



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](#).)

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. Use the user name and password that you created when you activated your student account to sign in.

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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.

Authentication Required


Enter your Brown credentials

Username
jcarberr

Password
.....

[Log In](#)

You have asked to log in to:


BROWN
touchnet-prod-tbp

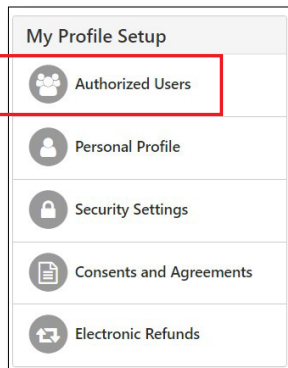
[Brown University](#) | [Login Help](#) | [myAccount](#) | New Users: [Activate your account now](#)

Forgot your password? [Faculty/Staff/Student](#) or [Alumni & Friends](#)

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.
Please note: For your security, we advise that you only set up family members as authorized users, and you should NEVER share your sign-on information with anyone.

A screenshot of the 'Authorized Users' setup form. At the top, the title 'Authorized Users' is displayed. 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 is a yellow informational banner with text about FERPA and account access. Underneath the banner is a form with the following fields and options:

- A text input field labeled 'Email address of the authorized user'.
- Three questions, each with 'Yes' and 'No' radio button options:
 - 'Would you like to allow this person to view your billing statement and account activity?' (Yes is selected)
 - 'Would you like to allow this person to view your 1098-T tax statement?' (Yes is selected)
 - 'Would you like to allow this person to view your payment history and account activity?' (Yes is selected)
- At the bottom right, there are 'Cancel' and 'Continue' buttons.

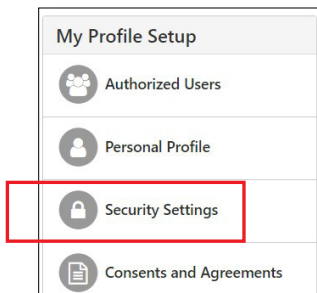
- Select yes/no to the access type you would like for your Authorized User, then click Continue.
- Complete the Authorized User process by reading the agreement and checking the “I Agree” box at the bottom, then click Continue.
- Multiple Authorized Users may be added by repeating the steps above. (If 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 they check their spam/junk email folder.
- 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 – Only if Paying by ACH

*****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). Students 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).



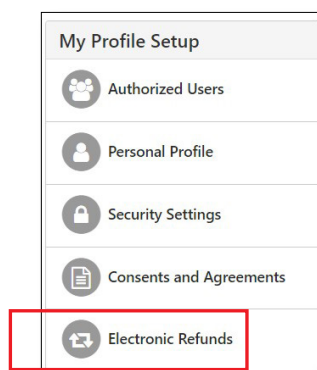
- After clicking on the Security Settings link, the following page will be displayed. The student can choose to receive a verification code by text, email, or Google Authenticator. Based on their selection, a popup box will appear where they will enter their cell phone or email information. Then click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

A screenshot of the 'My Profile' page. At the top, there are three tabs: 'Personal Profile', 'Payment Profile', and 'Security Settings' (highlighted with a red box). Below the tabs is the 'Two-Step Verification Enrollment' section. It has a 'Primary Method' heading and asks the user to 'Please select how you would like to receive a passcode.' There are 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 'Backup Method (optional)' section with a note: 'Adding a backup method allows a passcode to be sent to an additional mobile number or email address.'

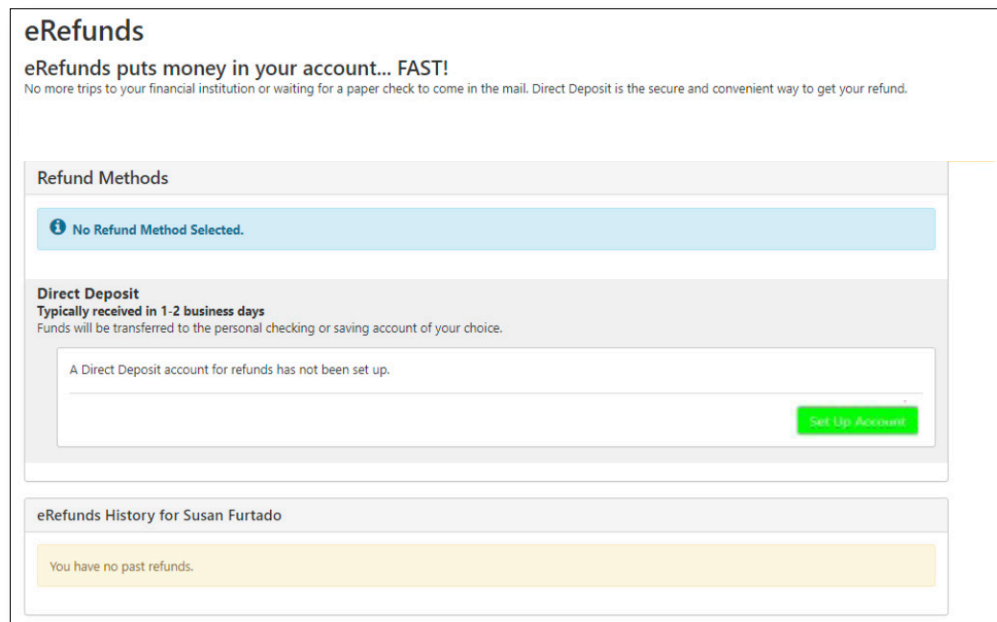
- When the following popup appears, enter the passcode and click Verify.

A screenshot of a verification popup. It has a text input field labeled 'Verify passcode'. To the right of the input field are three buttons: 'Cancel', 'Resend Code', and 'Verify' (highlighted with a red box). Below the input field 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).

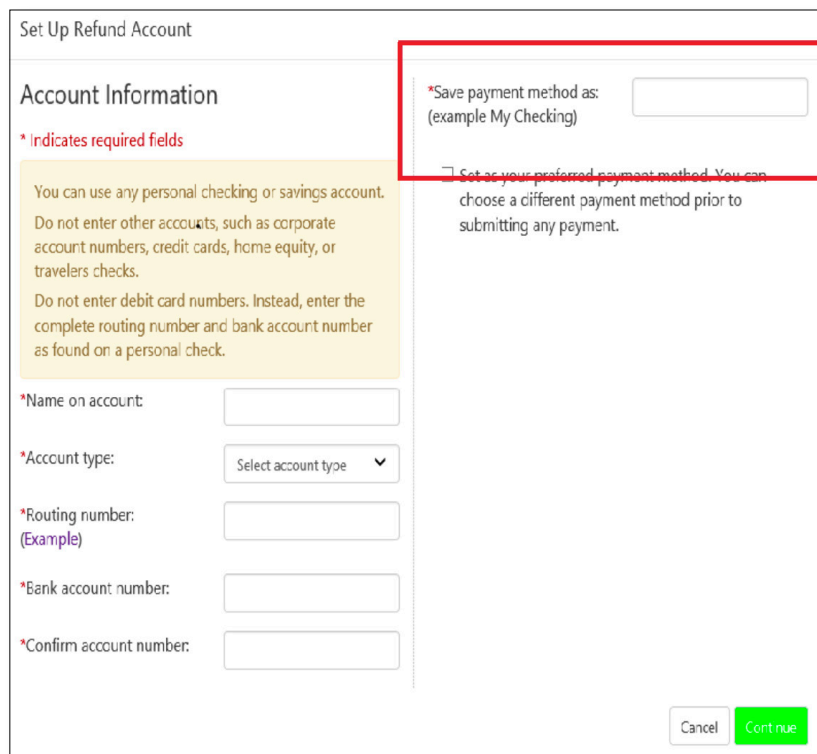


- Click on the green Set Up Account button to begin the process.



The screenshot shows the 'eRefunds' account setup interface. At the top, it says 'eRefunds puts money in your account... FAST!' and explains that Direct Deposit is the secure and convenient way to get a refund. Below this is a 'Refund Methods' section with a message: 'No Refund Method Selected.' Underneath, the 'Direct Deposit' section states 'Typically received in 1-2 business days' and 'Funds will be transferred to the personal checking or saving account of your choice.' A text box indicates 'A Direct Deposit account for refunds has not been set up.' To the right of this text box is a green button labeled 'Set Up Account'. At the bottom, the 'eRefunds History for Susan Furtado' section shows 'You have no past refunds.'

- 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. 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.



The screenshot shows the 'Set Up Refund Account' form. The title is 'Set Up Refund Account'. Below it is the 'Account Information' section. A red asterisk indicates required fields. A yellow box contains 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.' To the right, there is a red box highlighting the 'Save payment method as:' field (with a text input) and the checkbox 'Set as your preferred payment method. You can choose a different payment method prior to submitting any payment.' Below the instructions are five required fields: '*Name on account:', '*Account type:' (with a dropdown menu), '*Routing number: (Example)', '*Bank account number:', and '*Confirm account number:'. At the bottom right are 'Cancel' and 'Continue' buttons.

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.

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.

Spring 2024 billing statements are available online at payment.brown.edu and Spring charges are due on January 1, 2024. Please review Brown's [Financial Policies](#) and [Overpayment Policy](#) (copied below).

Important information on Overpayments:

Brown University will only accept payments to cover current educational expenses that appear on the student account. Brown reserves the right to return any overpayments made in excess of the balance due or retain the overpayment to be applied to future charges. *Only loans and scholarships disbursed to the student account, in excess of the current tuition and fees, are an exception to this policy.*

For further details on Student Payment Information, visit our [Cashier Office](#) website.

UG/GR/MD Student Resources:

- [Quick Links, FAQs, and EBill & Payment User Guide](#)
- [Online MPH Information](#)
- Contact sfs@brown.edu with questions (include student's Banner ID & name)
- Contact studenthealthinsuranceplan@brown.edu for Student Health Insurance
- Visit [Brown Dining](#) or contact dining@brown.edu for meal plans

PreCollege Student Resources:

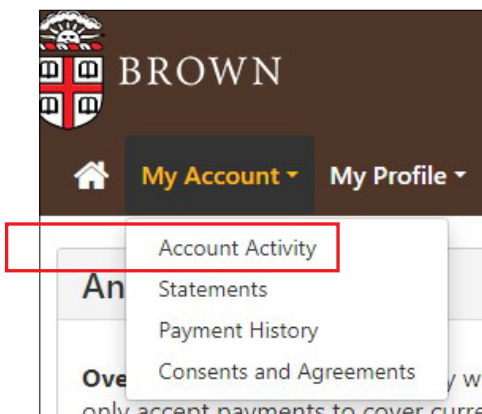
- [Pre-College EBill & Payment Guide](#)
- Contact precollege@brown.edu

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

PrintExcelPDF

Filter activity by
Full account activity
View Activity

Pre-College Card Pmt Balance\$4,871.00

Pre-College Summer 2022\$4,871.00

PrintExcelPDF

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
Total Charges:				\$5,171.00
Total Credits/Anticipated Credits:				\$300.00
Term Balance:				\$4,871.00
Term Balance Including Estimated Aid:				\$4,871.00

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

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

PDF View

Logged in as:

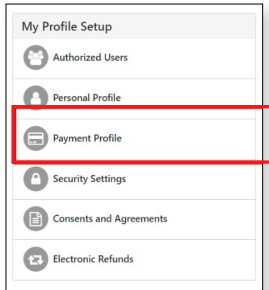
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Total Charges:				\$5,171.00
Total Credits/Anticipated Credits:				\$300.00
Term Balance:				\$4,871.00
Term Balance Including Estimated Aid:				\$4,871.00

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. At the top, there are tabs for "Personal Profile", "Payment Profile", and "Security Settings". Below the tabs is a yellow informational banner. Underneath is a section titled "Saved Payment Methods" containing a table with columns: "Payment methods", "Preferred", "Use for Refunds", "Modified", and "Action". The table has one row with the value "Mom cc" and "N/A". Below this is the "Add New Payment Method" section, which includes a "Method" label and a dropdown menu. The dropdown menu is open, showing options: "Select Method", "Electronic Check (checking/savings)", and "Credit or Debit Card". At the bottom of the form, there are instructions for "Electronic Check" and "Debit and Credit Card", along with logos for Visa, Mastercard, American Express, Discover, and iCard.

Option 1: For Electronic Check (ACH) Payment

- 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 go to the payment options screen.

The screenshot shows the 'Account Payment' form. At the top, a navigation bar includes 'My Account', 'Make Payment' (highlighted with a red box), 'Payment Plans', 'Refunds', and 'Help'. Below this, a progress bar shows four steps: 'Amount' (selected), 'Method', 'Confirmation', and 'Receipt'. The 'Payment Date' field is set to '3/23/22' and is highlighted with a red box. The 'Current Account Balance' section shows a balance of '\$4,871.00' and an 'Add' button next to it, which is also highlighted with a red box. Below this is a 'Personal Note' field. At the bottom right, the 'Payment Total' is '\$0.00' and a green 'Continue' button is highlighted with a red box.

- Select Payment Method.

This screenshot shows the 'Account Payment' form with the 'Method' step selected in the progress bar. The 'Amount' field displays '\$4,871.00'. The 'Method' dropdown menu is open, showing options: 'Select Method', 'Credit Card', 'Credit or Debit Card', and 'Other Payment Methods'. Below the dropdown, there is a section for 'Electronic Check' and 'Debit and Credit Card' with logos for VISA, MasterCard, American Express, Discover, and iCard. At the bottom right, there are 'Back', 'Cancel', and 'Continue' buttons.

- 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.

8. Troubleshooting

Having Trouble Signing in as a Student?

- Ensure that you have activated your Brown account via your checklist in your student portal.
- Remember to sign in using the user name and password that you created when you activated your student account.
- If you forgot your password, you should have it reset at <https://myaccount.brown.edu/>.

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 you have not received your temporary password by email, check your spam/junk folder.
- If you are having trouble with your password, please contact us by email at precollege@brown.edu or by phone at 401-863-7900. We can validate setup and resend your 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: email precollege@brown.edu or call 401-863-7900
- Specific billing/payment questions: email precollegebilling@brown.edu