E-Billing Frequently Asked Questions

I want my parent to also receive the e-bill. What do I do?

If you would like another person to receive the bills you must create an "Authorized Payer" (AP) account in QuikPay. Through the E-Bill link in your portfolio you will be able to create the AP account.

I'm an Authorized Payer, but I didn't receive the e-bill?

Be sure that your email account doesn't block mail from student-accounts@wesleyan.edu.

I'm having trouble logging in and I know I'm using the correct password. What is the issue?

The username and password are case sensitive. Often times the entry is incorrect because of a lowercase/uppercase mismatch. If you are unsure, use the *Forgot Password* feature.

I can't locate my password. What do I do?

At the log in, enter your Username and click on *Forgot Password***.** QuikPay will send a temporary password to the user's email account. Log in using the temporary password and then be sure to immediately change the password. *Note:* If you have already set up your banking information QuikPay will prompt you to validate the banking information upon log in. This is a security feature to protect your information.

I made a payment; why isn't it reflected on the bill?

The e-bill is a snapshot in time and is not updated until the next bill is sent. To see transactions on the account in between billing statements, open your electronic portfolio and click on "Student Account." You may grant limited portfolio access to your Authorized Payer if he/she also needs to see these transactions. Read about how to grant guest access to your portfolio at https://wesep.wesleyan.edu/help/student_hfa.html#grantingaccess

Under "Make Payment," it lists a "Payment Amount." Must I pay this amount?

The program automatically lists the amount on the latest bill. You may change it to whatever amount you would like to pay by highlighting the amount showing and entering your desired payment amount.

I accidentally entered the wrong amount when I submitted the payment. Can I change it?

Payments are submitted to Wesleyan each day after 3:00pm. You may cancel a payment if it is before 2:30pm that same day or was made after 3:00pm the previous day. To cancel a payment, click on Transaction History and cancel the payment.

How do I know if my payment went through?

Once a payment has been submitted successfully you will receive a confirmation number. To see all your electronic payment transactions and confirmation numbers click on Transaction History.

I sent a paper check to Wesleyan. Why isn't it reflected under Transaction History?

Transaction History reflects only the electronic payments made via QuikPay.

How do I access my account history (i.e., view prior e-bills)?

Click on View Accounts and choose Statement History. You may then look at (and print) each bill showing all transactions during that time period by clicking on the magnifying glass to the left of each billing statement.

I need an official billing statement for a third party (insurance carrier, employer, etc). Can I get this from QuikPay?

Yes. Click on View Accounts and choose Current Statement (if you need a copy of a previous statement, go to Statement History and choose the one you need). On the top third of the View Account screen, there is a PDF icon. Opening this document (it opens in Acrobat Adobe) will give you Wesleyan-formatted billing statement.