

# How to Access Student Account, Review Balances & Process Payments

## Where to Access Portal

1. Sofia Main Page: Top Right



OR via <https://sof-web.scansoftware.com/cafeweb/login>

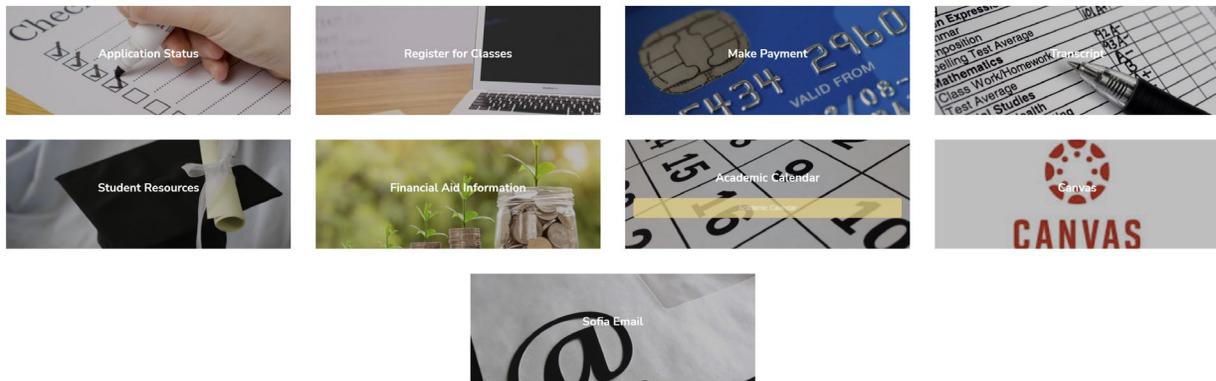
Username: [Firstname.Lastname@sofia.edu](mailto:Firstname.Lastname@sofia.edu)

Password: ID number if you have never logged in\*

\*If you do not know your password, reach out to [Help.Desk@sofia.edu](mailto:Help.Desk@sofia.edu)

## Where to Review Account Balance

You will be taken to the below screen.



2. From here select “Make a Payment” which takes you to this screen:

Previous Balance:	\$0.00	<a href="#">View Details</a>
New Charges:	\$0.00	<a href="#">View Details</a>
New Payments:	\$0.00	<a href="#">View Details</a>
Balance (before aid)	\$0.00	
Financial Aid		
TOTAL PENDING	\$0.00	
TOTAL VERIFIED	\$0.00	
<b>Balance Due</b>	<b>0</b>	

For general tuition payments, we do accept credit card payments through the payment form below. However, it is preferred to receive payment by check, money order, wire transfer or Flywire. You can mail your check to the following address:

Sofia University  
Attn: Accounting Department  
1069 East Meadow Circle  
Palo Alto, CA 94303

For all other forms of payment, please contact us at 1-888-820-1484 during normal business hours or email Sharon Nicolai at [sharon.nicolai@sofia.edu](mailto:sharon.nicolai@sofia.edu).

New Charges: select “View Details” to get a statement of amount owed for current quarter.

Previous Balance: Select “View Details” to see all account transactions. Billing, Payments and Financial Aid/Grants/Scholarships.

## Where to Process CC/DC Payment

3. Type in the balance you are processing and select Pay.

The screenshot shows a web interface for making a payment. At the top, there is a back arrow and the title 'Make A Payment' for 'MATP Student 295666'. Below this is a table with three rows: 'New Charges: \$0.00 View Details', 'New Payments: \$0.00 View Details', and 'Balance (before aid) \$0.00'. A section titled 'Financial Aid' contains a table with three rows: 'TOTAL PENDING \$0.00', 'TOTAL VERIFIED \$0.00', and 'Balance Due 0'. Below the tables is a paragraph of text explaining payment methods: 'For general tuition payments, we do accept credit card payments through the payment form below. However, it is preferred to receive payment by check, money order, wire transfer or Flywire. You can mail your check to the following address:'. The address is 'Sofia University, Attn: Accounting Department, 1069 East Meadow Circle, Palo Alto, CA 94303'. Another paragraph says: 'For all other forms of payment, please contact us at 1-888-820-1484 during normal business hours or email Sharon Nicolai at sharon.nicolai@sofia.edu.'. At the bottom, there is a text input field containing '0.00' and a red 'Pay' button.

New Charges:	\$0.00	<a href="#">View Details</a>
New Payments:	\$0.00	<a href="#">View Details</a>
Balance (before aid)	\$0.00	

**Financial Aid**

TOTAL PENDING	\$0.00
TOTAL VERIFIED	\$0.00
<b>Balance Due</b>	<b>0</b>

For general tuition payments, we do accept credit card payments through the payment form below. However, it is preferred to receive payment by check, money order, wire transfer or Flywire. You can mail your check to the following address:

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Attn: Accounting Department  
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0.00

4. Type in information for CC/DC. Select Submit Payment.

### Notes:

Types of messages – Declined, Processed Successfully, Various Errors for system issues.

Declined – there are various reasons for this, the two most common are Daily Limits or Transaction Limits. For either, you will need to contact your bank for confirmation or assistance.

System Error – Try switching Browsers or restarting your computer. Most of the time the cache or browser is the issue. We recommend Firefox if available.