

## Parent Log In via Person Proxy

Parents and others for whom students have set up Person Proxy for access to academic and financial information and have received their own login information may enter directly from a link on the Roanoke College website.

- ▷ Go to [www.roanoke.edu](http://www.roanoke.edu)
- ▷ Click on *Parents* at top of page
- ▷ Select *Person Proxy* from left sidebar
- ▷ Enter login and password emailed to you
- ▷ Select your student's name
- ▷ *Academic* tab provides access to grades
- ▷ *Student Finance* tab has links to *Account Activity*, *Account Summary*, and *Make a Payment*
- ▷ *Account Activity* contains statements and detailed views

Contact the Registrar's Office at 540-375-2211 with questions regarding academic information.

Contact the Business Office at 540-375-2255 or 540-375-2256 with questions regarding student accounts.

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## 1098T Tax Forms

See IRS Publication 970 for information about educational tax benefits.

Students should provide their social security number when requested on checklist forms so students or parents may access this benefit.

Forms are presented two ways:

1. Paper copies mailed in student name to home address by January 31 each year.
2. Viewable in Self Service under Tax Forms by student login after January 31.

Roanoke College staff cannot provide tax advice as eligibility is determined by individual family circumstances.

## E-Pay Navigation Tips

View statement and account transactions on *Account Activity* tab. When ready to make payments, click on the *Make a Payment* tab at the top of screen.

Check the box to the left of the term for which you wish to pay. Click the amount field at the far right to change amount if you are not paying the balance that populates. Choose E-Check or one of the four credit card types on the *Choose a Payment Method* from the drop-down menu. Review your information then click *Proceed to Payment*. Confirm the amount you are paying on the next screen by clicking *Pay Now* which brings up a screen to enter payment information.

If using E-Check, a screen will open that allows you to enter your bank routing number and bank account number along with name, address and email address for receipt. The total, with transaction fee, will be displayed for acceptance before final submission.

If using credit/debit card, you will see a screen that is redirecting automatically to a secure payment website, a screen opens for you to enter your card information, click *Continue*. The next screen calculates the fee and allows the user to accept terms. You will then enter the name and email address for receipt and click *Continue*. The next screen is a final review prior to submitting payment.

If for any reason you do not wish to proceed with the payment, click *Cancel* at the bottom of the screen. Do not use the back arrow to exit the screen.

A confirmation screen will display your confirmation number for the transaction. This will also be emailed to the address you provide. By clicking *Continue*, you may proceed to look at other information or logout.

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## Forget a Password? No Problem!

Call the Roanoke College Help Desk, 540-375-2225, between 8 a.m. – 5 p.m. if you need assistance or can't remember your user ID and password (you will need to supply your student's ID number and date of birth to have your user ID and password re-issued).

# Student Instructions for E-Bill and E-Pay



### Business Office

221 College Lane  
Salem, Virginia 24153

Tel. 540-375-2255 or 540-375-2256  
Fax 540-375-2044



# Student Payment & Billing Instructions

## E-Bills

E-Bills or electronic billing statements are available in your Self Service at any time. Go to Inside Roanoke, log into *Self Service*. After you log in, select *Student Finance*.

There are three available options: *Account Summary*, *Account Activity*, and *Make a Payment*. On *Account Activity*, which shows the current term first, other terms may be selected from the drop-down menu. You may detail in to view charges, financial aid, refunds, or payments as needed. Once the term is selected, a statement may be generated by clicking on *View Statement*.

- ▷ Students may view statements at any time
- ▷ Statements in PDF format may be printed
- ▷ Parents with Person Proxy may view account in detail, print statements or receipts, and make payments at any time. Students will need to set up this proxy which enables others to receive separate login and password.
- ▷ Receipts may be printed as needed from *Account Activity* by clicking on *Payments*, then the underlined receipt number.

Refer to the billing timeline for general dates when billing occurs on student accounts. Billing of tuition cannot be accomplished until registration for classes has been added. While statements may be generated at any time, they will not show the total picture until billing has occurred for the term. Housing rates vary between room types and halls and can impact billing if changes are made.

Notifications are placed on your account and viewable in Self Service once billing has been added for a new term. Any changes will be reflect in real time as activity occurs.

You, the student, are responsible for your account balance, viewing your E-Bill, and ensuring the information is available to anyone assisting you with your financial obligation to Roanoke College.

## Billing Timeline

Electronic billing and payment due dates

	AVAILABLE	DUE
Fall Semester	July 10	Aug 10
Spring Semester	Nov. 20	Dec. 20
Deposits - next academic year	Feb. 10	Mar. 10
May IL term (if applies)	April 1	May 1
Summer session 1	1st wk May	June 1
Summer session 2	1st wk June	July 1

## Charges should be paid prior to beginning classes by:

- ▷ Payments to Roanoke College
- ▷ Nelnet payment plan in place (4- or 5-month plans offered)
- ▷ Financial aid or pending approved loans

E-bills may be generated at any time in Self Service under Student Finance.

Deposits are due each spring for the following academic year and are required to allow students to participate in housing selection and class registration for the fall semester.

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## E-Payments

E-Pay is the option of making electronic payments online. Two options are available:

1. E-Check (electronic check) – by providing the routing number and account number for a checking account, payment can be sent electronically to Roanoke College. A nominal fee, assessed by our payment processor will be added to the total payment.
2. Credit Card – Visa, MasterCard, Discover and American Express cards are all accepted by Roanoke College. A convenience fee, assessed by our payment processor, is passed to the card user.

Checks may be mailed directly to the Roanoke College Business Office or handled in person during office hours.

## Granting Person Proxy for Financial and Academic Information

Students have the opportunity to set up Person Proxy to grant parents and others permission to view billing, get statements, print receipts, or make account payments. Students may also allow access to academic information. Once permission is granted, users are assigned a username and password which is sent to their email address on file.

Persons to whom access is granted must be included on the student's record in the College's student information system. Updates or additions for this purpose may be submitted on the Student Information Form or to the Registrar's Office.

Changes or updates on student information, including parent email address, should be sent to registrar@roanoke.edu by the student from their Roanoke College email address.

- ▷ Log in to *Self Service*
- ▷ Click on your name on upper right to access *User Options*
- ▷ Select *View/Add Proxy Access*
- ▷ From the drop-down menu, select person to grant proxy permission
- ▷ Accept FERPA disclosure
- ▷ Check boxes as desired
- ▷ Save from record
- ▷ Parent/person will receive an email with username and password
- ▷ Individuals who have previously been granted access to academic information will receive an email notification but will not be assigned new login credentials

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## Pre-registration and Housing

Students are able to check their account status at any time but should always verify that there are no holds prior to important deadlines for them at pre-registration and housing selection.