

eBill Q & A

WHAT ARE eBILLS?

- eBills are online student billing statements featured in **PittPAY**, the online billing and payment system.

WHEN DO STUDENTS RECEIVE AN eBILL?

- eBills are posted in **PittPAY** once each month, and the schedule is published on the Message Board in **PittPAY**.
- A new eBill is posted ONLY when students have new activity.
- No eBill is posted when the account has a zero balance.
- When each new eBill is posted, **PittPAY** automatically sends notification to the students' official University e-mail account. Authorized Payers also receive an email.
- eBills do not change when activity occurs AFTER the eBill is posted. New activity details are available on the "View Account" screen in **PittPAY**.

HOW ARE eBILLS ACCESSED?

- Students log into <https://my.pitt.edu> , select Student Services then select **PittPAY**.
- Authorized Payers go to <http://student-info.pitt.edu>. Log into **PittPAY** using the login name and password the student has provided.
- Once in **PittPAY**, select "View Accounts" from the menu on the left. You will see the up-to-the-minute Student Account. Then select "Most Recent eBill."

WHAT IS AN AUTHORIZED PAYER?

- An Authorized Payer is anyone the student designates to view and pay eBills, such as parents, guardian, spouse, or third party sponsor.

HOW DO STUDENTS AUTHORIZE OTHERS TO SEE AND PAY THEIR eBILLS?

- New students can set up Authorized Payers as soon as they receive their Pitt username and password.
- Log into PittPAY and select "Authorize Payers" from the menu at the left and follow the instructions.
- **Authorized Payers will receive e-mail notifications of eBill announcements to the email address provided when setting up an Authorized Payer.**
- An Authorized Payer does not have access to the student's grades, email or class schedule.

FORGET AN AUTHORIZED PAYER USER ID AND/OR PASSWORD?

- Students *only* can provide Authorized Payers with the user ID assigned in **PittPAY** or reset a password.
- Students log into **PittPAY**, select Authorized Payers and reset the password.
- An email from **PittPAY** will be sent to the Authorized Payer with a temporary password to use to log into **PittPAY**.

NEED HELP WITH A PITT USERNAME AND/OR PASSWORD?

- Visit a computing lab on campus with your University ID card with you or call the Technology Help Desk at 412-624-HELP (4357).
- If you call the Help Desk you will be asked to fax a copy of your University ID, a copy of another form of photo ID, and provide a phone number where you can be reached. The fax number is 412-383-7000. You may be asked several security questions.