

## **CSUCI On-line payment Q&A**

**\*\*Credit card payments must be made on-line. See below for more details. If you can't access your "MyCI" account, contact the IT helpdesk immediately at (805) 437-8552. Please reference the Student Business Services website to obtain more information about this on-line service. \*\***

**Q: What fees can I pay for on-line?**

A: Effective November 26, 2007 students will be able to pay for the following fees on-line.

- *Registration fees*
- *Housing room & board*
- *Library fines*
- *Miscellaneous housing charges*

**Q: Where do I login to make a payment?**

A: Students must login to their "MyCI" account in Peoplesoft to access the on-line payment function. Once you are in your account, the navigation to this function is: *Self Service > Campus Finances > Make a Payment > Login to CASHNet*

**Q: Are there fees associated with paying on-line?**

A: Yes; all credit card transactions processed on-line will be assessed a convenience fee. The fee is non-refundable, and it is a mandatory fee to provide this service. The fee is 2.9% of each credit card transaction made. If you don't want to pay the fee, you can pay on-line with a check. Or, you can pay in person at the SBS office with cash, check or money order.

**Q: Who do I contact if I am not able to login to "MyCI"?**

A: If you are unable to access your "MyCI" account, you must contact the Information Technology (IT) Helpdesk at (805) 437-8552 to reset your password. It is important that you check your account as least once a month to keep your login active. Passwords expire within 90 days of inactivity.

**Q: What types of credit card are accepted on-line?**

A: Effective November 26, 2007 CSUCI will no longer accept any credit card with a VISA logo. The only acceptable credit cards to use on-line are below:

- American Express
- Discover
- MasterCard
- Diners Club

**Q: Can I still make credit card payments at the SBS office?**

A: The SBS office will only accept credit card payments for the following items in person. All other credit card transactions must be done on-line. Please keep in mind that we DO NOT accept VISA.

- Campus ID cards
- Meal plans (for non-student housing residents only)
- Diploma fees
- Parking permits
- Change of graduation fees

**Q: Can I cancel an on-line payment I just made?**

A: No, you will not be able to cancel an online payment once you have clicked on the "submit payment" button.

**Q: Can I make more than one payment at a time?**

A: Unfortunately at this time, CASHNet does not have the ability to let you use two credit cards in a single transaction. If you need to split your payment over multiple cards you will need to complete separate transactions.

**Q: Can my parents make payments online for me?**

A: Yes; you will have the option to create a parent pin. This will allow your parent to see the total balance due and make a payment against that amount. They will not see a detailed list of the charges and must obtain that information from you, per the Family Education Rights and Privacy Act (FERPA). This information can not be released by the SBS office. The link they need to use is once a pin has been created is: <https://commerce.cashnet.com/csucipay>

**Q: Can I create more than one parent pin for my account?**

A: Yes; each parent can have their own password and pin as long as the student sets it up.

**Q: How do my parents obtain detailed information about my account?**

A: Parents must obtain this information from their student. Students have access to the details of their account through “MyCI” 24 hours a day.

**Q: Who does my parent contact if they are not able to login to CASHNet?**

A: This indicates that the Parent PIN Login and Password the parent entered does not match those created by the student. Parents must contact their student to obtain this information. Students are the only ones who can reset the information for parents. For security reasons, the staff of CSUCI and CASHNet do not have access to retrieve this information.

**Q: Why do I need to provide my email address when I make payments on-line?**

A: Once a payment is successfully completed, you will receive a receipt of payment via email to the email address provided. You can forward the receipt to another email address by providing the necessary information requested.

**Q: Can I make partial payments on-line?**

A: Yes; the system will allow you to pay less than the amount owed. But if all registration fees are not paid by the deadline, you will be dropped for non-payment. The only exception to this are students that have a signed and approved Installment Payment Plan contract (IPP) in the SBS office before the deadline.

**Q: Can I pay more than what is owed on my account?**

A: No, you will not be able to pay more than the amount owed.

**Q: What do I do if my credit card was declined?**

A: First, verify that the credit card information you entered is correct. If that does not fix the problem, try one of the following suggestions:

- Call the customer service number on the back of your credit card to find out why the card issuer is declining the transaction. If you speak with a representative they may be able to review your account and arrange for the transaction to be approved if you try it again.
- Use a different credit card or pay by E-check.
- Make your payment for a smaller amount. Sometimes you have a daily limit on your credit card but make sure you pay your balance off before the deadline.

**Q: Will CSUCI still offer payment plans?**

A: Yes; but students will still need to have the signed and approved Installment Payment Plan contract (IPP) in the SBS office before the deadline. The IPP contract must be obtained in person at the SBS office.

**Q: What do I do if I try to log in to make a payment and my password or login is invalid?**

A: This is an indicator that there is an issue with your login information and you must contact the CSUCI Information Technology (IT) Helpdesk at (805) 437-8552 to reset your password. They are not open on weekends so you should contact them during normal business hours.

**Q: Who do I contact if I have problems making an on-line payment?**

A: You should access the “help” option on the red toolbar in CASHNet. If you still have questions, contact the Student Business Services’ office during normal business hours at (805) 437-8810 or sbs@csuci.edu .