



## 2010 – 2011 Online Bill Pay Guide



# Online Bill Pay Guide

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## Logging in through ROAR

The screenshot shows a web browser window titled "Student Services - Windows Internet Explorer". The address bar displays the URL: [http://ssb.hcc.edu:9020/pls/HPPRD/twbkwbis.P\\_GenMenu?name=bmenu.P\\_StuMainMnu](http://ssb.hcc.edu:9020/pls/HPPRD/twbkwbis.P_GenMenu?name=bmenu.P_StuMainMnu). The page header features the "SUNGARD HIGHER EDUCATION" logo and the text "HCC PreProduction 8". Below the header, there are two tabs: "Student Services" (highlighted with a yellow arrow) and "Faculty Services". A search bar is located below the tabs, with a "Go" button. To the right of the search bar are links for "RETURN TO MENU", "SITE MAP", "HELP", and "EXIT". The main content area is titled "Student Services" and contains three links: "Registration" (Check your registration status, class schedule and add or drop classes.), "Student Records" (View your holds, grades, transcripts. Review charges and payments.), and "Student Account" (View your balance, pay online, and view your tax information.). A white arrow points to the "Student Account" link. At the bottom of the page, it says "RELEASE: 8.2" and "powered by SUNGARD HIGHER EDUCATION". The Windows taskbar at the bottom shows the Start button, several open applications, and the system clock displaying "8:40 AM".

From your ROAR account, click on the *Student Services* tab then *Student Account* tab.

The screenshot shows a Windows Internet Explorer browser window displaying the 'Student Account' page. The browser's address bar shows the URL: [http://ssb.hcc.edu:9020/pls/HPPRD/twbkwbis.P\\_GenMenu?name=bmenu.P\\_ARMnu](http://ssb.hcc.edu:9020/pls/HPPRD/twbkwbis.P_GenMenu?name=bmenu.P_ARMnu). The page header includes the SUNGARD HIGHER EDUCATION logo and the text 'HCC PreProduction 8'. Below the header, there are navigation tabs for 'Personal Information', 'Student Services', and 'Faculty Services'. A search bar is present with a 'Go' button and links for 'RETURN TO MENU', 'SITE MAP', 'HELP', and 'EXIT'. The main content area is titled 'Student Account' and features a yellow horizontal line. Below this line, there are four links: 'View Account Balance by Term/ Pay Online', 'Select Tax Year', 'Tax Notification', and 'View Holds'. A white arrow points to the first link. At the bottom of the page, it says 'RELEASE: 8.2' and 'powered by SUNGARD HIGHER EDUCATION'. The Windows taskbar at the bottom shows the start button, several open applications, and the system clock displaying 8:41 AM.

Click on *View Account Balance by Term/Pay Online*.

The screenshot shows a Windows Internet Explorer browser window displaying an account summary page. The page title is "Account Summary by Term / Pay Online". The browser address bar shows the URL: [https://banweb.highland.edu/pls/HPROD/bwskoacc.P\\_ViewAcct](https://banweb.highland.edu/pls/HPROD/bwskoacc.P_ViewAcct). The page content includes a table of charges and payments for Summer 2009 and Spring 2009. A white arrow points to the "[ Pay Online ]" link at the bottom of the page.

Description	Charge	Payment	Balance
Per Credit Hour Technology Fee	\$0.00		\$0.00
Deferred Payment Fee	\$0.00		\$0.00
Summer Tuition - In District	\$0.00		\$0.00
<b>Term Charges:</b>	\$0.00		
<b>Term Credits and Payments:</b>		\$0.00	
<b>Term Balance:</b>			\$0.00

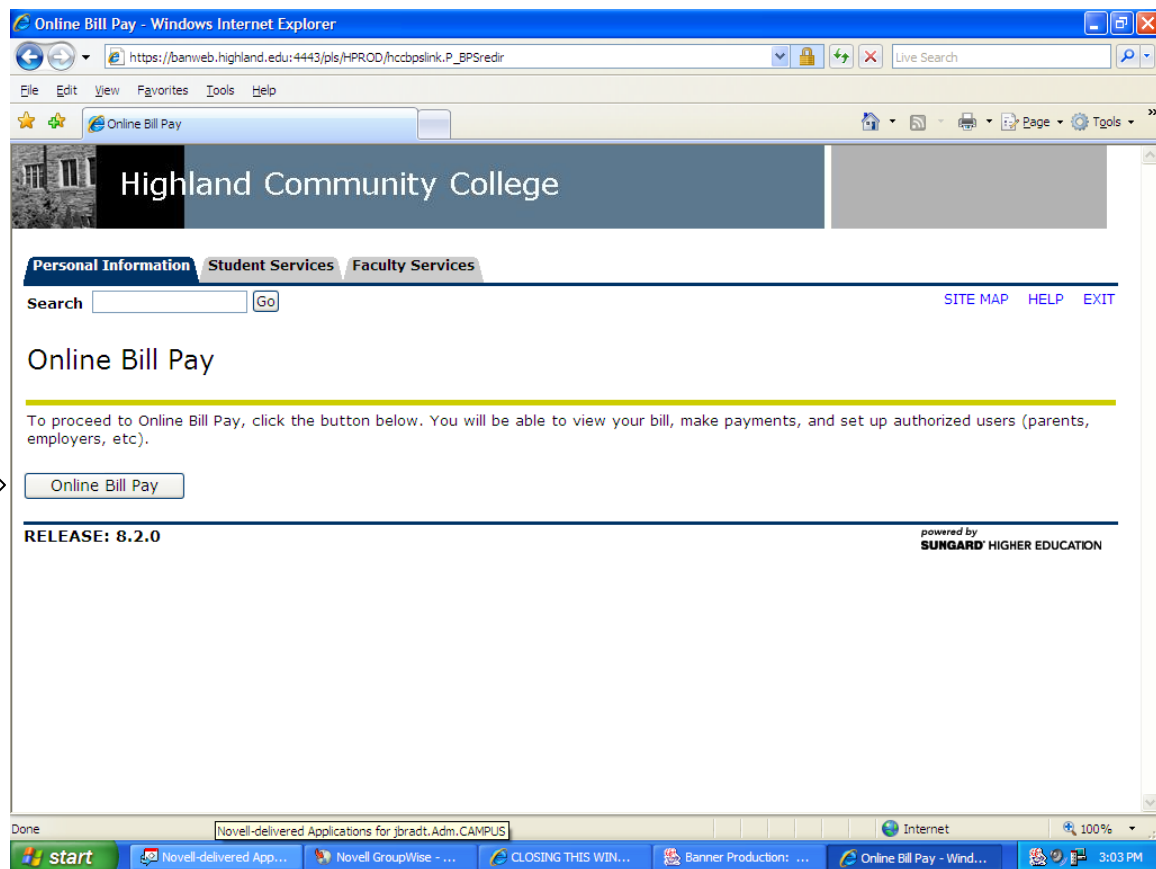
Description	Charge	Payment	Balance
Per Credit Hour Technology Fee	\$0.00		\$0.00
Deferred Payment Fee	\$0.00		\$0.00
Spring Tuition - In-District	\$0.00		\$0.00
Cash		\$0.00	\$0.00
Check		\$0.00	\$0.00
<b>Term Charges:</b>	\$0.00		
<b>Term Credits and Payments:</b>		\$0.00	
<b>Term Balance:</b>			\$0.00
<b>Account Balance:</b>			\$0.00

[ Pay Online ]

RELEASE: 8.1

powered by  
**SUNGARD** HIGHER EDUCATION

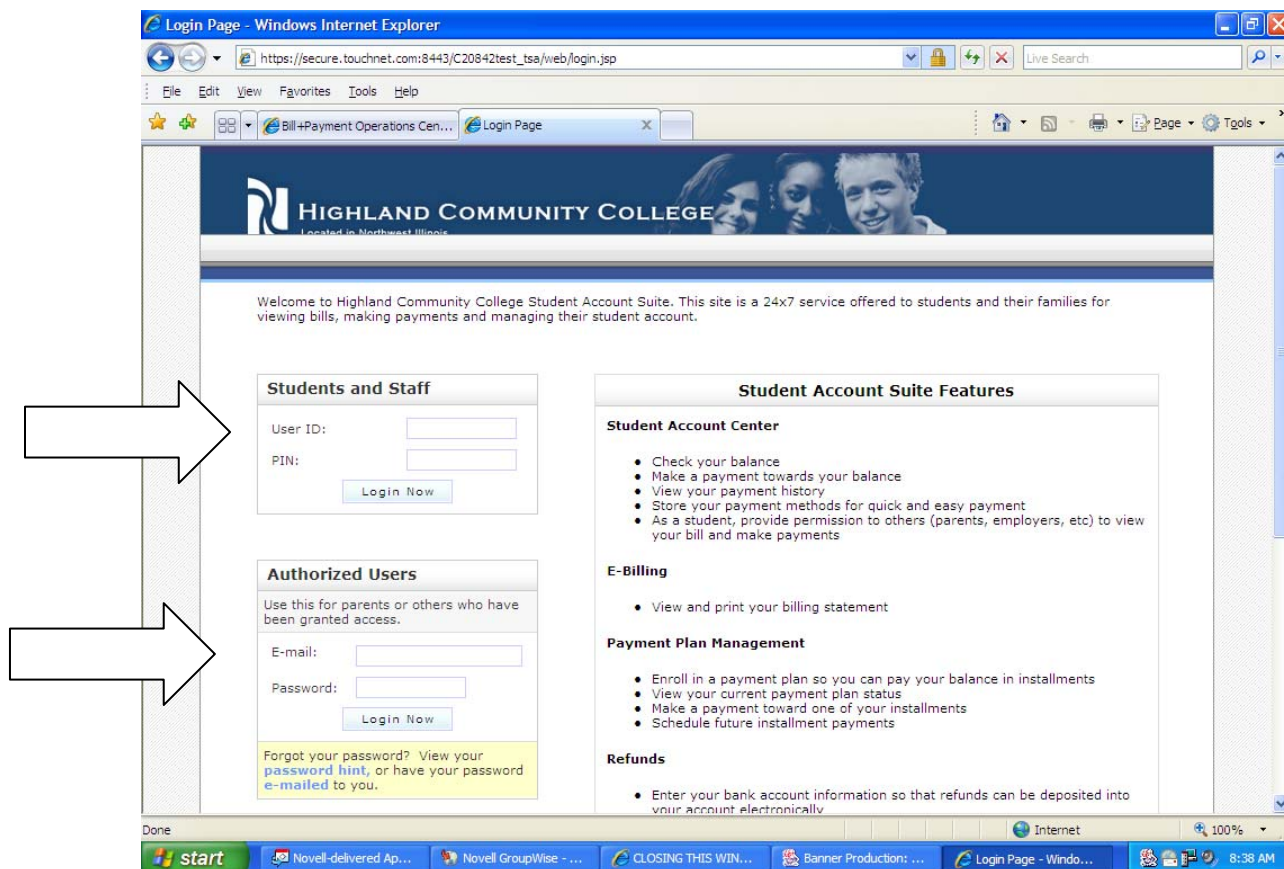
Click on *Pay Online*.



The screenshot shows a web browser window titled "Online Bill Pay - Windows Internet Explorer". The address bar displays the URL: [https://banweb.highland.edu:4443/pls/HPROD/hccbplink.P\\_BPSredir](https://banweb.highland.edu:4443/pls/HPROD/hccbplink.P_BPSredir). The page header features the Highland Community College logo and navigation tabs for "Personal Information", "Student Services", and "Faculty Services". A search bar is present with a "Go" button and links for "SITE MAP", "HELP", and "EXIT". The main content area is titled "Online Bill Pay" and includes a yellow horizontal line. Below the line, a text block reads: "To proceed to Online Bill Pay, click the button below. You will be able to view your bill, make payments, and set up authorized users (parents, employers, etc).". A button labeled "Online Bill Pay" is positioned below this text. A white arrow points to this button. At the bottom of the page, it says "RELEASE: 8.2.0" and "powered by SUNGARD HIGHER EDUCATION". The Windows taskbar at the bottom shows the Start button and several open applications, including "Novell-delivered Applications for jbradt.Adm.CAMPUS", "Novell GroupWise - ...", "CLOSING THIS WIN...", "Banner Production: ...", and "Online Bill Pay - Wind...". The system clock shows 3:03 PM.

Click on *Online Bill Pay*.

## Logging in through Online Bill Pay Web site



If you're not using ROAR, log into Online Bill pay by going to

[www.highland.edu/login](http://www.highland.edu/login) and click on 

In the Students and Staff Section your User ID and pin is the same information that you use for ROAR. Your User ID is your 9000 (9 digit) number, and your pin is a 6 character (no more, no less) password

If you are a parent, family member, employer or authorized third party, you may enter your e-mail address in the e-mail box under *Authorized Users* and your password (given to you in a previous e-mail) to log in.

## Main Screen

The screenshot shows the 'Student Account Home' main screen. The browser window title is 'Student Account Home - Windows Internet Explorer'. The address bar shows the URL: [https://secure.touchnet.com:8443/C20842test\\_tsa/web/welcome.jsp](https://secure.touchnet.com:8443/C20842test_tsa/web/welcome.jsp). The page content includes:

- Announcements:**
  - Welcome to Highland Community College Online Bill Pay.
  - This system is undergoing testing.
  - Please be sure that you complete one of the following options by the next deadline date to avoid being dropped from your classes.**
    - Pay your tuition and fees in full.
    - Have your FASFA completed - the College has received a valid Financial Aid Application (FAFSA) record and it shows that your tuition is covered.
    - Set up a payment plan here in HCC Online Bill Pay
  - Deadline dates for the Fall 2010 semester are:**
    - June 15, 2010
    - July 15, 2010
    - August 5, 2010
    - August 12, 2010
  - Reminders:** The last date to drop a 16-week class with no record and a full refund is August 27th
- Quick View:**
  - Current Account Status
  - eBills
  - Recent Payments and Credits
  - Enroll in a Payment Plan
  - Refunds
- Current Account Status:**
  - Your current account balance, including [recent account activity](#), is **\$0.00**. You can also view transactions and pay balances from [previous terms](#).
- Current Account Status Table:**

Current Account Status		<a href="#">View Current Activity</a>
Balance:	\$0.00	<a href="#">Make a Payment</a>

**Deadline Dates - please make sure you have secured your type of payment – paid in full, on a payment plan or financial aid covering your charges in full. Be sure your option is in place by the deadline date to avoid being dropped from your class(es).**

This is the place to manage your student account activity. Here you can view your bills, make payments, enroll in a payment plan, and set up authorized users (parents, employers, etc.). Use the tabs along the top to navigate through the site.

### Announcements

Welcome to Highland Community College Online Bill Pay.

This system is undergoing testing.

**Please be sure that you complete one of the following options by the next deadline date to avoid being dropped from your classes.**

- Pay your tuition and fees in full.
- Have your FASFA completed - the College has received a valid Financial Aid Application (FAFSA) record and it shows that your tuition is covered.
- Set up a payment plan here in HCC Online Bill Pay

**Deadline dates for the Fall 2010 semester are:**  
 June 15, 2010  
 July 15, 2010  
 August 5, 2010  
 August 12, 2010

**Reminders:** The last date to drop a 15-week class with no record and a full refund is August 27th

## Quick View

**Current Account Status** | eBills | Recent Payments and Credits | Payment Plans | Create a Refund Profile

### Current Account Status

Your current account balance, including **recent account activity**, is **\$591.50**. You can also view transactions and pay balances from **previous terms**.

Current Account Status	
Balance:	\$591.50 <a href="#">View Current Activity</a>
Estimated Financial Aid:	\$375.00
<b>Current Balance Including Estimated Aid:</b>	<b>\$216.50</b>
FA* of 50% due now, 50% Final Pmt Balance	FA* of 50% due now, 50% Final Pmt
Other Charges Not Included in a Plan:	

In this student example there are charges of \$216.50 after financial aid has been applied. This student must set up a payment plan for the remaining balance, by the next deadline date, to secure his/her class(es).

## Financial Aid (Loan, Pell Grant, Scholarship) Students

The screenshot shows a web browser window titled "Student Account Home - Windows Internet Explorer". The address bar shows a URL from secure.touchnet.com. The page content includes a "Quick View" section with tabs for "Current Account Status", "eBills", "Recent Payments and Credits", "Enroll in a Payment Plan", and "Create a Refund Profile". The "Current Account Status" section displays the following information:

Current Account Status	
Balance:	\$753.00 <a href="#">View Current Activity</a>
Estimated Financial Aid:	\$375.00
<b>Current Balance Including Estimated Aid:</b>	<b>\$378.00</b> <a href="#">Make a Payment</a>

Two white arrows are overlaid on the image: one points to the "View Current Activity" link, and the other points to the "Current Balance Including Estimated Aid" row.

This student has \$375 coming in some type of aid (Pell Grant, Loan, Scholarship), but still needs to account for the \$378 not included. Failure to enroll in a payment plan or pay in full may result in being dropped.

By clicking on the *Current Activity* tab, you will see the type of estimated financial aid that will be coming to the student (based on having the proper documentation completed).

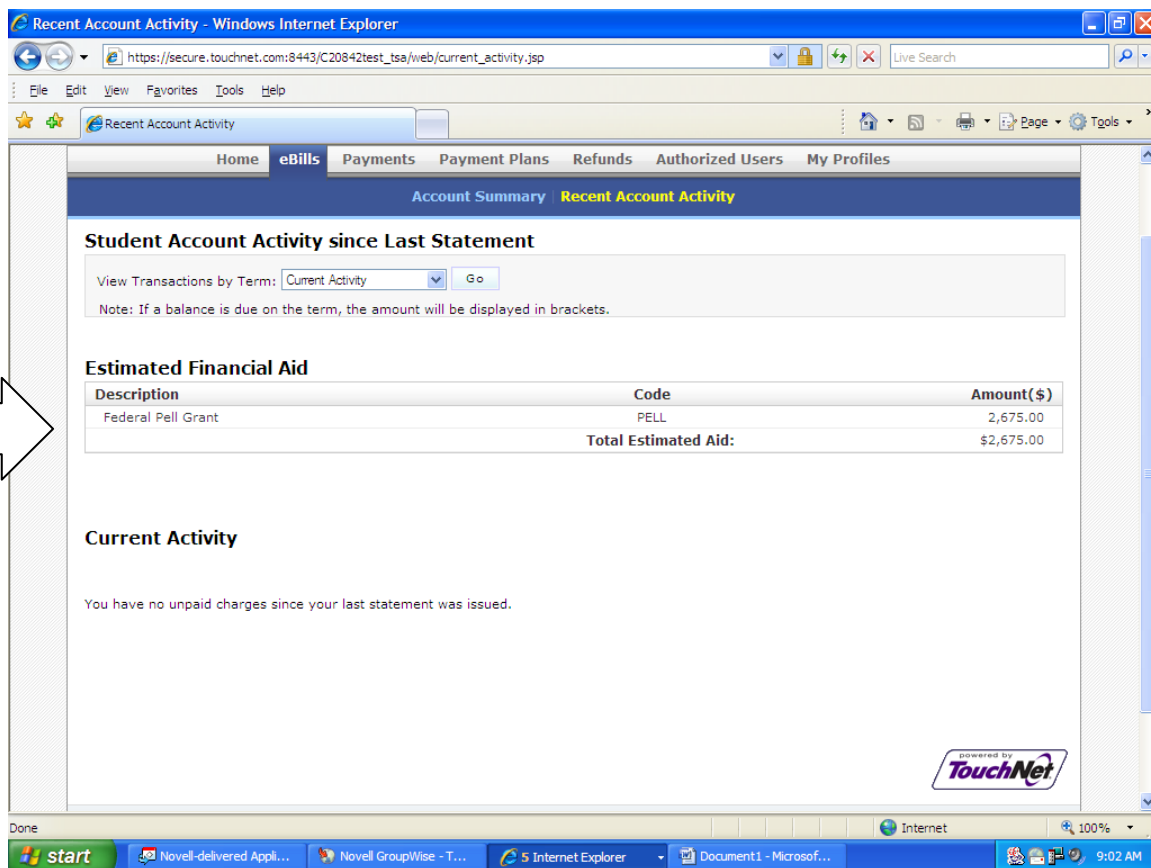
The screenshot shows a web browser window titled "Recent Account Activity - Windows Internet Explorer". The address bar displays the URL: [https://secure.touchnet.com:8443/C20842test\\_tsa/web/current\\_activity.jsp](https://secure.touchnet.com:8443/C20842test_tsa/web/current_activity.jsp). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page content is organized into a navigation menu with links for Home, eBills, Payments, Payment Plans, Refunds, Authorized Users, and My Profiles. Below the navigation menu, there are tabs for "Account Summary" and "Recent Account Activity".

The main content area is titled "Student Account Activity since Last Statement". It includes a dropdown menu for "View Transactions by Term" set to "Current Activity" and a "Go" button. A note below states: "Note: If a balance is due on the term, the amount will be displayed in brackets." Below this is a section titled "Estimated Financial Aid" which contains a table:

Description	Code	Amount(\$)
H G Kable Scholarship	HGKAB	375.00
<b>Total Estimated Aid:</b>		<b>\$375.00</b>

Below the table is a section titled "Current Activity" with the text: "You have no unpaid charges since your last statement was issued." At the bottom right of the page, there is a logo for "powered by TouchNet". The Windows taskbar at the bottom shows the Start button, several open applications (Novell-delivered Appl..., Novell GroupWise - T..., Internet Explorer), and the system tray with the time 9:00 AM.

The student is receiving a \$375 scholarship.



Recent Account Activity - Windows Internet Explorer

https://secure.touchnet.com:8443/C20842test\_tsa/web/current\_activity.jsp

Home eBills Payments Payment Plans Refunds Authorized Users My Profiles

Account Summary **Recent Account Activity**

### Student Account Activity since Last Statement

View Transactions by Term:

Note: If a balance is due on the term, the amount will be displayed in brackets.

### Estimated Financial Aid

Description	Code	Amount(\$)
Federal Pell Grant	PELL	2,675.00
<b>Total Estimated Aid:</b>		<b>\$2,675.00</b>

### Current Activity

You have no unpaid charges since your last statement was issued.

powered by **TouchNet**

Done Internet 100%

start Novell-delivered Appl... Novell GroupWise - T... 5 Internet Explorer Document1 - Microsof... 9:02 AM

This student has qualified for \$2,675 in federal financial aid called the Pell Grant.

## My Profile and Texting

The screenshot shows the 'User Profile' page in Internet Explorer. The browser address bar shows a URL from secure.touchnet.com. The page header includes the Highland Community College logo and navigation links: Home, eBills, Payments, Payment Plans, Refunds, Authorized Users, and My Profiles. The user is logged in as Jeremy A. Bradt. The 'Personal Profile' section contains the following information:

Personal Profile	
User ID:	900069084
Full Name:	Jeremy A. Bradt
E-mail Address:	Jeremy.Bradt@highland.edu
<ul style="list-style-type: none"> <li>To get optional text messages about new bills and upcoming payments, enter your mobile phone number and carrier.</li> <li>Reminder: Messages may be sent during overnight hours and your carrier may charge a fee to receive text messages.</li> </ul>	
Mobile Phone: (555-555-5555)	<input type="text"/>
Select Your Mobile Carrier	Verizon PCS
<input type="button" value="Save Changes"/>	

By clicking on *My Profile* students, upon registration will be receiving e-mails to their Highland account (firstname.lastname@highland.edu) that will have important messages, such as reminders, pending payments, payments confirmation, etc relative to their billing account.

Students also have the option to receive text messages about new bills and upcoming payments – Enter your cell phone number and select your mobile carrier from the drop down box.

If a student does not have texting in their current cell phone plan, standard cell phone text rates apply.

## Payment Profile

Payment Profile - Windows Internet Explorer

https://secure.touchnet.com:8443/C20842test\_tsa/tapp?Navigate=user\_pay\_profile.jsp&OnError=welcome.jsp

Payment Profile

Home eBills Payments **Payment Plans** Refunds Authorized Users **My Profiles**

Personal Profile **Payment Profile**

### Payment Profile

To store payment profiles, enter the account information of your preferred credit card(s) or bank account(s). To get started, select the payment type from the Add A Payment Method drop-down list and click "Go".

You can have refunds sent to whichever bank account profile you choose. You can add a new bank account profile or edit an existing one to accept refunds. To use an account for refunds, check the Refund Option box on its "Bank Account Information" screen.

My Payment Methods	Action	Use for Refunds
Dad's Credit card		<input checked="" type="checkbox"/>

**Add a Payment Method**

-- Select Payment Type --

- Select Payment Type --
- Electronic Check (checking/savings)
- Credit Card

**Electronic Check** - Electronic payments require a bank routing number and account number. Payments can be made from a personal checking or savings account. No corporate checks allowed, i.e. credit cards, home equity, traveler's checks, etc.

**Credit Card** - You may pay with any of the credit card issuers listed below.

Under the *My Profiles* there is a tab called *Payment Profile*. Students or authorized users will set up payment preferences (Credit card or Debit card) – Notice that we accept Visa, Master Card and Discover.

In a student's account, there can be multiple account types (Authorized user or student's account).

## Refund Profile

The screenshot shows a web browser window titled "Edit Payment Method - Windows Internet Explorer". The address bar shows a URL starting with "https://secure.touchnet.com:8443/C20842test\_tsa/tapp?Navigate=edit\_ach\_profile". The page header includes the Highland Community College logo and navigation tabs: Home, eBills, Payments, Payment Plans, Refunds, Authorized Users, and My Profiles. The user is logged in as "Jeremy A. Bradt".

The main content area is titled "Personal Profile" and "Payment Profile". It contains a form with the following fields:

Edit Bank Account Information	
Account Nickname:	Dad's Credit card
Account Type:	Checking
ABA Routing Number:	301171285
Account Number:	xxx4567
Name on Account:	Jeremy Bradt

Below the form is the "Refund Option" section, which includes a note: "NOTE: Only one bank account can be designated to receive refunds." and a checkbox labeled "Please check here if you would like refunds to be deposited into this account." which is checked. At the bottom of the form are "Cancel" and "Save" buttons.

Notice that if a student drops classes or a class is canceled, (or they want their remaining Pell Grant, loan or scholarship funds to be deposited electronically) the student can designate one of the accounts to receive refunds (there can only be one refund account designated in the student's profile).

One of the tabs is designated *Authorized Users*. This tab is powerful because the federal law, FERPA, does not allow the institution to disclose students' financial information. However, the student can authorize as many authorized users (employers, parents or family) so they can have access to the student's balance, receive e-mail communications and make payments to the student's account.

## Authorized Users

### Add An Authorized User

E-mail Address of the Authorized User:

Would you like to allow this person to view your billing statement?  Yes  No

Would you like to allow this person to view your payment history?  Yes  No

When a student adds an authorized user, three items must be completed:

- 1) Add the authorized user e-mail,
- 2) Determine whether the user can view billing statements, and
- 3) Determine whether the user can view payment history.

Upon doing so, the authorized user will receive two e-mails that furnish:

- 1) Notification that they have been given access.
- 2) Initial password to log in and will be prompted to change.

## E-Bills

Account Details - Windows Internet Explorer

https://secure.touchnet.com:8443/C20842test\_tsa/tapp?Navigate=account\_details.jsp&ACCT\_ID=13&OnError=acco

TERM	DATE	DESCRIPTION	CHARGES	CREDITS
		* PREVIOUS BILLED BALANCE *		\$ 0.00
201102	03/02/2010	- CURRENT CHARGES -		
	03/02/2010	Per Credit Hour Technology Fee	\$ 21.00	
		Fall Tuition-In District	\$ 252.00	
		* CURRENT BILLED BALANCE *	\$ 273.00	
PAST DUE: \$ 0.00			TOTAL DUE: \$ 273.00	

Welcome! This is your first e-bill statement. You will no longer be receiving paper bills in our effort to go green. Please note that Spring balance was due on 2/19/10. Summer balance is due on 6/24/10. \*\*\* If your account is in collection or past due you will not be able to pay on-line.\*\*\*

powered by TouchNet

Done Internet 100% 8:48 AM

Highland is going even more “green.” We will no longer be printing and mailing paper bills. Students may click on the tab “E-bill” and see the charges listed on their account. These are updated on the first of the month.

## Payment Plans

Payment Plan Enrollment (step 2) - Windows Internet Explorer

https://secure.touchnet.com:8443/C20842test\_tsa/web/plan\_enrollment3.jsp

Payment Plan Enrollment (step 2)

1) Payment Plan 2) **Budget Worksheet** 3) Payment Method 4) Sign Agreement

Please note that all amounts listed below include the most recent activity on your account, and may not necessarily match your latest billing statement. For more information about recent charges and/or credits, please view your [activity since last statement](#).

Please review your payment schedule carefully before completing your enrollment.

	Charges	Credits
Tuition:	\$1512.00	
Fees:	\$141.00	
Exemption:		\$728.00
Down Payment:		\$ 462.50

Recalculate Payment Schedule

*The payment plan schedule provided below only includes charges and credits that are eligible for the payment plan. You owe an additional \$25.00 that will need to be paid separately. You may make a payment toward the amount not included in the plan after enrolling in the payment plan.*

Description	Due Date	Amount Due	Amount Paid
Setup Fee	Due Now	\$25.00	\$0.00
Down Payment	Due Now	\$462.50	\$0.00
<b>Totals:</b>		<b>\$487.50</b>	<b>\$0.00</b>
1st Installment	04/17/2010	\$462.50	\$0.00
<b>Total of Installments:</b>		<b>\$462.50</b>	<b>\$0.00</b>

Notice the Setup Fee of \$25 for enrolling in the plan and dates that Online Bill Pay will pay off a student's balance by enrolling in the plan. Plans will adjust automatically if a student subsequently drops a class(es) or is added to a class(es) from a wait list.

The payment plan schedule provided below only includes charges and credits that are eligible for the payment plan. You owe an additional \$25.00 that will need to be paid separately. You may make a payment toward the amount not included in the plan after enrolling in the payment plan.

Description	Due Date	Amount Due	Amount Paid
Setup Fee	Due Now	\$25.00	\$0.00
Down Payment	Due Now	\$462.50	\$0.00
<b>Totals:</b>		<b>\$487.50</b>	<b>\$0.00</b>
1st Installment	04/17/2010	\$462.50	\$0.00
<b>Total of Installments:</b>		<b>\$462.50</b>	<b>\$0.00</b>

Would you like to set up payments to be made automatically on the dates shown above?

Yes, I want to set up my payments. Let me choose the payment method that will automatically be used to make a payment on each due date.

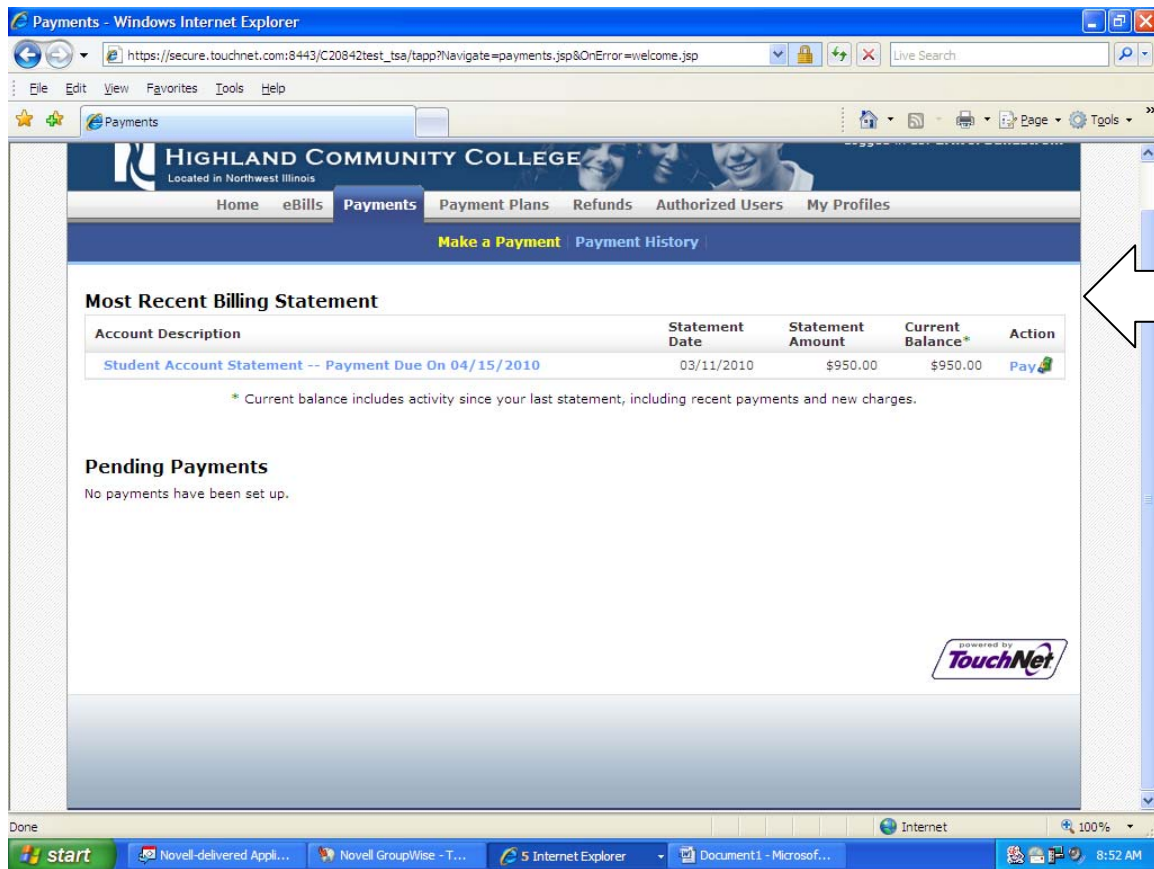
No, I don't want to set up payments. I will come back and make each payment on or before the due date.

<< Back   Cancel   Continue

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The student must indicate whether their payments will be made automatically before the due date (by selecting yes) or manually by returning to Online Bill Pay to make each payment before the due date (by selecting no).

## Paying off Entire Balance



Payments - Windows Internet Explorer

https://secure.touchnet.com:8443/C20842test\_tsa/tapp?Navigate=payments.jsp&OnError=welcome.jsp

Highland Community College  
Located in Northwest Illinois

Home eBills **Payments** Payment Plans Refunds Authorized Users My Profiles

Make a Payment Payment History

### Most Recent Billing Statement

Account Description	Statement Date	Statement Amount	Current Balance*	Action
Student Account Statement -- Payment Due On 04/15/2010	03/11/2010	\$950.00	\$950.00	<a href="#">Pay</a>

\* Current balance includes activity since your last statement, including recent payments and new charges.

### Pending Payments

No payments have been set up.

powered by TouchNet

Done Internet 100% 8:52 AM

If students do not have financial aid covering all charges or they do not want to enroll themselves in a payment plan, they may just pay off their entire balance by selecting the “Pay” option.

Make Payment - Windows Internet Explorer

https://secure.touchnet.com:8443/C20842test\_tsa/tapp?Navigate=make\_payment.jsp&OnError=make\_payment.jsp

Home eBills **Payments** Payment Plans Refunds Authorized Users My Profiles

**Make a Payment** Payment History

Account Name	Statement Date	Due Date	Statement Amount	Current Balance*
Student Account	03/11/2010	04/15/2010	\$950.00	\$950.00

\* Current balance includes activity since your last statement, including recent payments and new charges.

**Step 1: Select a Payment Method** Step 2: Payment Options Step 3: Payment Confirmation

**Select Payment Method**

Payment Method:  Go

- Select Payment Method ---
- Electronic Check (checking/savings)
- Credit Card

**Electronic Check** - Electronic payments require a bank routing number and account number. Payments can be made from a personal checking or savings account. No corporate checks allowed, i.e. credit cards, home equity, traveler's checks, etc.

**Credit Card** - You may pay with any of the credit card issuers listed below.

VISA MasterCard DISCOVER

Students will select from setting up their credit card profile or checking account in order to pay off entire balance.

If you have any questions regarding Online Bill Pay, call 815.599.3414 or e-mail [registration@highland.edu](mailto:registration@highland.edu).