



# E-Bill Instructions for Pre-College Programs

*(Students in the Pre-Baccalaureate or other credit-bearing programs should follow the general [E-Bill & Payment Guide](#).)*

## 1. Access E-Bill Payment System for the First Time – Students Only

Only students will initially be able to access the E-Bill system. Parents/guardians will not be able to access the system until the student sets them up as an Authorized User (directions below).

- Access <https://payment.brown.edu>.
- Select the “Student Access” option.
- You will then be redirected to the Brown University authentication page; use the user name and password that you created when you activated your student account to sign in.

Welcome to the Brown University Student Account Payment System

**Student Access**

Authorized User

Login for parents or others who have been granted access.

Email:

Password:

[Forgot Password](#) [Login](#)

After 5 failed attempts your account will be locked for 30 minutes. Please wait and then select the forgot password button to generate a new password.

**Online account features:**

- Check student account balance and billing statement
- Make payment and save payment methods
- Students - setup your e-Refund account
- Students - setup your parents or others as Authorized User
- Enroll in Installment Payment Plan

**Need help? See instructions ...**  
[Brown University eBill and Payment Software Instructions](#)

**BROWN UNIVERSITY**

**Authentication Required**

Enter your Brown credentials

Username:

Password:

[Log in](#)

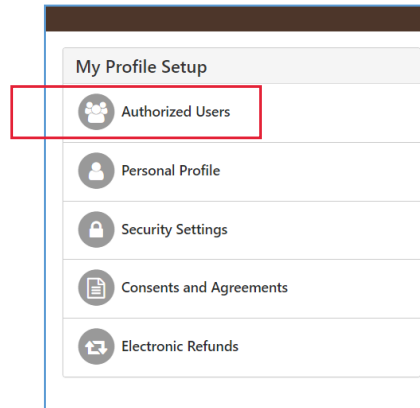
[Brown Home](#) | [Help](#) | [myAccount](#) | [New Users: Activate your account now](#)

**Shibboleth** Need to know more? [Learn more about Shibboleth at Brown.](#)

## 2. Set up Authorized User(s) – Students Only

\*Students must complete this step in order for parents/guardians to access the system.

- Once logged into E-Bill, students should select “Authorized Users” from the “My Profile Setup” menu (on the right side of the home page).



- Click on the “Add Authorized User” tab and add your Authorized User’s email address.

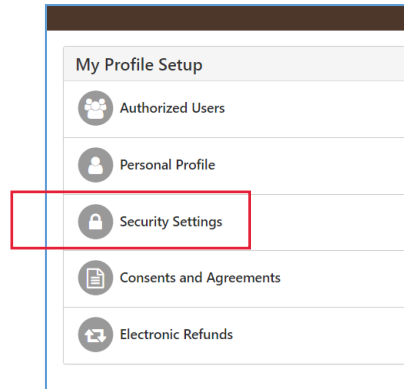
A screenshot of the 'Authorized Users' setup page. At the top, there's a header 'Authorized Users'. Below it, there are two tabs: 'Authorized Users' and 'Add Authorized User'. The 'Add Authorized User' tab is highlighted with a red rectangular box. Below the tabs, there's a yellow informational box with text about FERPA and authorized users. Below that, there's a form with a label 'Email address of the authorized user' and an empty text input field. Below the input field, there are three questions, each with 'Yes' and 'No' radio button options. The questions are: 'Would you like to allow this person to view your billing statement and account activity?', 'Would you like to allow this person to view your 1098-T tax statement?', and 'Would you like to allow this person to view your payment history and account activity?'. At the bottom right, there are 'Cancel' and 'Continue' buttons. The 'Continue' button is highlighted in green.

- Select yes/no to the access type you would like for your Authorized User, then click Continue.
- Complete the Authorized User process by reading the agreement and checking the “I Agree” box at the bottom, then click Continue.
- Multiple Authorized Users may be added by repeating the steps above. (If multiple Authorized Users are set up, they cannot see each other’s payment information.)
- Your Authorized User will receive an email with a temporary password to access the system. If the email has not been received within 5 minutes, we recommend checking spam/junk email boxes.
- Temporary passwords expire within a few days. We recommend that Authorized Users login and change their password as soon as possible.

### 3. Set up an electronic refund profile – Students Only – ACH Only - Skip if paying by credit card or Flywire

Only students can complete this process, even if Authorized Users have already been set-up. We recommend that students paying by electronic check (ACH) create an electronic refund profile right away, to speed up the refund process in the event of an account overpayment. Students must first set up two-step verification (which only takes a few moments). Student who pay using Flywire or credit card do not need to set up a refund account.

- From the home page, select Security Settings from the My Profile Setup menu (on the right side of the home page).



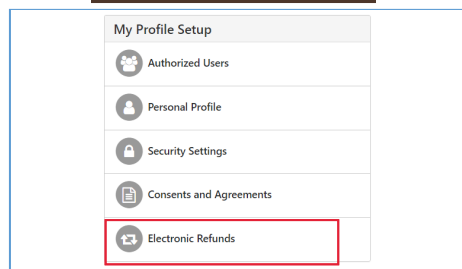
- After clicking on the Security Settings link, the following page will be displayed. The student can choose to receive a verification code by text, email, or Google Authenticator. Based on their selection, a popup box will appear where they will enter their cell phone or email information. Then click Send Code.

A screenshot of the 'My Profile' page. At the top, there are three tabs: 'Personal Profile', 'Payment Profile', and 'Security Settings'. The 'Security Settings' tab is selected and highlighted with a red rectangular box. Below the tabs, the heading 'Two-Step Verification Enrollment' is displayed. Under this heading, there is a section for 'Primary Method' with the instruction 'Please select how you would like to receive a passcode.' and three radio button options: 'Text message to existing or new mobile number', 'Email message to existing or new email address', and 'Google Authenticator (Download Google's Authenticator app from the App Store (IOS) or GooglePlay (Android))'. Below this is a section for 'Backup Method (optional)' with the instruction 'Adding a backup method allows a passcode to be sent to an additional mobile number or email address.'

- When the following popup appears, enter the passcode and click Verify.

A screenshot of a verification popup. It features a text input field labeled 'Verify passcode' with a cursor inside. To the right of the input field are three buttons: 'Cancel', 'Resend Code', and 'Verify'. The 'Verify' button is green and is highlighted with a red rectangular box. Below the input field and buttons is a yellow message box that says 'A message with your passcode has been sent, please verify.'

- Once the two-step verification is set up, return to the Home Page, then select Electronic Refunds from the My Profile Setup menu (on the right side of the home page).



- Click on the green Set Up Account button to begin the process.

A screenshot of the 'eRefunds' setup page. The page has a header 'eRefunds' and a sub-header 'eRefunds puts money in your account... FAST!'. Below this is a note: 'No more trips to your financial institution or waiting for a paper check to come in the mail. Direct Deposit is the secure and convenient way to get your refund.' A red box highlights a note: 'Setup your eRefund information below, then request a refund at eRefund Form . NOTE: Pre-College Students: should contact precollegebilling@brown.edu for any refund inquiries.' The main section is 'Refund Methods' with a message 'No Refund Method Selected.' Below this is a section for 'Direct Deposit' with a note 'Typically received in 1-2 business days' and a text box for account information. A 'Set up a new account' button is visible. At the bottom, there is an 'eRefunds History for Susan Furtado' section showing 'You have no past refunds.' A red callout box points to the top right of the page with the text: 'Pre-College students should NOT complete this eRefund form. Please contact precollegebilling@brown.edu for the correct form, if you have not already.'

- Enter the checking or savings account information and Save the Payment method\*. You will get an authorization form which you will need to agree to and save.

A screenshot of the 'Set Up Refund Account' form. The form has a section 'Account Information' with a note '\* Indicates required fields'. Below this is a yellow box with instructions: 'You can use any personal checking or savings account. Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or travelers checks. Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check.' The form fields include: '\*Name on account', '\*Account type' (with a dropdown menu), '\*Routing number: (example)', '\*Bank account number', and '\*Confirm account number'. A red box highlights the checkbox 'Set as your preferred payment method. You can choose a different payment method prior to submitting any payment.' and the 'Save payment method as: (example My Checking)' text box. At the bottom right are 'Cancel' and 'Continue' buttons.

\*Clicking on “Set as your preferred payment method” now will allow easy setup of bank account information for electronic payments later and will allow you to schedule a payment for a future date when making your payment.

## 4. Sign in as an Authorized User

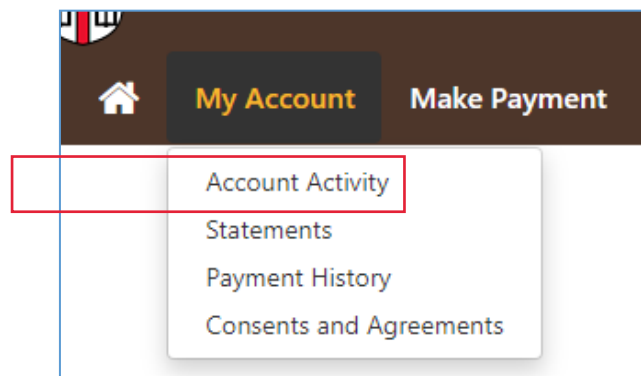
- Access <https://payment.brown.edu> - Use the email address and password added during the Authorized User set-up to sign in.

- When Authorized Users sign in for the first time, they will be asked to enter their full name and to reset their password.

## 5. View Student Account Activity and Balance

The E-Bill system contains student account activity history and allows you to print or download a pdf of your account activities.

- Under the My Account tab (on the top left of the Home Page), select Account Activity to view all the charges and payments made to your Student Account.



- Please Note: Account Activity is displayed by term. Your program fees will appear under the summer term. Your payments, however, may appear under summer, fall, or spring. Please be assured that regardless of which term your payment appears to be posted in, it has been applied to your summer fees.

# Account Activity

Print Excel PDF

Filter activity by

Full account activity

View Activity

## Pre-College Card Pmt Balance

\$4,871.00

### Pre-College Summer 2022

\$4,871.00

Print Excel PDF

#### Account Activity

Search:

Description ↑↓	Code ↑↓	Date ↑↓	Charges ↑↓	Credits/Anticipated Credits ↑↓
Pre-College Program Fee	CPRG	3/22/22	\$150.00	--
Pre-College Meal Plan	CMEA	3/22/22	\$618.00	--
Pre-College Housing	CHOU	3/22/22	\$668.00	--
Pre-College Course Fee	CCRS	3/22/22	\$3,735.00	--
PC Credit Card Deposit	2002	2/10/22	--	\$300.00
			<b>Total Charges:</b>	<b>\$5,171.00</b>
			<b>Total Credits/Anticipated Credits:</b>	<b>\$300.00</b>
			<b>Term Balance:</b>	<b>\$4,871.00</b>
			<b>Term Balance Including Estimated Aid:</b>	<b>\$4,871.00</b>

Monthly statements are not available for Summer Pre-College programs; however, you can print a copy of your account statement within Account Activity by selecting the Print or PDF button at the top right.

## Print View

## PDF View

3/23/22, 11:10 AM



### Pre-College Card Pmt - Pre-College Summer 2022 - Account Activity

Logged in as:

Description	Code	Date	Charges	Credits/Anticipated Credits
Pre-College Program Fee	CPRG	3/22/22	\$150.00	--
Pre-College Meal Plan	CMEA	3/22/22	\$618.00	--
Pre-College Housing	CHOU	3/22/22	\$668.00	--
Pre-College Course Fee	CCRS	3/22/22	\$3,735.00	--
PC Credit Card Deposit	2002	2/10/22	--	\$300.00
Total Charges:			\$5,171.00	
Total Credits/Anticipated Credits:			\$300.00	
Term Balance:			\$4,871.00	
Term Balance Including Estimated Aid:			\$4,871.00	

©1997 - 2022 TouchNet Information Systems, Inc. All rights reserved.



Logged in as:

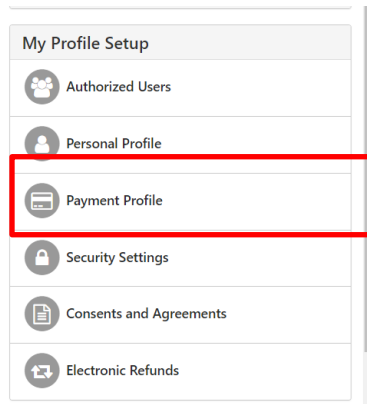
### Pre-College Card Pmt - Pre-College Summer 2022 - Account Activity

Description	Code	Date	Charges	Credits/Anticipated Credits
Pre-College Program Fee	CPRG	3/22/22	\$150.00	--
Pre-College Meal Plan	CMEA	3/22/22	\$618.00	--
Pre-College Housing	CHOU	3/22/22	\$668.00	--
Pre-College Course Fee	CCRS	3/22/22	\$3,735.00	--
PC Credit Card Deposit	2002	2/10/22	--	\$300.00
Total Charges:			\$5,171.00	
Total Credits/Anticipated Credits:			\$300.00	
Term Balance:			\$4,871.00	
Term Balance Including Estimated Aid:			\$4,871.00	

## 6. Setup a Payment Profile & Save a Preferred Payment Method (optional)

Students and Authorized Users can ONLY see the Payment Profile they personally created. Students cannot see a payment profile that was setup by an Authorized User.

- From the Home Page, select “Payment Profile” from the “My Profile Setup” menu (on the right side of the home page).



- Select your payment method from the Method drop down list. You can set up more than one payment method, if desired.

A screenshot of the 'My Profile' page in a web application. The page has a dark brown header with navigation links: 'My Account', 'My Profile', 'Make Payment', 'Payment Plans', 'Refunds', and 'Help'. Below the header, the 'My Profile' section has three tabs: 'Personal Profile', 'Payment Profile' (which is active), and 'Security Settings'. A yellow informational banner states: 'A saved payment method securely stores the account information for a credit card or bank account. To get started, select the Add New Payment Method option on this page. When you add a bank account as a saved payment method, you can select it for direct deposit of your refunds.' Below this is a 'Saved Payment Methods' table with columns: 'Payment methods', 'Preferred', 'Use for Refunds', 'Modified', and 'Action'. The table contains one entry: 'Mom cc' with 'Preferred' set, 'Use for Refunds' as 'N/A', and 'Modified' as '1/27/22 11:20:50'. Below the table is the 'Add New Payment Method' section. It features a 'Method' dropdown menu with options: 'Select Method', 'Electronic Check (checking/savings)', and 'Credit or Debit Card'. The 'Credit or Debit Card' option is currently selected. Below the dropdown, there is explanatory text for 'Electronic Check' and 'Debit and Credit Card', followed by logos for Visa, Mastercard, American Express, Discover, and iCard.

### Option 1: For Electronic Check (ACH) Payments

- Enter the Account Information, create a name for your saved payment method, check if you would like this to be your preferred payment method, check if you would like this account designated for refunds, then select “Continue.”
- Pay close attention to the account number. The account number must be from a U.S. personal savings or checking account and cannot be from a debit card, money market account, or other type of bank account.

### Option 2: For Credit or Debit Card Payments

- Enter the Account Information, create a name for your saved payment method, check if you would like this to be your preferred payment method, then select “Continue.”

\*Saved payment methods can easily be set as preferred, deleted or edited by clicking on the gear icon.

## 7. Make a Payment

### IMPORTANT PAYMENT NOTES:

- Students or Authorized Users may choose to pay the full balance due at one time or to make multiple payments of smaller amounts (as long as the full balance is paid by the payment deadline). Payments can be made immediately or set for a future date.
- If making multiple payments at one time, you may need to log out of the system and back in between each payment (to ensure that the balance due refreshes between payments).

### PROCESS

- From the Home Page, click on the Make Payment tab (on the top left of the Home Page).
- The current date will default in as the payment date. This can be set as a future date, if desired. If a future date is selected, you will not get a payment receipt until the date of the actual payment.
- Pay the full Current Balance or click into the amount field to change the amount of the payment.
- **CLICK Add**, then Continue to the payment options screen.

The screenshot shows the 'Account Payment' interface. At the top, a navigation bar contains 'My Account', 'Make Payment' (highlighted with a red box), 'Payment Plans', 'Refunds', and 'Help'. Below this, the 'Account Payment' title is centered. A progress bar with four steps is shown: 'Amount' (selected), 'Method', 'Confirmation', and 'Receipt'. The 'Payment Date' field is set to '3/23/22' and is highlighted with a red box. Below this, the 'Current Account Balance' section shows 'Pre-College Card Pmt | \$4,871.00' and a text input field containing '4,871.00' with an 'Add' button next to it, all highlighted with a red box. A 'Personal Note' section with a text area is below. At the bottom right, the 'Payment Total' is '\$0.00', and a green 'Continue' button is highlighted with a red box.



- Select Payment Method.

Payment Plans Refunds Help

## Account Payment

\$

Amount

Method

Select Method

Credit Card

Credit or Debit Card

Other Payment Methods

Electronic Check (checking/savings)

\$4,871.00

Back

Cancel

Continue

**Electronic Check** - Payments can be made from a personal checking or savings account.

**Debit and Credit Card** - We accept the following credit and debit cards.

- Add account information.
- Read and agree to the required payment agreement or policy statement.
- Submit Payment.
- If you are making multiple partial payments, make sure the Current Balance updates between payments. Sign out of the system and back in if it does not update immediately. Repeat Step 7 for additional payments.

### Having trouble signing in as an Authorized User?

- Ensure that your student has first signed into E-Bill and set you up as an Authorized User.
- If your student forgot their password, they should have it reset at <https://myaccount.brown.edu/>.
- If the Authorized User is still having trouble accessing E-Bill (payment.brown.edu), please contact us by email at [precollegebilling@brown.edu](mailto:precollegebilling@brown.edu) or by phone at 401-863-7900. We can validate setup and resend password.

### Other Difficulty?

- When making multiple partial payments, log out of the system and then back in between each payment (to ensure that the balance due refreshes).
- ACH Payments can only be made from U.S. checking or savings accounts – no business accounts.
- Attempting to pay from a phone or iPad sometimes causes a problem. Please try making the payment on a regular laptop or desktop computer, preferably using Chrome.

### Contact Us:

- General access questions: [mailto:precollege@brown.edu](mailto:mailto:precollege@brown.edu) or 401-863-7900.
- Specific billing/payment questions: [precollegebilling@brown.edu](mailto:precollegebilling@brown.edu)