu](#)

- Selecting the link above will take you to your student CashNet Payment Portal main screen to do the following things: (See next page for picture of the screen layout.)
  - ✓ View account balance by term
  - ✓ Access E-bills
  - ✓ Make ACH or credit card payments
  - ✓ Enroll in the SU Payment Plan
  - ✓ View previous ACH or credit card payments made on-line
  - ✓ Manage any saved ACH or credit card payment methods
  - ✓ Set up or change text and email notifications
  - ✓ Give or remove Payers’ access to e-bills and to make payments
  - ✓ Manage or make future payment plan payments

# Student CashNet Payment Portal Overview Screen

The screenshot shows the 'Overview' page of the Student CashNet Payment Portal. A red circle highlights the left-hand navigation menu, which includes: Student Name, Overview, Make a Payment, Payments, Statements, and Sign Out. A red arrow points from this menu to a detailed view of the menu below. Yellow arrows point to various elements: 'Notifications' (top right), 'E-Bills' (right side), 'Payment Plan' (center), and 'Make Pmts.' (bottom right). A 'Make a payment' button is also visible in the bottom right corner.

Summary	Balance
20_SP (Spring 2020)	\$21,880.00
Balance	\$21,880.00

**Need to enroll in a payment plan?**  
Enrolling in a payment plan takes just a few minutes and can help you spread out payments on your education expenses.

[View payment plan options](#)

Recent payments [View all](#)

[Make a payment](#)

**SOUTHWESTERN UNIVERSITY**

- Student Name
- Overview
- Make a Payment
- Payments
- Statements
- Sign Out

Click NAME to access payers, saved payment methods, contact information, and notifications.

On the CashNet Payment Portal Overview Screen, navigate either by using the menu options listed on the left side menu bar or use the other options shown at various places on the screen.

Please see the following pages for explanations for the Overview Screen and Payers section.

# Overview Screen

As shown on previous page, the overview screen is the default screen after log-in.

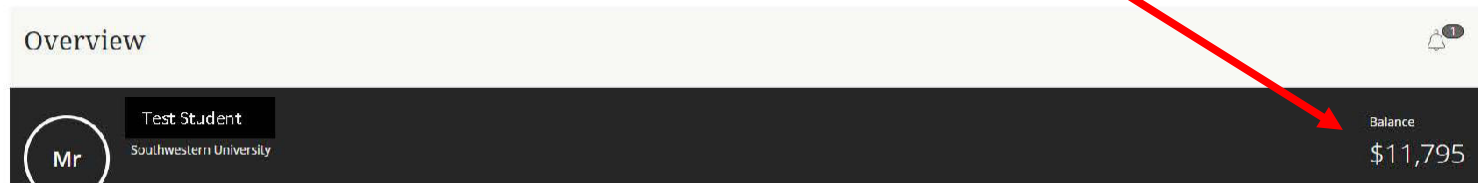
## 1. Notification Section –



- This section appears in the top right section of your screen.
- Some messages will automatically appear when you log in to your payment portal.
- Notifications will include important information about your account or holds placed on your account if applicable.
- Simply click the icon to view any messages that are present.

## 2. Balance & Summary Section & Access Statements–

- The overall student account balance appears at the very top in the black bar after the student name. This amount is the actual total balance due for all semesters on the student account.



- The Summary section then shows you the balance due by each term if applicable.

Summary		<a href="#">View statements</a>
20_SP (Spring 2020)		\$102.00
19_FA (Fall 2019)		\$279.00
<b>Balance</b>		<b>\$381.00</b>
<i>Minimum due</i>		<i>\$381.00</i>

- Please note that the balance shown is after the deduction of confirmed financial aid. Pending aid such as outside scholarships are not factored into the amount seen.

- There is also a blue link in this section, “view statements,” that allows you to view the related statements.

Summary	
20_SP (Spring 2020)	\$102.00
19_FA (Fall 2019)	\$279.00
<b>Balance</b>	<b>\$381.00</b>
<i>Minimum due</i>	<i>\$381.00</i>

## “Statements” Section –

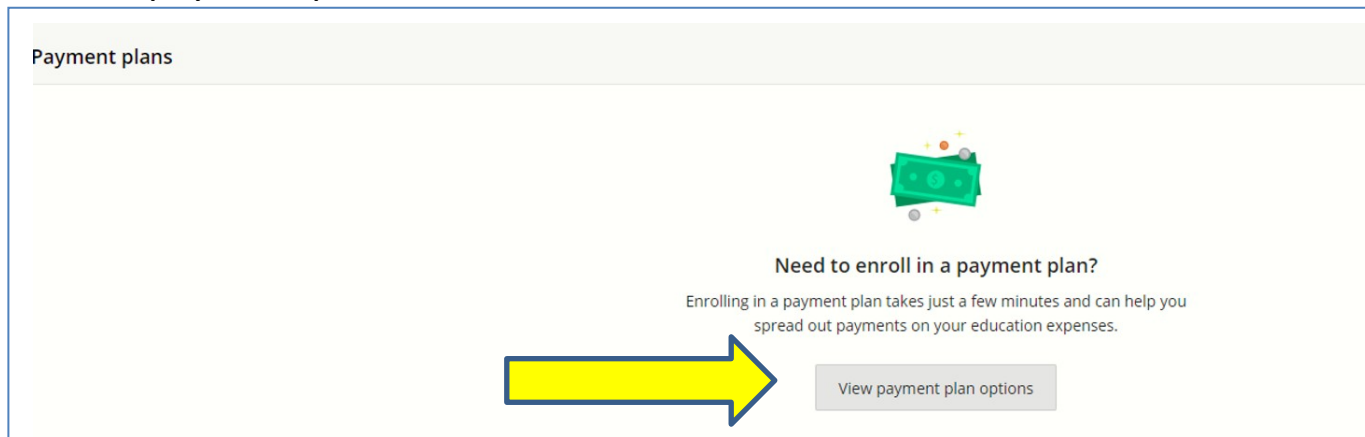
Statements				
Date	Description		View	Save
12/2/19	SWU Bill			
11/14/19	SWU Bill			
7/9/19	SWU Bill			
6/27/19	SWU Bill			
4/26/19	SWU Bill			
11/30/18	SWU Bill			
11/9/18	SWU Bill			
7/5/18	SWU Bill			
5/1/18	SWU Bill			

- This section is where you will view your most current and prior e-bills.
- Please keep in mind that e-bills are static in time based on the date of the e-bill and do NOT reflect real-time account balance changes. Students can access current student account detail updated every 24 hours by using the “Account Detail” link in WebAdvisor.
- Students will receive an email to their SU email account notifying them when a new e-bill is available! Reminder emails will also be sent if the e-bill is never viewed.
- **Parents or other authorized payers will also be sent an email notification regarding e-bills if the notification is turned on.**

### 3. Payment Plan Section

#### A. Enrolling in a NEW Payment Plan

- If a balance is owed, this section will appear in the middle of the screen below the Summary balance to allow enrollment in the SU Payment Plan.
- Click the link that says “View Payment Plan Options” to sign up for a payment plan for that term.

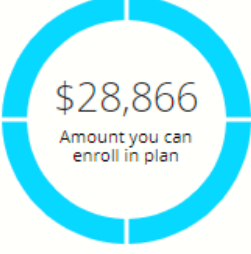


- After the link is clicked the following sidebar will appear:

Overview

## Payment Plans

20\_SP  
SU Spring 2020 Payment Plan



\$28,866  
Amount you can enroll in plan

4 payments | \$25 enrollment fee

### Payment Schedule

1	\$7,216.50 Payment due 1/1/20
2	\$7,216.50 Payment due 2/1/20
3	\$7,216.50 Payment due 3/1/20
4	\$7,216.50 Payment due 4/1/20

Auto pay available: If you set up auto pay, all scheduled payments will occur on the payment plan due dates.

### Plan Details

*Enrollment fee: There is an enrollment fee of \$25, due upon enrollment, to participate in this plan. This fee covers your school's administrative costs associated with the plan, and is in addition to the plan amount of \$28,866.*

Cancel **Enroll in plan**

The plan will automatically provide you the breakdown of payments and the due dates based upon your account balance and which plan is available at time of signing up. It will also give you a broad picture of the terms. Choose “Enroll in plan” to continue the set up.

**Please note:** All prior term balances must be paid prior to enrolling in the payment plan for the current semester.

To Enroll



- After selecting “enroll in plan”, the terms and conditions of the plan will be listed, as well as the payment dates. You must read and accept the terms and conditions before the payment plan can be completed by first selecting the check box at the bottom of the screen and then selecting the “continue” button.

**Payment Schedule**

1	\$7,216.50	Payment due 1/15/23
2	\$7,216.50	Payment due 2/15/23
3	\$7,216.50	Payment due 3/15/23
4	\$7,216.50	Payment due 4/15/23

**Terms and Conditions**

Please read terms and indicate your agreement to be bound by these terms and conditions by selecting the checkbox below.

I have read and agree to the \$0 Payment Plan terms and conditions provided.

- The next screen will ask for a phone number.

**Overview**

**Payment Plan Enrollment**

Enrollment Information

**Phone Number**

8155551212

- Finally, there is a \$25 payment plan fee that must be paid before completing the plan set up. You will be given the option of paying by credit card or electronic check. If you have saved payment methods these will also be listed in the drop-down menu.

Enrollment fee

How would you like to pay?

Enrollment fee amount  
\$25

\* Payment method

BOAChecking (\*\*\*\*\*0874)

ZhangSavings (\*\*\*\*\*4499)

New credit or debit card

New bank account

Cancel Continue

- Before submission you will be asked to confirm the information is correct. To confirm and complete enrollment click on the “Pay \$25” link at the bottom right corner.

Review

Last step! Let's make sure we have your correct information.

Email address emailaddress@email.com

All notifications regarding this payment plan will be sent to the email address(es) saved in your profile.

Summary [Change](#)

20\_SP: SU Spring 2020 Payment Plan  
Enrollment fee \$25

Payment details [Change](#)

Account holder name Name of Account owner

Account type Savings

Bank account number \*\*\*\*\*4499

Saved payment method ZhangSavings

Enrollment information [Change](#)

Phone Number 5125551212

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Cancel Pay \$25


- After completion an email with the terms and conditions will be sent to the email address listed.




## B. Managing an Existing Payment Plan

- To see the details for the payment plan that you are already enrolled in such as installment amounts and dates, total plan amount, remaining balance, and to review your signed payment plan terms agreement guide the mouse over any part of the plan description and click.



Payment plans

Plan	Paid	Remaining
 20_SP: SU Spring 2020 Payment Plan	\$0	\$21,905

 **Set up auto pay**  
Make your payments on time and avoid late fees!


- If you need two payment plans (two or more individuals making payments), please contact the Business Office for assistance in setting up the payment plans. Multiple plans will be listed individually as “Special Payment Plan A” & “Special Payment Plan B.” Please make note of which plan belongs to which individual.

Payment plans

Plan	Paid	Remaining
<input type="radio"/> 20_SP: 20 Spring Special Payment Plan A  Set up auto pay Make your payments on time and avoid late fees!	\$0	\$6,104.50
<input type="radio"/> 20_SP: 20 Spring Special Payment Plan B  Set up auto pay Make your payments on time and avoid late fees!	\$0	\$6,104.50

- To set up automatic payments click on the “Set up auto pay” below the payment plan description. Please note that enrolling in the payment plan and paying the plan fee of \$25 does not automatically set up automatic payment for your payment plan.

Payment plans

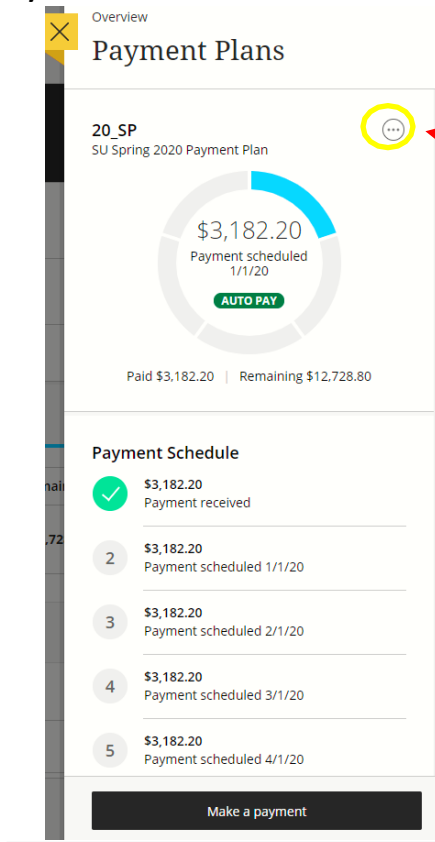
Plan	Paid	Remaining
<input type="radio"/> 20_SP: SU Spring 2020 Payment Plan  Set up auto pay Make your payments on time and avoid late fees!	\$0	\$21,905

- If you have already enrolled in automatic payments, you will see the green “Auto Pay” amount next to your payment plan description as shown below.

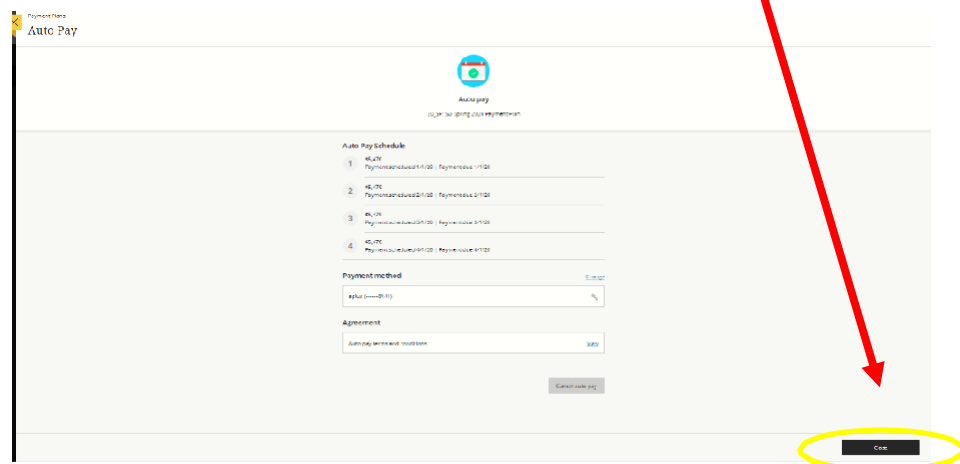
Payment plans

Plan	Paid	Remaining
<input checked="" type="radio"/> 20_SP: SU Spring 2020 Payment Plan <b>AUTO PAY</b>	\$3,182.20	\$12,728.80

- Clicking on the payment plan will open up the plan detail screen, which will show payment history as well as the payment schedule of the remaining payments.



- To see details of the Auto Payment Plan, click on the circle with three dots in the upper right and choose “View Auto Pay.”
- If you need to cancel your enrollment in auto pay select the “Cancel Auto Pay” button that is highlighted below



#### 4. Recent Payments Section

Recent payments [view all](#)

Date	Description	Receipt	Amount
8/26/19	19_FA (Fall 2019)	<a href="#">#54259</a>	\$369.90
2/15/19	Account Balance (Spring 2019)	<a href="#">#49519</a>	\$184.95
12/7/18	Account Balance	<a href="#">#48359</a>	\$531.22

- This section shows a history of your on-line payments that were paid via ACH or credit card.
- Please note that payments sent via the mail or made in person will not appear in this section because the payments were not made online through the CashNet Payment Portal.
- **Select the “View all” link at the top of this section to see additional payments not shown on the Overview screen.**

#### 5. Make A Payment Button

- At the bottom right corner of the Overview screen is the “Make a payment” link that proceeds to the payment screen.
- At the payment screen, the payer can select the term and change the amount before submitting the payment as shown below.

How much would you like to pay?

20\_SP (Spring 2020)

Amount

\$3,785.00

Maximum \$3,785

Balance \$3,785

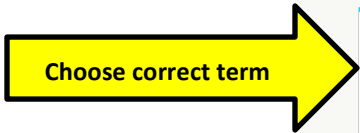
19\_FA (Fall 2019)

Amount

\$7,762.00

Maximum \$7,762

Balance \$7,762

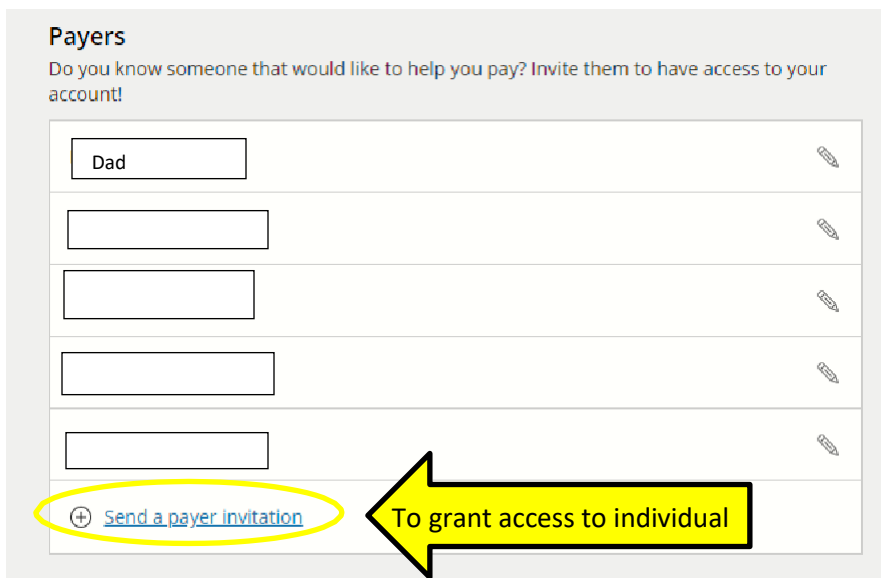


## “Payers” Section – To send invitation to payer or manage existing payers

To find the area where a student can add a new payer, click on the student name in the upper left corner.



The Student profile page that appears includes a “Payers” section that lists the current authorized payers and provides a link to “Send a payer invitation” at the bottom of the screen.



- This section is used to add and remove payer 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, or to setup a payment plan, the student must send the individual a “Payer Invitation” and give them the proper permissions.
- See detailed instructions on following pages for setting up payer access. This is a two-part process – Part 1 is completed by the student and Part 2 is completed by the invited payer.

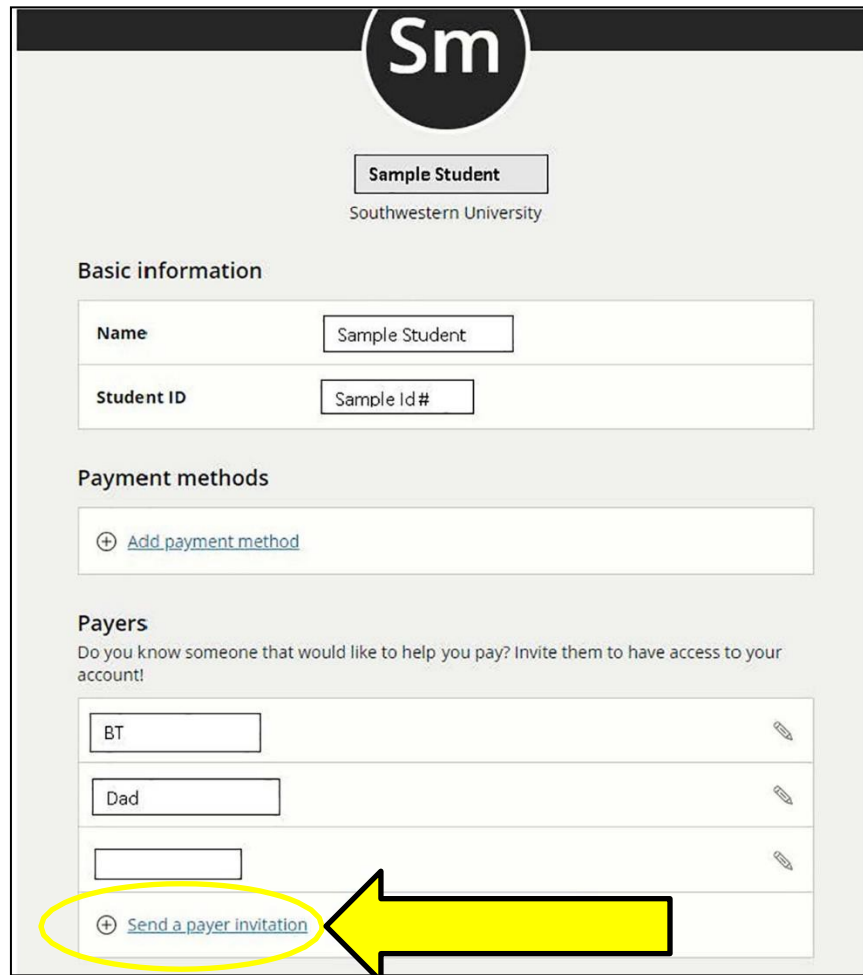
## SETTING UP PAYER ACCESS

(This is a 2 Part process - Part 1 is completed by the student & Part 2 is completed by the payer.)

### **PART 1 - Student Must Give Payer 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 have the payer's email and send an invitation as follows.

1. To set up a parent or other individual with access, the student must select the "Send a Payer Invitation" link as shown below.



The screenshot displays the student portal interface for Southwestern University. At the top, the 'Sm' logo is visible. Below it, the user is identified as 'Sample Student' at 'Southwestern University'. The page is divided into sections: 'Basic information' with fields for 'Name' (Sample Student) and 'Student ID' (Sample Id #); 'Payment methods' with a '+ Add payment method' link; and 'Payers' with a list of existing payers: 'BT', 'Dad', and an empty field. At the bottom of the 'Payers' section, a '+ Send a payer invitation' link is highlighted with a yellow circle, and a large yellow arrow points to it from the right.



- The student must provide the payer's first and last names and email address. For confirmation, the email address will be required to be entered twice. The student can include an optional message if desired. To send the invitation, click on the "Send invitation" link.

Profile  
Payer Invitation

Payer information

\* First name

\* Last name

\* Email address

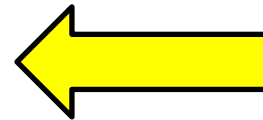
\* Confirm email address

Payer access

Allow access to statements

Message to payer  
  
Maximum 250 characters

Cancel Send invitation



- A welcome message will be automatically sent to the new authorized payer's email address provided. The email will provide the payer with their User ID, temporary password, and **a link** to access the site as shown in the example below. Please note the temporary password sent in the email is only valid for 24 hours.

On Fri, Dec 6, 2019 at 3:29 PM <studentaccounts@southwestern.edu> wrote:  
Sample Student has created an account for you at Southwestern University.

Your new login information is:

User ID: [sample@mailservice.com](mailto:sample@mailservice.com)  
Password: jcFFyDA8S

To access the account, please click the link below.

<https://commerce.cashnet.com/swupay?LT=P>

(If clicking the link does not work, please copy and paste the information into your browser.)

## To Change Payer Access & Reset Passwords–

Select the “pencil” icon next to the payer to remove payer access or to resend a new invitation, if the password was forgotten.

**Sm**

**Sample Student**  
Southwestern University




**Basic information**

<b>Name</b>	Sample Student
<b>Student ID</b>	Sample Id #

**Payment methods**

+ [Add payment method](#)

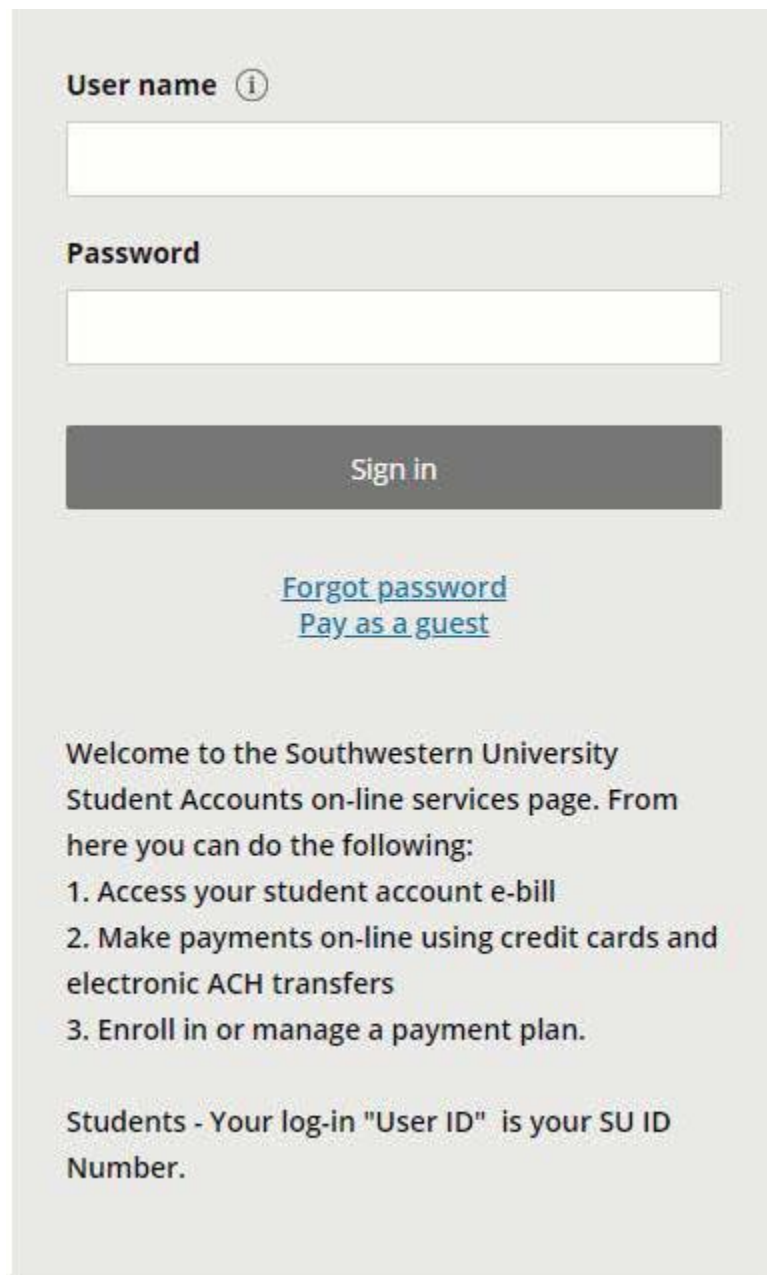
**Payers**  
Do you know someone that would like to help you pay? Invite them to have access to your account!

BT	
Dad	
	

+ [Send a payer invitation](#)

## PART 2 - Payer Must Log-In & Complete Setup Process

1. Using the “New Account Notification” email generated by the student, the payer should select the link to access the account provided in the email and log on using the provided User ID and temporary Password. The log in screen provided by the link is shown below.
  - The Payer Log on page can always be found at <https://commerce.cashnet.com/swupay>



The screenshot shows a login form with the following elements:

- User name** (with an information icon) and an empty text input field.
- Password** and an empty text input field.
- A dark grey **Sign in** button.
- Two links: [Forgot password](#) and [Pay as a guest](#).
- A welcome message: "Welcome to the Southwestern University Student Accounts on-line services page. From here you can do the following:"
- A numbered list of three items:
  1. Access your student account e-bill
  2. Make payments on-line using credit cards and electronic ACH transfers
  3. Enroll in or manage a payment plan.
- A note for students: "Students - Your log-in 'User ID' is your SU ID Number."

2. Once logged in, the Payer's CashNet Payment Portal will appear as shown below:

- Please note that the Payer CashNet Payment Portal is very similar to the Student CashNet Payment Portal. The payer can view ebills, make payments, enroll in the payment plan, set up automatic payments, and manager user preferences using the same process as used in the Student CashNet Payment Portal.

The screenshot shows the 'Overview' page of the Payer's CashNet Payment Portal for Southwestern University. The user is logged in as 'Test Parent' with a balance of \$21,880. The page includes a navigation sidebar, a summary section with a table of payment plans, and a recent payments table.

**Navigation Sidebar:**

- Name: Test Parent
- Overview
- Make a Payment
- Payments
- Statements
- Sign Out

**Summary Section:**

Plan	Paid	Remaining
20_SP: SU Spring 2020 Payment Plan <b>AUTO PAY</b>	\$0	\$21,880

**Recent payments Section:**

Date	Description	Receipt	Amount
12/11/19	20_SP: SU Spring 2020 Payment Plan	#56933	\$25.00

**Buttons:** View statements, View all, Make a payment

### 3. To Setup or Change Your User Information

- Click on your name in the upper left corner. That will bring up your user profile.
- The “Payment methods” section allows you to add or change your payment methods including credit cards and bank account information for echecks.
- Use the “Contact Information” section to manage your email address.
- Use the “Notifications” section to edit your email and SMS text notifications.

The screenshot shows the user profile page for Southwestern University. On the left is a dark sidebar menu with the following items: Name (with a person icon), Overview (with a house icon), Make a Payment (with a credit card icon), Payments (with a calendar icon), Statements (with a document icon), and Sign Out (with a circular arrow icon). The main content area is titled 'Basic information' and contains several sections: 'Basic information' with fields for Name (Test Parent), User name (sample@emailaddress.com), Password (masked with dots), Student name (Test Student), and Student ID (0010480); 'Payment methods' with an 'Add payment method' link; 'Contact information' with an 'Email address' field (sample@emailaddress.com); 'Notifications' with 'Email notifications' and 'SMS notifications' (with a 'Sign up' link); and 'Privacy & terms' with a 'Use of personal information' field (with a 'View' link). Two yellow arrows are overlaid on the image: one points from the 'Name' menu item in the sidebar to the main content area, and the other points from the 'Notifications' section to the right.