

# HOW TO ACCESS STUDENT ACCOUNT, REVIEW BALANCES & PROCESS PAYMENTS

Follow the steps below to securely access your student account, review your balances and make payments online.

## 1 ACCESS THE PORTAL

Please click the blue button that says "CLICK HERE" on the login page to sign in using single sign-on with your Sofia Microsoft 365/email account.



The screenshot shows the Sofia University login portal. At the top is the Sofia University logo. Below it are two input fields for 'Username' and 'Password'. A link for 'Forgot your password? Click here.' is positioned below the password field. There are three main buttons: a yellow 'APPLICANT LOGIN' button, a red 'STUDENTS, STAFF, FACULTY LOGIN BELOW' button, and a blue 'CLICK HERE' button. At the bottom, there is a note: 'For technical support, email us at helpdesk@sofia.edu.'

## 2 REVIEW YOUR ACCOUNT

From here select "Make a Payment".

Please always enter the amount only with numbers and decimal points and then press Pay to get to the payment screen.



The screenshot shows the 'Make A Payment' page. At the top, there is a back arrow, a Sofia University logo, and the text 'Make A Payment' followed by the user ID 'test111 test2222 281095'. Below this is a 'Financial Report' table:

| Financial Report     |        |
|----------------------|--------|
| Previous Balance     | \$0.00 |
| > New Charges        | \$0.00 |
| > New Payments       | \$0.00 |
| Balance (before aid) | \$0.00 |

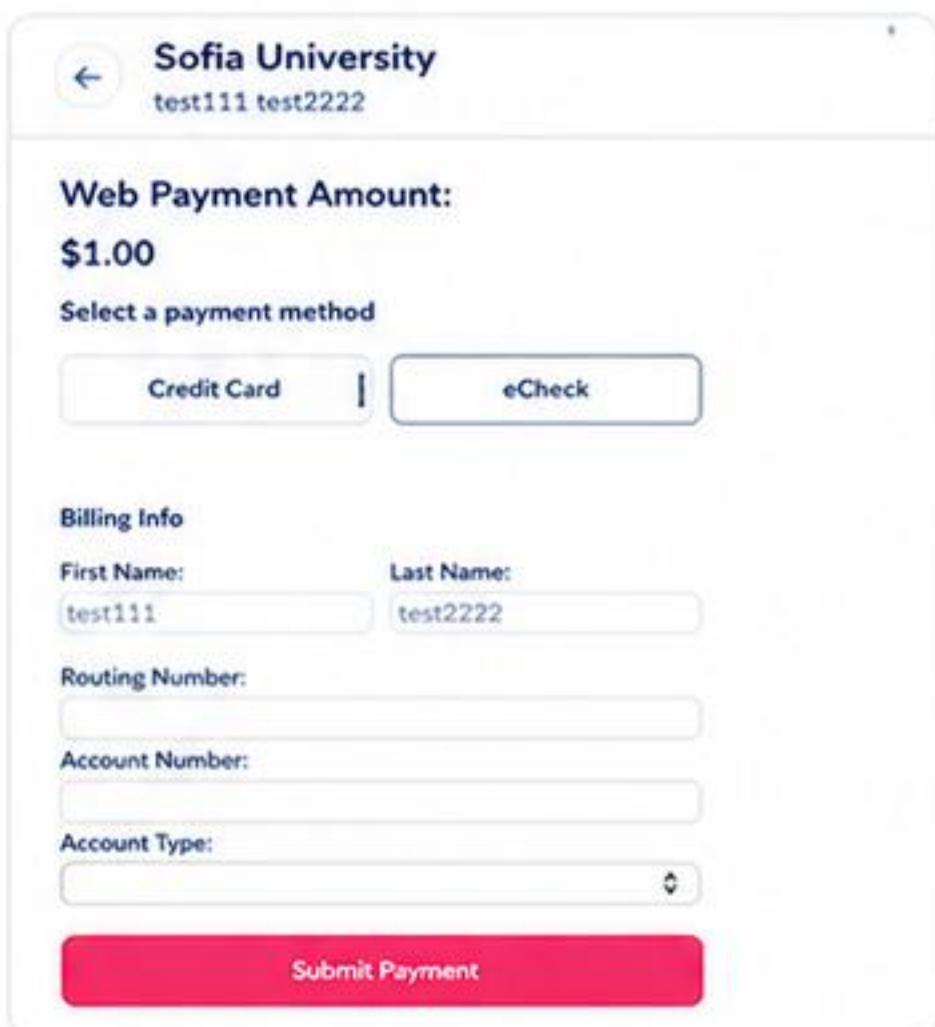
Below the table is a 'Financial Aid' table:

| Financial Aid    |        |
|------------------|--------|
| Total Pending    | \$0.00 |
| > Total Verified | \$0.00 |
| Balance Due      | \$0.00 |

Below the tables, there is a note: 'Sofia University has updated its policy regarding payment methods. Payments for Tuition and Fees may be made via credit card\*, wire transfer, and E-check. Beginning November 20th, 2023, debit cards will no longer be accepted for payment of tuition, fees, and other charges.' A red warning message states: '\*In the case of credit card transactions, please note that a non-refundable 3% fee will be added to the total transaction amount as of November 20th, 2023.'

## 3 SELECT PAYMENT METHOD

You will be taken to the next screen where you can choose your payment method.



The screenshot shows the payment method selection screen. At the top, there is a back arrow, the Sofia University logo, and the user ID 'test111 test2222'. Below this, it says 'Web Payment Amount: \$1.00'. There are two buttons for 'Credit Card' and 'eCheck'. Underneath is a 'Billing Info' section with fields for 'First Name' (test111) and 'Last Name' (test2222). There are also fields for 'Routing Number', 'Account Number', and 'Account Type' (with a dropdown arrow). At the bottom is a red 'Submit Payment' button.

## 4 PROCESS YOUR PAYMENT

Where you make a payment via eCheck using the same link as for credit card payments.

- Select the "eCheck" option.
- Enter your banking information in the required fields, including your bank account number and routing number.
- Indicate whether the account is a checking or savings account.
- The eCheck payment option works only with USA bank accounts.

### **i** PLEASE NOTE

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.



## NEED HELP?

For assistance, please contact the Accounting Department at [Student.accounts@sofia.edu](mailto:Student.accounts@sofia.edu) or visit our website for additional resources.