



# Student One Stop Billing & Payments are Online thru WILpay

**Wilmington College has partnered with Higher One to provide a secure website to:**

- ◆ Make Online Payments
- ◆ Establish an Installment Payment Plan (IPP)
- ◆ Request Electronic Refunds
- ◆ View Up-to-Date Account Activity
- ◆ View Recent Billing Statements
- ◆ View Recent Payments

At Wilmington College this is known as **WILpay**. You will receive their billing statements online once you have registered for spring semester. A notification will be sent to the student's Wilmington College email address when the bill is available to view. Student with balances will be notified each month, through their Wilmington College email address, when the current billing statement is available online. The new statement will appear in the "Your Bills" section.

## **Accessing The System:**

1. Visit the Wilmington College homepage at [www.wilmington.edu](http://www.wilmington.edu)
2. On the bottom of the homepage page select "**WILpay login**"
3. Login with your student ID and password (last 4 of SSN, first 2 letters of last name capitalized, and 2 digit day of birth.)

## **Parents and Other Designated Users:**

Parents do not initially have access to the WILpay system; however, the student can set up authorized users (mom, dad, or any other third party the student chooses) with a **Parent PIN**. The parent or authorized user will have access to the student's statement, billing activity, payments, etc. The authorized user will not be able to see the eRefund or Parent PIN sections of the account. The student will simply login to their account and follow the steps in the Parent PIN section to setup these authorizations.

## **A Word About eRefunds:**

We highly recommend setting up your eRefund account as soon as possible in WILpay. This is the quickest way to receive your refund from Wilmington College. Student Loans and Parents Plus Loan refunds will go into the bank account the student sets up in his/her WILpay account. After the spring semester, the dorm damage retainer fees will be refunded through eRefunds. See more information in section 5 on the reverse side of this page.



**Contact the Student One Stop, located in Pyle Center, with any questions.**

Phone: 937-382-6661 x600  
Fax: 937-383-8564  
Email: [sos@wilmington.edu](mailto:sos@wilmington.edu)

# Understanding Your WILpay Student Account

## 1 Add An Authorized User

Only the STUDENT ACCESS screen will display this option. The student will click on "Add New" under the **Parent PIN** menu option. Create a parent PIN (at least 8 digits and contains a letter and a number) and enter the email address of the person you are giving permission to access your student account information. You must also indicate the type of access you wish the user to have and whether or not the user is to receive email notifications. Click "OK". An email notification containing the user's PIN and temporary password will be sent to the authorized user.

## 2 Pay Online

From the Student Account Online page under **Your Account**, select the "Click here to make a payment" link. Click on "Spring 19 Balance". To pay the balance in full, click the "Add to Shopping Cart" button. You may elect to change that amount by typing a new amount in the box provided. After entering the amount you wish to pay, click the "Add to Shopping Cart" button. Click on "Checkout". A window will open for you to proceed with the checkout process. You will then be given the choice to pay by electronic check (no charge) or by credit card; Visa, MasterCard, Discover or American Express (2.75% convenience fee). Depending on your method of payment, you will need to have your bank account information or your credit card information to pay online. When you are finished, your payment will be processed by CASHNet momentarily.

## 3 Enroll in the Installment Payment Plan (IPP)

If you prefer to make monthly payments, through the **Installment Payment Plan**, click on "MAINIPP – SP19". The payment plan will divide your Spring 2019 balance into five equal installments which will be due on the 2nd of each month beginning January 2, 2019. Interest will not accrue as long as you make your payment by the due date each month. A \$25 late fee will be applied to the student account for late or missed payments. See the full Terms & Conditions when signing up for IPP in WILpay.

## 4 Auto Payments

The auto payment option will be visible only when you have signed up for the Installment Payment Plan (IPP). During the IPP sign up process, you are asked if you would like to sign up for the payments to be automatically withdrawn from your account. If you choose yes, you will be asked to enter your banking information. If you choose not to sign up, the auto payment box will now show on your student account screen as an option to sign up later.

## 5 eRefunds

Only the STUDENT ACCESS screen will display this option. If you are going to have a credit balance on your account and you want your refund deposited directly into your bank account, under **eRefund** click on "Please click here to enroll for direct deposit refunds". The eRefund process is faster and more secure than the standard mailing of a paper check. Parents who have Federal Direct PLUS loans, and requested on your PLUS loan application that any credit be refunded to yourself (the borrower), will receive a paper check. However, if your student has enrolled for eRefund, then the credit would go to the bank account provided at enrollment. If, as the parent, you would like the refund to come to you, your student will need to enter your bank information when he/she enrolls for eRefunds.

## 6 View eBills

To view current bills, under **Your Bills** click "View" next to your most recent Billing Statement. Keep in mind that this is your monthly Billing Statement, a paper statement will not be mailed.

## 7 View Account Activity

To view up to date student account activity, under **Your Account**, select "Click here to view account activity". This option will show you all transactions on your student account, including any activity that happened after your monthly Billing Statement was generated.

## 8 Print Receipt

If you need an actual receipt for a recent payment, under, **Your Recent Payments**, select "View" by your most recent payment. You can then opt to print a receipt or email a copy of the receipt to anyone you choose.

The screenshot displays the WILpay Student Account interface with the following sections and callouts:

- 1** Add New (Parent PINs)
- 2** Pay (Current Balance)
- 3** MAIN IPP—SP19 (Installment Payment Plans)
- 4** Edit / Deactivate (Auto Payments)
- 5** Please click here to enroll for direct deposit refunds (eRefund)
- 6** View (Billing Statement)
- 7** Click here to view account activity (Your Account)
- 8** View (Recent Payments)

Your Account	
Current Balance	\$70.00 <a href="#">Pay</a>
<a href="#">Click here to make a payment</a> (Zero or credit balances are not displayed)	
<a href="#">Click here to view account activity</a>	
The last payment received was for \$70.00 on 9/20/2018	

Your Recent Payments	
9/2/2018	\$70.00 <a href="#">View</a>
8/2/2018	\$70.00 <a href="#">View</a>
7/2/2018	\$70.00 <a href="#">View</a>

Your Bills	
<a href="#">View All</a>	
To view all your bills click 'View All'.	
<input checked="" type="checkbox"/> Billing Statement	9/1/2018 <a href="#">View</a>
<input checked="" type="checkbox"/> Billing Statement	8/1/2018 <a href="#">View</a>
<input checked="" type="checkbox"/> Billing Statement	6/20/2018 <a href="#">View</a>

Installment Payment Plans	
MAIN IPP—SP19	

Auto Payments	
FA18 Auto Payment	Next Payment: 1/2/2019 <a href="#">Edit</a> <a href="#">Deactivate</a>

Parent PINs	
You currently have no Parent PINs set up. <a href="#">Add New</a>	

Saved Accounts	
WS Checking	<a href="#">Add New</a> <a href="#">Edit</a> <a href="#">Delete</a>