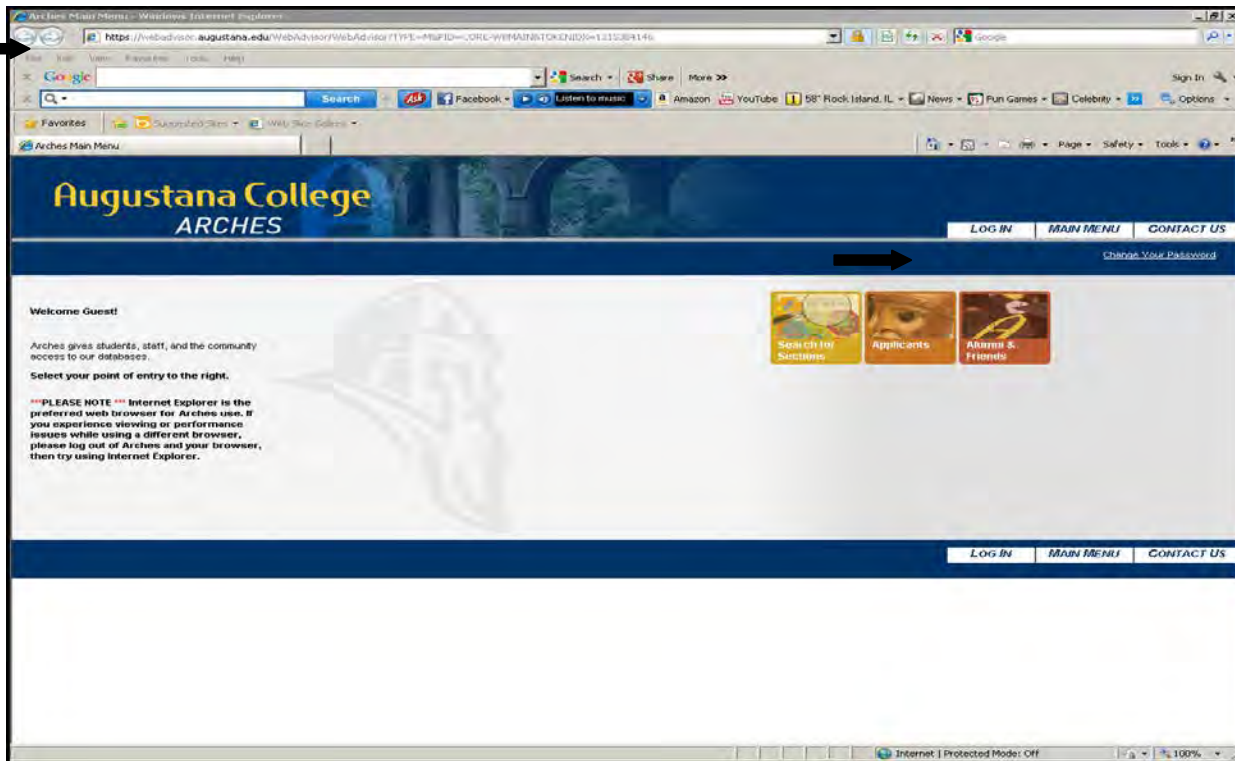
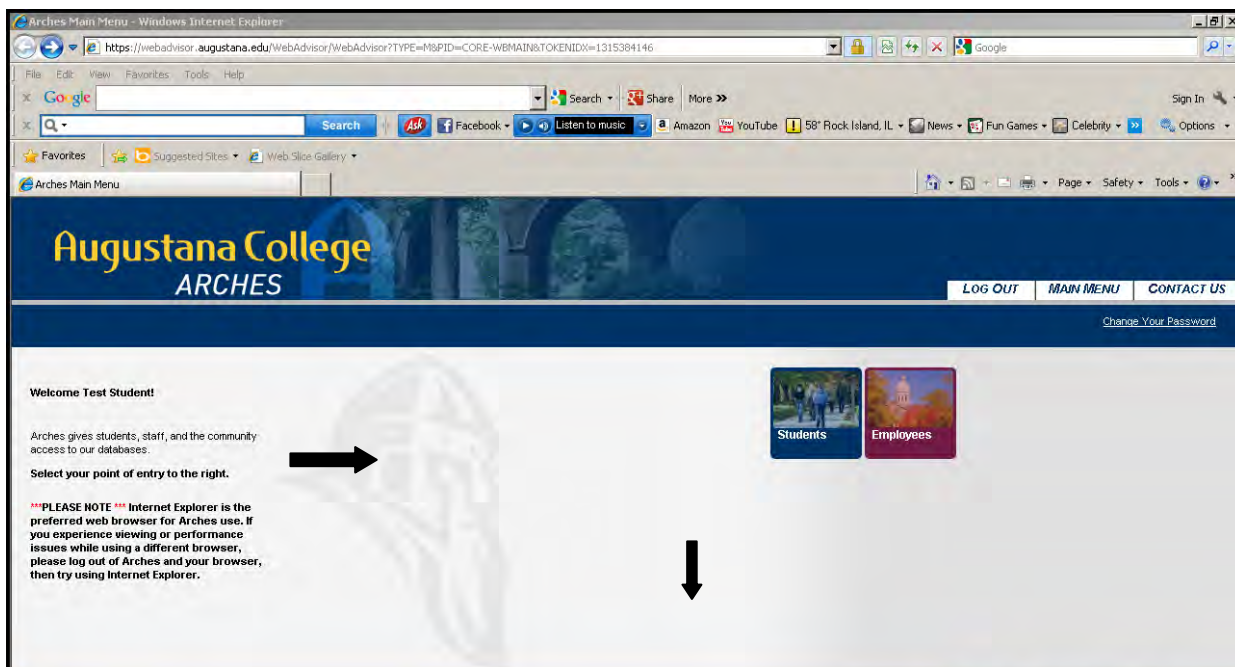


CASHNet® SmartPay Instructions

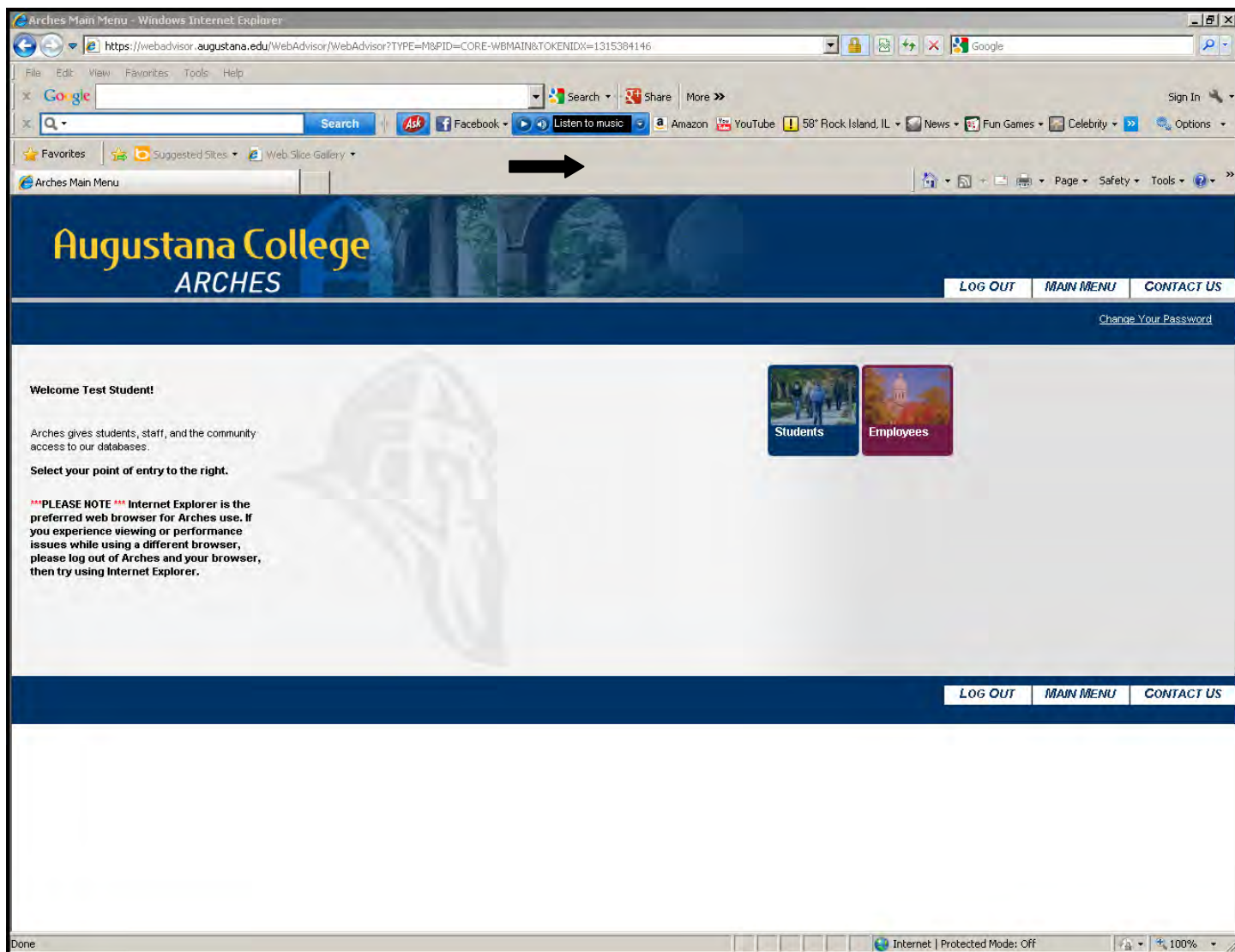
In the Windows Internet Explorer address box type: <https://arches.augustana.edu>; click on the “LOG IN” tab.



The following screen will open after you click on the “LOG IN” tab; complete the login process and click on the “SUBMIT” button.



Click on the “Students” tab to get to the login screen. Students must use their Augustana College Arches student login and password information to log into CASHNet.



The following screen will open:
Arches Student Menu Page

Students - Windows Internet Explorer

https://webadvisor.augustana.edu/WebAdvisor/WebAdvisor?TOKENID=9800652591&type=M&constituency=WBST&pid=COR1

Augustana College
ARCHES

LOG OUT MAIN MENU STUDENTS MENU CONTACT US

CURRENT STUDENTS - STUDENTS MENU

Welcome [username]

AUGUSTANA COLLEGE STUDENT INFORMATION SYSTEM USAGE ACKNOWLEDGEMENT
As a student, my use of the student information system (Arches) through my secure login and my enrollment in coursework at Augustana College acknowledge that I will adhere to the policies and procedures set forth in the Augustana College academic catalog and the student handbook, Inside Augustana. I understand that my login acknowledges that meeting all degree requirements tracked in my program evaluation is my sole responsibility.
Augustana College discourages students from sharing secure network and Arches login information with anyone.

The following links may display confidential information.

Please Note: Students are allowed 33 credits per year with full time tuition for three terms of enrollment (for 2 terms of enrollment, students may take up to 22 credits, for 1 term of enrollment, students may take up to 11 credits.) Overload fees apply for each credit over the limit. Taking a "W" (withdrawal) in a course for dropping a course in week six or seven counts toward this credit limit. Students should plan accordingly for the entire academic year with these limits in mind. While students must maintain 8 credits each term to be considered full-time, with input from the academic advisor, students may spread the credit load across their enrolled terms as they chose. The responsibility for planning appropriate coursework and meeting all degree requirements rests entirely with the student.

Financial Information

[Account Statement](#)
[ePayment / eBill](#)

Financial Aid

[2011-12 Award Letter \(Returning Students\)](#)
[2012-13 Award Letter \(Returning Students\)](#)
[2013-14 Award Letter \(Returning Students\)](#)

Communication

[My Documents](#)
[Email My Advisor\(s\)](#)

Registration

[Registration Policies, Procedures & Scheduling](#)
[ADES Audit - First Year Student 2008 and beyond](#)
[ADES Audit - Transfers entering 2010-11 & 2011-12](#)
[My Registration Information](#)
[Open Course Section Offerings](#)
[Search for Sections](#)
[Search/Register/Drop Sections](#)
[Textbook Information](#)

Academic Profile

[Grades](#)
[Grade Point Average by Term](#)
[PLUG Information](#)
[Unofficial Transcript](#)
[Program Evaluation](#)
[Test Summary](#)
[Application for graduation](#)
[Official Transcript Request Paper Copy](#)
[Official Transcript Request Electronic Copy](#)
[Transcript Request Status](#)
[Enrollment verification request](#)
[Enrollment verification request status](#)
[My class schedule](#)
[My profile](#)
[Degree Audit Evaluation Guide](#)

LOG OUT MAIN MENU STUDENTS MENU CONTACT US

Click on ePayment / eBill under the Financial Information section

Financial Information

[Account Statement](#)
[ePayment / eBill](#)

You will be prompted to enter your Augie username and network password



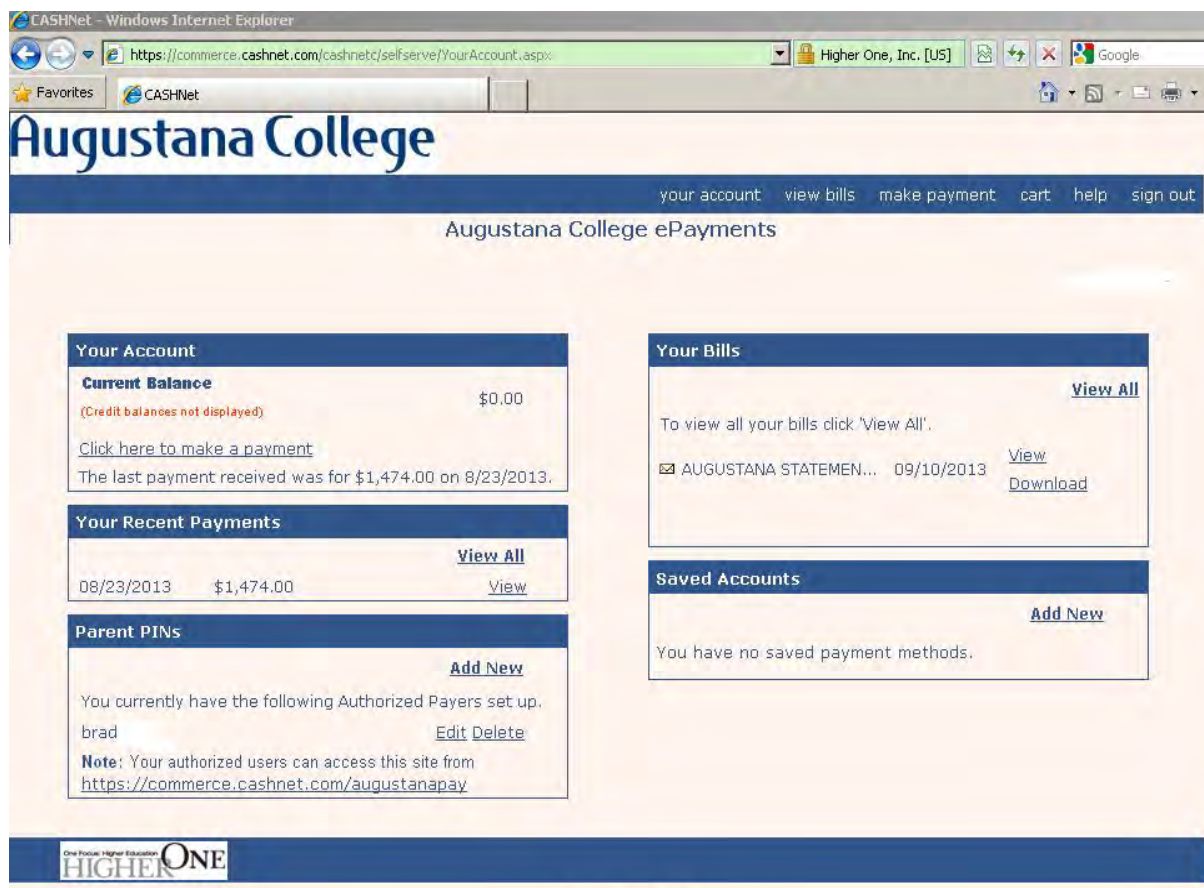
Once you are logged in the following Augustana College ePayments screen will open:

To add an authorized payer click “Add New” under Parent PIN’s section. Click on “Edit” to give an existing Authorized Payer access to the email notifications.

To view a statement click “View” or “Download” under Your Bills section

To make a payment click “Click here to make a payment” under Your Account section

To save an ACH or credit card on file click “Add New” under Saved Accounts section



CASHNet - Windows Internet Explorer

https://commerce.cashnet.com/cashnetc/selfserve/ParentPINMain.aspx?Z=X Higher One, Inc. [US]

Augustana College

your account view bills make payment cart help sign out

Augustana College ePayments

Notice about Parents or Authorized Users:

Parents or Authorized Users have access only to make payment, payment history, and balance on the student account. They do NOT have access to financial aid, grades, or other online student information.

Authorized Payer

Email Address

Confirm Email Address

Add a note to the welcome email (optional)

Should this person...

be allowed to log in? ☒ Yes ☐ No

have permission to access electronic bills and if so, also receive electronic bill email notifications?

A welcome email will be sent to the email address entered above. The email will contain the optional note, login ID, temporary password and a link to access this site.

A password will be sent to the Authorized User, with the following information:

the Authorized User Name

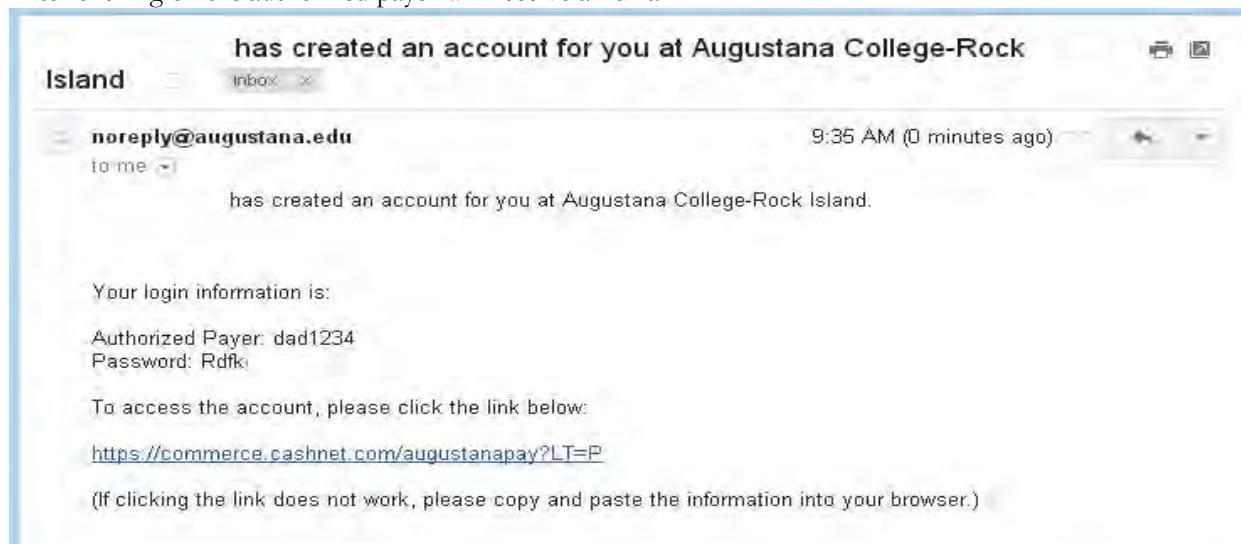
a Temporary Password (that must be changed the first time the User logs in)

the following web link: <https://commerce.cashnet.com/augustanapay>

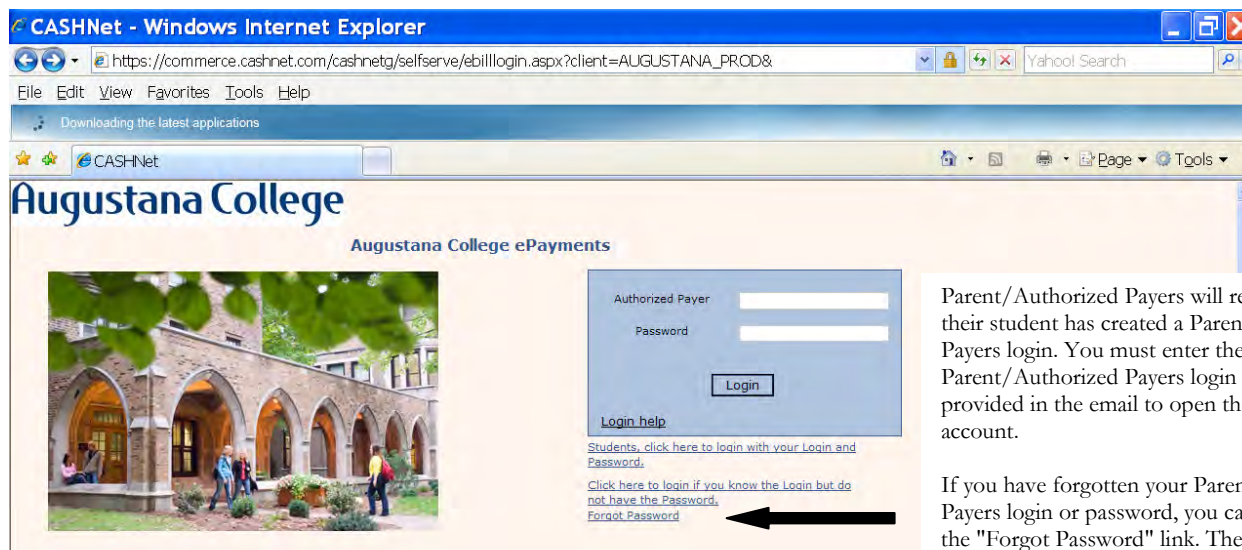
HIGHER ONE

1. Enter the login name you wish to assign to the parent or authorized payer.
2. Enter that person's email address.
3. A welcome email will be sent to the email address entered. You may add a note to this email (optional). The email will contain the optional note, login ID, temporary password and a link to access this site.
4. Answer any remaining questions on the page.
5. Click OK.

After clicking ok the authorized payer will receive an email



Click on URL link within the email or enter <https://commerce.cashnet.com/augustanapay> into your favorite web browser



Parent/Authorized Payers will receive an email if their student has created a Parent/Authorized Payers login. You must enter the Parent/Authorized Payers login and password provided in the email to open the student's account.

If you have forgotten your Parent/Authorized Payers login or password, you can reset it using the "Forgot Password" link. The screen on the next page will open after you click on the "Forgot Password" link.

Augustana College ePayments

Recover your password here

This process is meant for the security of your account. Please answer a few questions to recover your password.

Enter Your Authorized Payer

OR

Enter Your Email Address

(Changing the password will result in the loss of saved payment information.)

Powered by **CASHNet**

Type the name your student assigned you (in your email) or enter your email address and click on the “Continue” button. This will open the screen to allow you to create a new password.

ERROR MESSAGE: You may receive this error message: “Unable to login because of invalid Parent/Authorized Payers Login or Password” when attempting to login. This indicates that the login and password do not match those in the email (follow same procedure above).

.For security reasons Augustana/CASHNet does not have access to your Parent /Authorized Payers login and/or password to reset them.

Augustana College ePayments

Your password has been successfully reset. An email with your new password has been sent to you. Please follow the instructions in the email to login. If you have any questions, please contact your administrator.

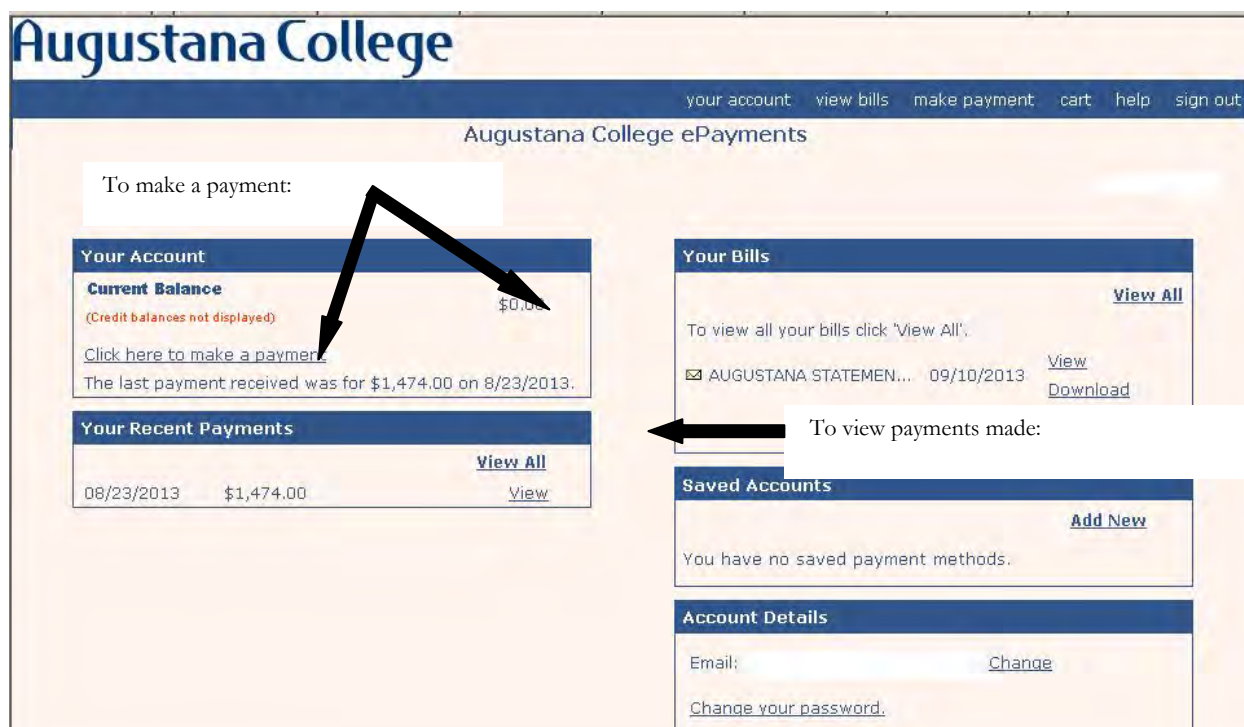
Powered by **CASHNet**

After you type the name your student assigned you (in your email) or your email address and click on the “Continue” button, this screen will open up to confirm that your password has been reset.

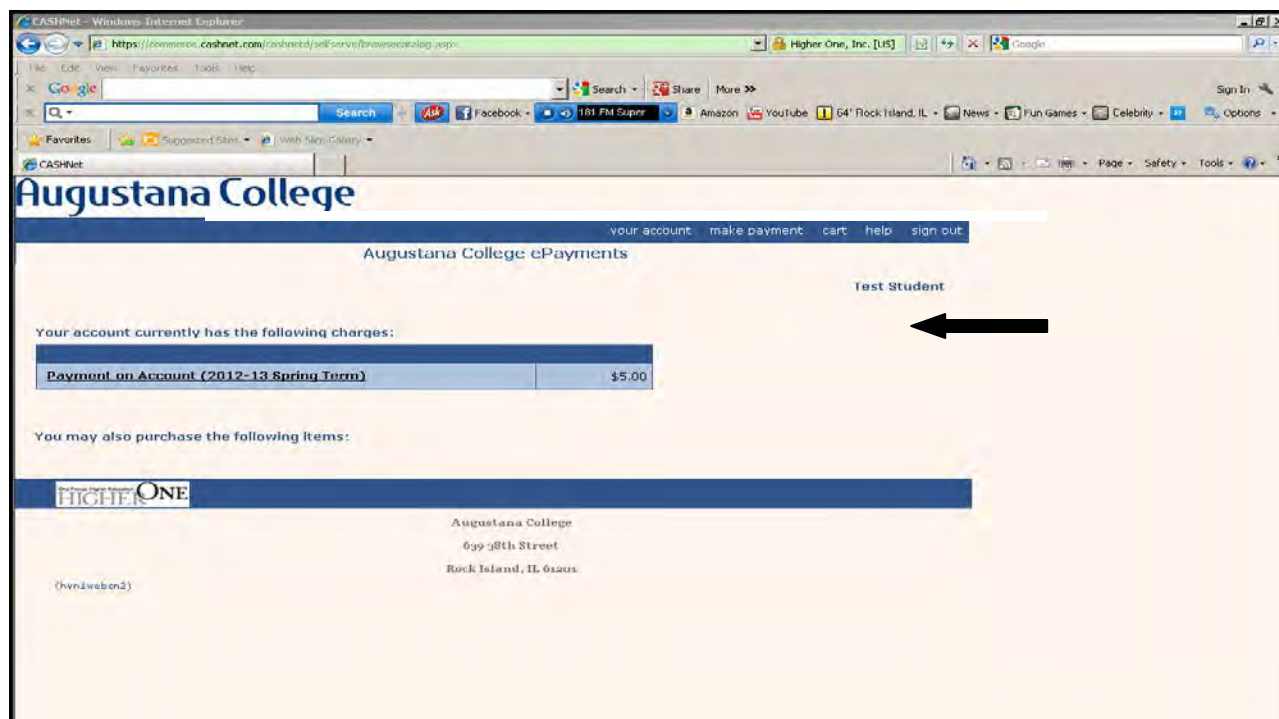
The payment screen below shows all payments that have been made through CASHNet; this is also where you will make payment on your student account. To access this page:

1. Click on either the “[Click here to make a payment](#)” or “[Pay](#)” link to make a payment (see payment instructions on next page).
2. Locate the box titled “[Your Recent Payments](#)” (this will show the three most recent payments on your account).

3. Click the “View All” button to see payments made through CASHNet and the details of what form of payment was used. There will be buttons on that screen to allow you to get a printable receipt or to email a copy of the receipt to yourself or anyone you designate.
4. This program shows only those payments made through CASHNet; no payments made through the mail, at the Business Office or by Financial Assistance Office at Augustana.



After you select the “Click here to make a payment” or “Pay” link, the following screen will open.



The following payment on account screen will open.

The screenshot shows a web browser window displaying the Augustana College ePayments page. The page has a blue header with the college's name and navigation links like 'your account', 'make payment', 'cart', 'help', and 'sign out'. Below the header, there's a 'HOME' section with a 'Payment on Account' box. This box contains a text input field labeled 'Amount:' with the value '5.00' entered. To the right of this box, a text instruction says 'Enter the desired payment amount in the "Amount" box; partial payment is acceptable.' with an arrow pointing to the input field. Below the input field, there's a button labeled 'Add to Shopping Cart'. To the right of this button, another text instruction says 'Once the amount is entered, click on the "Add to Shopping Cart" button. The following screen will open.' with an arrow pointing to the button. At the bottom of the page, there's a footer with the college's address: 'Augustana College, 639 38th Street, Rock Island, IL 61201'.



Select 1 of the 2 “Select Method of Payment” options. If you select “Enter new credit card information” and click the “Continue Checkout” button, the following screen will open.

The screenshot shows a 'Select Method of Payment' screen. It features two radio button options: 'Enter new credit card information.' and 'Enter new electronic check information.'. The first option is selected. To the right of these options is a button labeled 'Continue Checkout'. An arrow points to the 'Enter new credit card information.' option. At the bottom of the screen, there's a blue bar with the text 'Powered by CASHNet'.

Augustana College
CASHNetSM SMARTPAY

your account make payment cart help

Augustana College ePayments

Please enter your credit card information and click on the 'Continue Checkout' button.

NOTE: Your credit card payments made at this site will display on your statement as "CASHNET SMARTPAY AUGUSTANA 1-800-339-8131"

Credit Card Number

Expiration Month

Expiration Year

Cardholder Name

Address Enter the address where you receive the bill for this card.

City

State/Province/Region

Zip/Postal Code

Country

Email Address

We accept:

This site accepts only the following credit cards:

- American Express
- Discover
- MasterCard
- Visa

Fill out the appropriate credit card information and click on the "Continue Checkout" button. The following screen will open.

Augustana College
CASHNetSM SMARTPAY

your account make payment

Augustana College ePayments

This site is owned and operated by CASHNet®.

If you choose to make a payment by using CASHNet® SMARTPAY, you will be charged a service charge of \$

This charge is assessed by CASHNet®. Service charges are included in your transaction and are paid directly to CASHNet®. Service Charges are non-refundable.

☐ I acknowledge that I have read and accept the terms and conditions of the CASHNet® User Agreement and I understand that my transaction includes a non-refundable service charge of \$2.66 for the use of CASHNet® SmartPay.

Powered by CASHNetSM [terms](#)

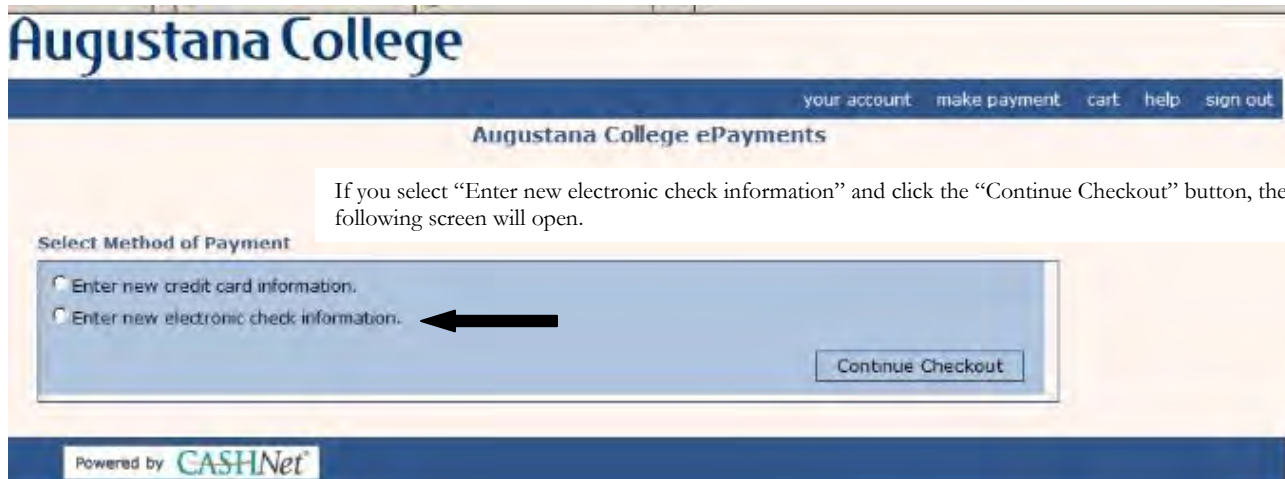
You will need to accept the service charge by clicking in the "I acknowledge that..." box. Click on the "Continue Checkout" button.

To see the total amount you are paying, click on the "Review Charges" button.

If you do not wish to pay the service charge, click on the "Cancel My Transaction" button.

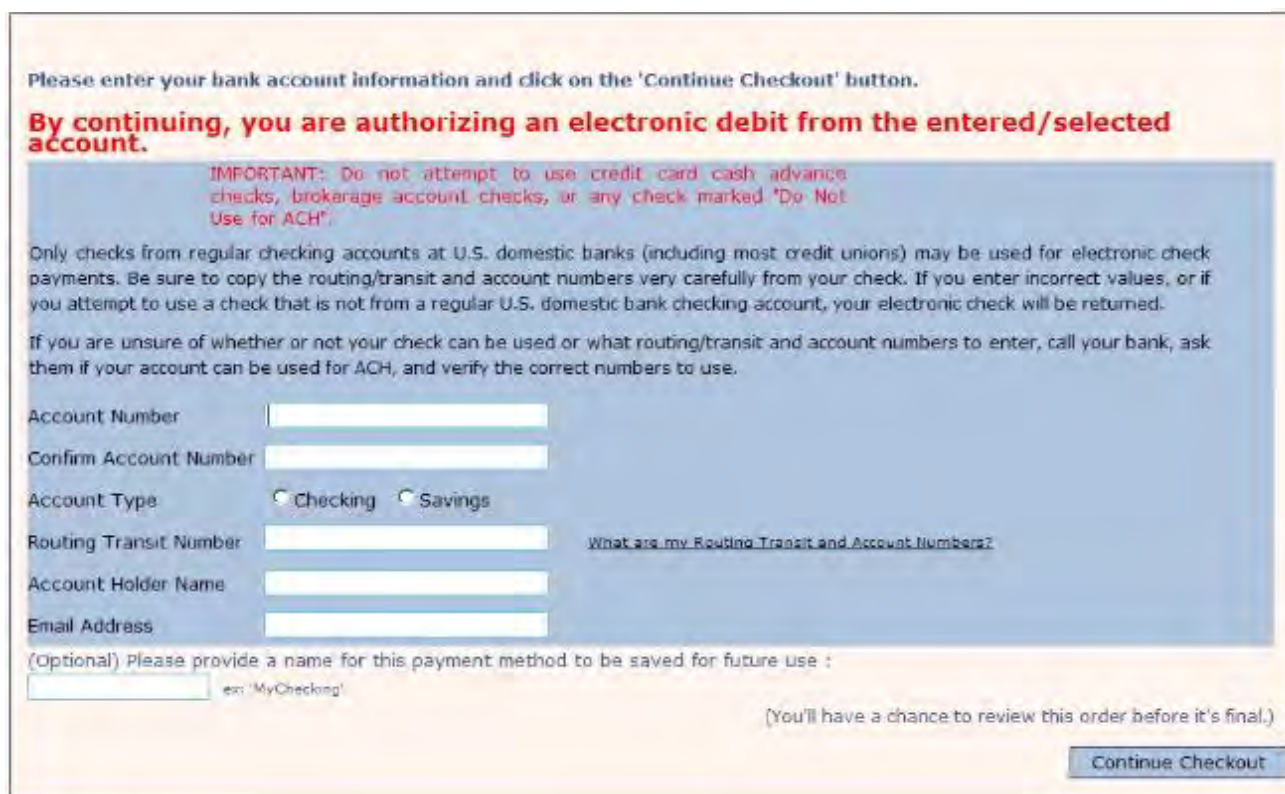
You do not have the ability to use two credit cards in a single transaction. If you need to split your payment over multiple cards you will need to complete separate transactions.

This site accepts payment by electronic check (e-check). If you pay by e-check, the payment will be processed using a banking network known as the ACH network. A request will be electronically transmitted from our bank to yours instructing them to transfer the desired amount of money to us.

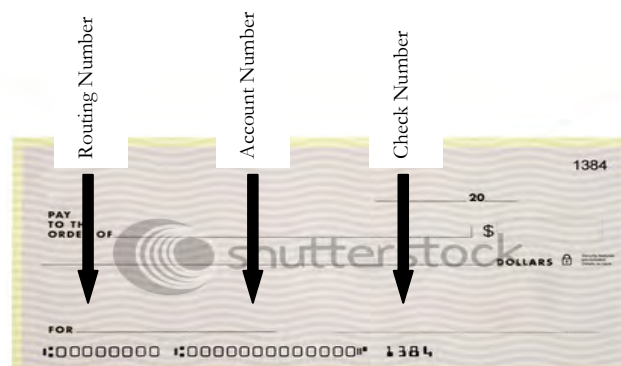


The image shows the Augustana College ePayments website. At the top is the Augustana College logo. Below it is a navigation bar with links: "your account", "make payment", "cart", "help", and "sign out". The main heading is "Augustana College ePayments". A text box states: "If you select 'Enter new electronic check information' and click the 'Continue Checkout' button, the following screen will open." Below this is a "Select Method of Payment" section with two radio buttons: "Enter new credit card information." and "Enter new electronic check information." A black arrow points to the second option. A "Continue Checkout" button is to the right. At the bottom, it says "Powered by CASHNet".

In order to pay by e-check, you will need the information printed in special characters at the very bottom of your check.



This screen prompts the user to enter bank account information. It includes a warning: "By continuing, you are authorizing an electronic debit from the entered/selected account." and an important note: "IMPORTANT: Do not attempt to use credit card cash advance checks, brokerage account checks, or any check marked 'Do Not Use for ACH'." It provides instructions on using checks from regular checking accounts at U.S. domestic banks. The form fields include: "Account Number", "Confirm Account Number", "Account Type" (with radio buttons for "Checking" and "Savings"), "Routing Transit Number", "Account Holder Name", and "Email Address". A link "What are my Routing Transit and Account Numbers?" is provided. An optional field asks for a name for the payment method to be saved for future use, with an example "MyChecking". A "Continue Checkout" button is at the bottom right.



Please keep the following very important information in mind when paying by e-check:

- Use only checks from regular, U.S. bank checking accounts (NO international accounts).
- Do not attempt to use credit card cash advance checks, brokerage account checks, home equity line of credit checks, or any check marked "Do not use for ACH."
- If you are not sure whether your check can be used with this service, please call your bank and ask them if your account can be used for ACH. You can also ask your bank what routing-transit number and account number you should use to complete an ACH transaction.
- Verify that you have entered all your account numbers correctly.
- E-checks can be deducted from your bank account much faster than regular paper checks, sometimes as quickly as the next day. Be sure your account has sufficient funds to cover your payment or else your e-check may bounce.
- In certain cases it can also take longer for an e-check to be deducted from your bank account, occasionally up to two weeks.
- Failure to follow the above instructions can result in your e-check bouncing. If this occurs a \$25.00 dishonored check charge may be imposed. A \$50.00 late payment charge may also be applied; you may be restricted from paying by e-check in the future.

When will payment be posted?

CASHNet attempts to post payments to your Augustana student account as soon as you see the on-screen receipt indicating that the transaction has been approved. If Augustana's computer system is unreachable at the time your payment is complete, payment will be re-transmitted no later than the end of the business date which is shown on your receipt.

Wrong Balance:

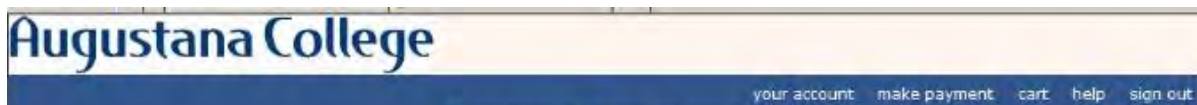
Balances displayed here may not match statements on Arches because of the following:

- Payments by other methods not yet received or posted.
- If you have mailed the College a check, allow a few days for mail delivery.
- If you participate in the monthly payment plan, take your already scheduled payments into consideration when making an additional payment.

If you feel that information is incorrect or have questions about the balance, please contact the Business Office for additional assistance at 1-800-798-8100 extension 7354 or 7390.

Did my payment go through?

If you received a receipt from the CASHNet system, either online or by email, payment was accepted. If you did not receive the receipt or for any reason you are not sure, follow the steps below to find out.



1. Go to the "Your Account" page by clicking the link at the top of the page.
2. Locate the box titled "Your Recent Payments" (this will show the three most recent payments on your account).
3. Click the "View All" link to see all payments made on your account through CASHNet.
4. If your payment does not appear in the list, either it did not go through or it was not a payment made through CASHNet. This system shows only those payments made through CASHNet; no payments made to Augustana College through the mail or at the Business Office or by Financial Assistance Office.

COMMON ERROR MESSAGES THAT YOU MAY ENCOUNTER WHILE TRYING TO MAKE A PAYMENT:

Please enter a valid routing/transit number.

This indicates that the routing/transit number you have entered for an e-check payment is not valid. This could be because you have typed the number incorrectly, or because you are using a check from a financial institution that does not participate in the ACH network. Please verify the routing/transit number with one of your printed checks. If the number matches but you still get this error, please contact your bank to find out if your account can be used for ACH, and if so what routing/transit number you should use. Keep in mind that credit card cash advance checks, brokerage account checks, and home equity line of credit checks usually cannot be used for e-check payments.

Please enter a valid credit card number.

This indicates that the credit card number you have entered is not valid. Please compare the number you have entered with the number on your card. Make sure that you are attempting to use one of the cards accepted by this site.

Declined Credit Cards:

If you receive a message that your credit card was declined, that is based on information which we received from the credit card company or bank that issued the card. The credit card issuer makes the decision whether to approve or decline a transaction. If your transaction is being declined, here are some things you can try:

- Call the number on the back of your credit card to find out why the card issuer is declining the transaction. If you speak with a representative they may be able to review your account and arrange for the transaction to be approved if you try it again.
- Use a different credit card.
- Make your payment for a smaller amount.
- Pay by e-check.

Voice Authorizations:

If you receive a message that you need to call CASHNet to complete your transaction, that is based on information which CASHNet received from the credit card company or bank that issued the card. The credit card issuer has instructed CASHNet to call them by phone to see if they will approve your transaction. CASHNet needs to have you on the phone while they do that so that they can verify your information and in case there are any questions.

Cancelling a Payment:

If you wish to cancel a payment made through CASHNet, immediately contact the Business Office at Augustana. Depending on the time of day your payment was made and when you contact Augustana, they may be able to cancel the payment.

Even if the Augustana is able to cancel your payment, if you were paying by credit card the bank or company that issued your credit card may continue to reserve funds from your available credit. If this occurs, the credit card issuer will automatically release the hold on those funds within a few days.

Refunds:

If you believe that you should receive a refund, contact the Business Office at 1-800-798-8100 extension 7354 or 7390.

Credit card industry regulations require us to issue refunds to the same card used for the original payment. If payment was made by credit card or debit card and that account number has changed (for example due to a stolen credit card that was reissued), the card issuer will automatically transfer the credit to your new account number. If payment was made by a credit card and that account is now closed, the card issuer will either send you a check for the amount credited or will hold that money on your account until you contact them.

Wrong Information:

If you entered the wrong information into CASHNet, please follow these instructions to correct it:

- If you entered an incorrect expiration date or billing address for your credit card, but you still got a transaction number and receipt for your payment that means that the bank or company which issued your card was not concerned about the incorrect information. Your payment has gone through and no further action is needed to correct it.
- If you entered the wrong credit card number or bank account number, contact CashNet for assistance in making corrections.