



# Pre-College Programs

## Student Account Payment System Guide

*(Students in the Pre-Baccalaurate or other credit bearing programs should follow the general Student Account Payment System Guide).*

*Only students will initially be able to access the system. Parents/guardians will not be able to access the system until the student sets them up as an Authorized User. Use the user name and password that you created when you activated your student account to sign in.*

### Payment Steps (Step 1 must be completed before a payment can be made by anyone.)

1. Access Student Account Payment System for the First Time – Students Only
2. Sign in as an Authorized User – Authorized Users Only
3. Make a Payment – Students or Authorized Users
  - 3.a Make a Payment via Electronic Check (ACH – U.S. Accounts Only)
  - 3.b Make a Payment via Credit or Debit Card
  - 3.c Make a Payment via TransferMate Global Payments

### Additional System Features (optional)

- View Student Account Activity and Balance – Students or Authorized Users
- Adding an Authorized User from the Home Page – Students Only
- Set up Multi-Factor Authentication for eRefunds (Only if Paid by ACH) – Students Only
- Troubleshooting

### 1. Access Student Account Payment System for the First Time – **Students Only**

Only students will initially be able to access the system. Parents/guardians will not be able to access the system until the student sets them up as an Authorized User (directions below).

- Access <https://payment.brown.edu>.
- **\*\* VERY IMPORTANT \*\*** Click the **STUDENT ACCESS** button to go to the student login.
- You will then be redirected to the Brown University authentication page; use the user name and password that you created when you activated your student account to sign in.

Welcome to the Brown University Student Account Payment System

**Student Access**

Authorized User

Login for parents or others who have been granted access.

Email:

Password:

[Forgot Password](#) [Login](#)

**Authentication Required**

Enter your Brown credentials

Username  
jcarberr

Password  
\*\*\*\*\*

[Log in](#)

You have asked to log in to:

  
touchnet-prod-thp

[Brown University](#) | [Login Help](#) | [myAccount](#) | [New Users: Activate your account now](#)

[Forgot your password?](#) [Faculty/Staff/Student](#) or [Alumni & Friends](#)

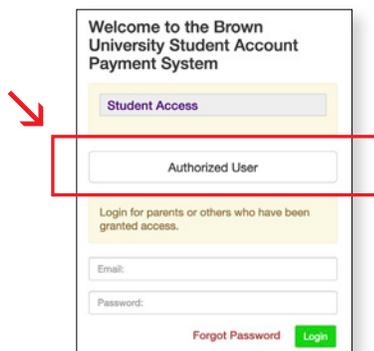
Complete the User Onboarding steps as follows:

- Review and agree to the Consent of Refund Policy.
- Paperless 1098-T Option - you can click on any of the options. Regardless of the option selected, Brown Pre-College students do not receive a 1098-T because our courses are not for credit.
- (optional but recommended) Add an Authorized User - *students must set up an Authorized User in order for parents, guardians or other payors to have separate access to the system.*
  - » Enter the email address of the Authorized User and set the permissions.
  - » Review and agree to the terms and conditions by checking the I AGREE box and clicking CONTINUE.
  - » If multiple Authorized Users are set up, they cannot see each other's payment information.
  - » Your Authorized User will receive an email with a temporary password to access the system. If the email has not been received within 5 minutes, we recommend they check their spam/junk email folder. Temporary passwords expire within 24 hours. Authorized Users should login and change their password as soon as possible.
- (optional) Add a Payment Method - only applicable if paying by electronic check, not required regardless of payment method (other payment methods are available). We suggest skipping this step. You will have an opportunity to save your payment method later when you are on the payment screen.

[To pay from the student's account, skip to Make a Payment](#)

[To pay as an Authorized User, continue to Sign in \(below\)](#)

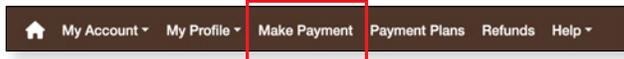
## 2. Sign in as an Authorized User for the First Time



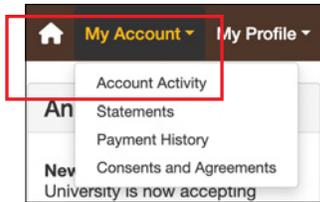
- Access <https://payment.brown.edu>.
- Click the **AUTHORIZED USER** button and enter the email address that was previously added by the student and the temporary password that was emailed to that address. Temporary passwords expire within 24 hours. Authorized Users should sign in and change their password as soon as possible.
- Review and agree to the Consent of Refund Policy.
- Enter your full name and create a new password.
- Review your email and text opt-in preferences.
- Click on the HOUSE icon in the upper left corner to go to the home page.

### 3. Make a Payment

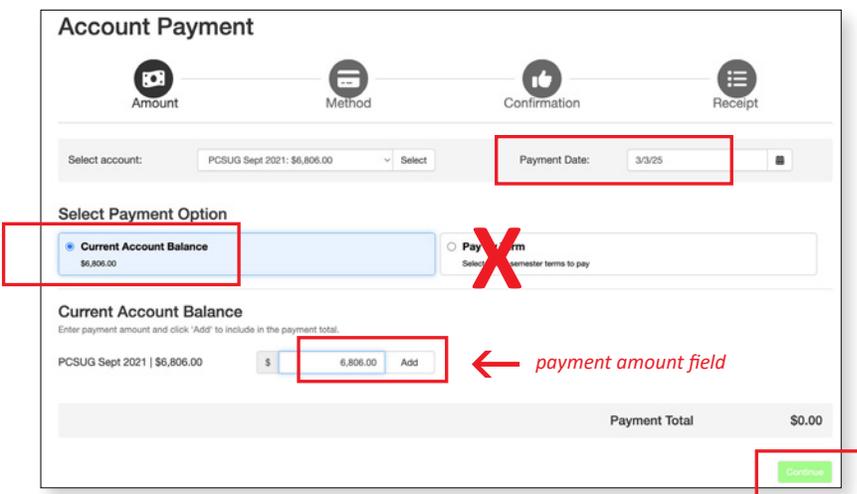
- From the home page, click on the MAKE PAYMENT tab in the top bar.



- The current date will default in as the payment date. This can be set as a future date, if desired. If a future date is selected, you will not get a payment receipt until the date of the actual payment.
- Select the Current Account Balance as your payment option. If the current account balance amount is not what you were expecting, you can go back to MY ACCOUNT and then select ACCOUNT ACTIVITY to see the details. **IMPORTANT: If you have recently made any enrollment changes or payments, please allow 24 hours for the systems to update.**



- Next to the payment field, click ADD to pay the full Current Account Balance. To change the amount of the payment, click into the payment amount field to change the amount of the payment, then click ADD. Once the amount has been added, click CONTINUE.



- Select your payment method from the dropdown list, click CONTINUE. Please note that payments made by credit or debit card are handled through PayPath and will incur a separate service fee. This fee is not charged by nor paid to Brown and is not refundable for any reason, even if the program fees being paid are eligible for a refund at a later time.



[Skip to instructions for payment via electronic check \(ACH – U.S. accounts only\)](#)

[Skip to instructions for payment via credit or debit card](#)

[Skip to instructions for payment via TransferMate Global Payments](#)

### 3.A MAKE A PAYMENT VIA ELECTRONIC CHECK (ACH - U.S. ACCOUNTS ONLY)

- Add account information. Pay close attention to the account number. The account number must be from a U.S. personal savings or checking account and cannot be from a debit card, money market account or other type of bank account.
- You have the option to save the payment method. Please note, students and Authorized Users can ONLY see the Payment Profile they personally created. Students cannot see a payment profile that was set up by an Authorized User. Account information, except for the last three digits, remains masked even when saved. Please also note that saving an ACH payment method does not automatically make it available for use as a refund method. Please see the “Set Up Multi-Factor Authentication for eRefunds” section for instructions ([quick link](#)).
- Click CONTINUE to continue the payment process.

The screenshot shows the 'Account Payment' form with the following details:

- Amount:** \$5,034.00
- Method:** Electronic Check (checking/savings)
- Account Information:** Fields for Name on account, Account type (dropdown), Routing number, Bank account number, and Confirm account number. A note states: "You can use any personal checking or savings account. Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or traveler's checks. Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check."
- Option to Save:** A checkbox for "Save this payment method for future use". Below it, a field for "Save payment method as:" (example: My Checking) and a checkbox for "Set as your preferred payment method. You can choose a different payment method prior to submitting any payment."
- Refund Options:** A note stating: "You must enroll in multi-factor authentication to save this as a Refund Method. Please proceed to Security Settings in My Profile to enroll."
- Buttons:** "Cancel" and "Continue" (highlighted with a red box).
- Footnote:** "Card payments are handled through PayPath®, a tuition payment service. A non-refundable service fee will be added to your payment." and "Electronic Check - Payments can be made from a personal checking or savings account."

- The ACH Payment Agreement will then appear in a separate pop-up window. Review and agree to the terms and conditions by checking the I AGREE box, then click CONTINUE.

The screenshot shows the 'ACH Payment Agreement' form with the following details:

- Title:** ACH Payment Agreement
- Text:** "I hereby authorize **Brown University** to initiate debit or credit entries to my Depository according to the terms below, and for my Depository to debit or credit the same to such account. In the event that this electronic payment is returned unpaid for any reason, I understand that a **\$20.00** return fee will be added to my student account."
- Fields:**
  - Name:** Bruno Bear
  - Address:**
  - Depository:** BANK OF AMERICA, N.A. 8001 VILLA PARK DRIVE HENRICO, VA 23228
  - Routing Number:** 011500010
  - Account Number:** xxx45
  - Debit Amount:** \$5,034.00
- Text:** "This agreement is dated 2025-02-13 21:35:15 EST. For fraud detection purposes, your internet address has been logged: 68.227.223.25 at 2025-02-13 21:35:15 EST. Any false information entered hereon constitutes as fraud and subjects the party entering same to felony prosecution under both Federal and State laws of the United States. Violators will be prosecuted to the fullest extent of the law. To revoke this authorization agreement you must contact: [bursar\\_billing@brown.edu](mailto:bursar_billing@brown.edu)"
- Checkbox:** "I agree to the above terms and conditions. (Print Agreement)" (highlighted with a red box).
- Buttons:** "Cancel" and "Continue" (highlighted with a red box).

- Review the payment information, then click SUBMIT PAYMENT.

**Account Payment**

Amount — Method — Confirmation — Receipt

Please review the transaction details, then submit your payment.

**Payment Information**

Term	Account	Amount
Pre College 2025	PCSUG Sept 2021	\$5,034.00
<b>Total Payment Amount</b>		<b>\$5,034.00</b>

Change Amount

**Paid To**

Brown University  
Box 1911  
Providence, RI 02912

**Confirmation Email**

pcugbilling@brown.edu

Selected Payment Method

Account: WEBCHECK xxx45  
Billing Address: Bruno Bear

Change Payment Method

Back Cancel **Submit Payment**

- Your receipt will then appear, which you can print for your records.

**Account Payment**

Amount — Method — Confirmation — Receipt

Your payment in the amount of \$5,034.00 was successful. A confirmation email was sent to PCUGbilling@brown.edu. Please print this page for your records. To view all payments, go to My Account > Payment History.

Payment date:	2/13/25	Paid to:	Brown University Box 1911 Providence, RI 02912 UNITED STATES
Amount paid:	\$5,034.00	Account Number:	xxx45
Student name:	Bruno Bear	Name on account:	Bruno Bear
		Account Type:	Checking

Print

- \*\*If making multiple smaller payments at the same time\*\*** please return to the home screen and repeat the payment process. When you are back on the Account Payment screen, please be very careful to adjust the pre-filled payment amount to the desired amount before clicking ADD. For reference, the Current Account Balance in the blue shaded box will show you the remaining amount.

**Select Payment Option**

**Current Account Balance** \$7,412.00 ←

~~Pay Term~~  
Select semester terms to pay

**Current Account Balance**  
Enter payment amount and click 'Add' to include in the payment total.

PCSUG Sept 2021 | \$7,412.00

\$ 7,412.00 Add

### 3.B MAKE A PAYMENT VIA CREDIT OR DEBIT CARD

- **IMPORTANT:** payments made by credit or debit card are handled through PayPath and incur a separate service fee. This service fee is charged by and paid directly to the payment processor at the time of the payment. This fee is not charged by nor paid to Brown and is not refundable for any reason, even if the program fees being paid are eligible for a refund at a later time. Card payment service fee rates (based on the transaction amount):

- » Cards issued by a domestic (U.S.) bank: 2.95% or \$3.00 minimum
- » Cards issued by a foreign (outside the U.S.) bank: 4.25% or \$3.00 minimum

The amount of the service fee is displayed on the final screen before submitting the payment. You will be given an opportunity to approve or cancel your payment prior to processing.

- Review or edit the payment information, then click CONTINUE TO PAYPATH.

Term	Account	Amount
Pre College 2025	PCSUG Sept 2021	\$7,412.00
<b>Total Payment Amount</b>		<b>\$7,412.00</b>

- The PayPath Payment Services welcome page will open. Review the information, then click CONTINUE.

Student ID	Term to credit	Amount
B01933057 - PCSUG Sept 2021	020251	\$7,412.00

- An additional review of the information, including the terms and conditions, will appear. Review the information, then click CONTINUE.

Payment amount:	\$7,412.00
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- Enter your payment information. Please note: if your card billing address is outside of the U.S. please check the box (indicated below) to avoid an address verification failure. Click CONTINUE.

Billing Address

Check if address is outside of the United States:

Billing address: \_\_\_\_\_

City: \_\_\_\_\_

- The Review Payment Details page will be displayed.
  - » Carefully review the **Payment to Brown University amount** and the **PayPath Payment Service Fee amount**. The service fee is not refundable in any circumstance. The non-refundable service fee is not charged by or paid to Brown University.
  - » To avoid paying the PayPath service fee, click CANCEL and choose a different payment method.
- When ready, review and agree to the terms and conditions, then click SUBMIT PAYMENT.

PayPath® Payment Services

Amount      Payment      Confirmation      Receipt

### Review Payment Details

Please review the transaction details and agree to the terms and conditions below. Clicking Submit Payment will finalize your transaction.

Payment to Brown University:	\$7,412.00
PayPath Payment Service Fee	\$218.65
<b>Total payment amount:</b>	<b>\$7,630.65</b>

School name: Brown University  
 Payer name: Bruno Bear  
 Email address: PCUGbilling@brown.edu  
 Phone number: Not entered  
 Card account number: xxxxxxxxxxxx2124  
 Browser internet address: 68.227.223.25  
 Business correspondence address: TOUCHNET INFORMATION SYSTEMS INC  
 9801 RENNER BLVD  
 SUITE 150  
 LENEXA, KS 66219  
 UNITED STATES

**Terms and Conditions**

I hereby authorize charges totaling \$7,630.65 via my credit/debit card. I understand that a PayPath Payment Service fee of \$218.65 will be charged to my credit/debit card and is not refundable under any circumstances.

I agree to the terms and conditions.

Change Information      Cancel      **Submit Payment**

- A receipt for your records will appear, which you may print for your records. The system will also automatically email you a copy. If you have any billing or payment questions, please contact us at precollegebilling@brown.edu or by phone at 401-863-7900.
- Click CLOSE to close the receipt window, and then click CLOSE again to close out of the PayPath app and return to the student account.
- **\*\*If making multiple smaller payments at the same time\*\*** log out of the system and then back in between each payment (to ensure that the balance due refreshes). If the system does not appear to refresh, please allow 12-24 hours for the system to update. **BE VERY CAREFUL THAT YOU DO NOT OVERPAY, ESPECIALLY IF PAYING BY CREDIT CARD THROUGH PAYPATH. PAYPATH SERVICE FEES ARE NON-REFUNDABLE FOR ANY REASON.** When on the Account Payment screen, adjust the pre-filled payment amount to the desired amount before clicking ADD. For reference, the Current Account Balance in the blue shaded box will show you the remaining amount.

Select Payment Option

**Current Account Balance** \$7,412.00      ←       Pay Path ~~X~~  
Select Payment Method

**Current Account Balance**  
 Enter payment amount and click 'Add' to include in the payment total.

PCSUG Sept 2021 | \$7,412.00      \$      7,412.00      Add

### 3.C MAKE A PAYMENT VIA TRANSFERMATE GLOBAL PAYMENTS

- TransferMate provides a [brief video tutorial](#) on making payments. NOTE: The payment will only post to the student account after the payment has been fully completed, TransferMate has received the funds and TransferMate has sent those funds to Brown University.
- Select the country you are paying from in the dropdown menu. Then click REVIEW RATE to see the TransferMate payment methods available to you.

Account Payment

Amount: \$1,214.00

Method: TransferMate INTL

What country are you paying from?

Country: Select...

Review Rate >

- Review the rates and fees displayed, then select the TransferMate payment method you wish to use by clicking on that block. The grey bar will turn blue to show your selection. Depending upon your country, there may be additional details needed to initiate your payment. Please complete these fields (if any), then click ENTER DETAILS to continue.

Account Payment

Review Rates

<p>Bank Transfer</p> <p>Total Amount Due CNY CNY9,095.88</p> <p>Taxes and Fees CNY CNY0.00</p> <p>Original Amount USD \$1,214.00</p>	<p>Alipay</p> <p>Total Amount Due CNY CNY9,320.23</p> <p>Taxes and Fees CNY CNY0.00</p> <p>Original Amount USD \$1,214.00</p>	<p>Alipay</p> <p>Total Amount Due CNY CNY9,275.03</p> <p>Taxes and Fees CNY CNY0.00</p> <p>Original Amount USD \$1,214.00</p>
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Payer Chinese Name \*

Payer Citizen ID Number \*

Enter Details >

- Select who is making the payment from the dropdown menu, then enter the student details. If the student is paying, review and agree to the TransferMate Student Terms of Use by clicking the checkbox. Then click CONTINUE TO CONFIRMATION. If anyone other than the student is paying, click PAYER DETAILS to continue.

#### Student is payer

Account Payment

Student Details

Who is Making the Payment: Student

First Name \*

Last Name \*

Date Of Birth \*

Country \*

City \*

Street Address \*

Postal Code \*

Phone Number \*

Email: brunbear@brown.edu

By checking this box, I agree to the TransferMate Student Terms of Use \*

Continue to Confirmation

#### Someone else is payer

Account Payment

Student Details

Who is Making the Payment: Parent of Student

First Name \*

Last Name \*

Date Of Birth \*

Country \*

City \*

Street Address \*

Postal Code \*

Phone Number \*

Email: brunbear@brown.edu

Payer Details >

- (if applicable) Complete the payer details, then review and agree to the TransferMate Student Terms of Use by clicking the checkbox. Then click CONTINUE TO CONFIRMATION.

- Review the payment to Brown screen, and when ready click INITIATE PAYMENT.

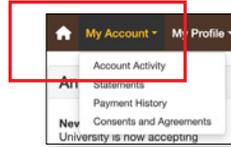
Term	Account	Amount
Pre College 2025	PCSUG Sept 2021	\$1,214.00
<b>Total Payment Amount</b>		<b>\$1,214.00</b>

- Depending upon the TransferMate method you selected, you will get a pop-up window instructing you how to complete the user portion of your payment. **Please follow these instructions promptly, as initiated payments are only valid for 48 hours.** If you do not complete the user portion of the payment within 48 hours, any pending payments will expire from your student account and you will need to initiate a new payment.
- Pending TransferMate payments are displayed on the home screen and are not reflected in your current balance amount. Payments will not post to your account until Brown receives the funds from TransferMate. Generally, funds are received within 2-5 business days.
- For questions related to completing your TransferMate payment, please contact their 24-hour live chat via the following link: <https://transfermateeducation.com/en/customerservice.aspx> or by email at edu@transfermate.com

## Additional System Features (optional)

### View Student Account Activity and Balance – Students or Authorized Users

The system contains student account activity history and allows you to print or download a pdf of your account activities.



- Click on the MY ACCOUNT tab on the home page, and navigate to ACCOUNT ACTIVITY.
- Your current Pre-College charges and payments are located under the “Pre College 2026” tab. Please note: account activity is displayed by term. Regardless of which term your payment is displayed in, all payments will be applied towards your summer student account balance. **IMPORTANT: If you have recently made any enrollment changes or payments, please allow 24 hours for the systems to update.**
- Monthly statements are not available for Summer Pre-College programs; however, you can print a copy of your account transactions within Account Activity by selecting the PRINT or PDF button located within each term.
- Only amounts paid to Brown University are displayed. Any service fees paid to another entity, such as PayPath, are not paid to Brown University and are not displayed in the account activity.

#### Account Activity View

Account Activity

Filter activity by: Full account activity | View Activity

Expand All | Print | Excel | PDF

PCSUG Sept 2021 Balance	\$7,506.00			
<b>Pre College 2025</b>	<b>\$7,506.00</b>			
Account Activity				
Search: <input type="text"/>				
Description	Code	Date	Charges	Credits/Anticipated Credits
Pre-College Wellness Fee	CWEL	2/6/25	\$108.00	--
Pre-College Course Fee	CCRS	2/6/25	\$5,690.00	--
Pre-College Meal Plan	CMEA	2/6/25	\$1,080.00	--
Pre-College Housing	CHOU	2/6/25	\$1,128.00	--
PC Credit Card Deposit	2002	1/31/25	--	\$500.00
<b>Total Charges:</b>			<b>\$8,006.00</b>	
<b>Total Credits/Anticipated Credits:</b>			<b>\$500.00</b>	
<b>Term Balance:</b>			<b>\$7,506.00</b>	
<b>Term Balance Including Estimated Aid:</b>			<b>\$7,506.00</b>	
PCUG - Summer 2024		\$0.00		

#### Print View

Pre College 2025 - Account Activity					Logged in as: Bruno Bear Student Account: Bruno Bear B00000001
Description	Code	Date	Charges	Credits/Anticipated Credits	
Pre-College Wellness Fee	CWEL	2/6/25	\$108.00	--	
Pre-College Course Fee	CCRS	2/6/25	\$5,690.00	--	
Pre-College Meal Plan	CMEA	2/6/25	\$1,080.00	--	
Pre-College Housing	CHOU	2/6/25	\$1,128.00	--	
PC Credit Card Deposit	2002	1/31/25	--	\$500.00	
<b>Total Charges:</b>				<b>\$8,006.00</b>	
<b>Total Credits/Anticipated Credits:</b>				<b>\$500.00</b>	
<b>Term Balance:</b>				<b>\$7,506.00</b>	
<b>Term Balance Including Estimated Aid:</b>				<b>\$7,506.00</b>	

#### PDF View

BROWN

Student Account: Bruno Bear B00000001

Pre College 2025 - Account Activity

Description	Code	Date	Charges	Credits/Anticipated Credits
Pre-College Wellness Fee	CWEL	2/6/25	\$108.00	--
Pre-College Course Fee	CCRS	2/6/25	\$5,690.00	--
Pre-College Meal Plan	CMEA	2/6/25	\$1,080.00	--
Pre-College Housing	CHOU	2/6/25	\$1,128.00	--
PC Credit Card Deposit	2002	1/31/25	--	\$500.00
<b>Total Charges:</b>			<b>\$8,006.00</b>	
<b>Total Credits/Anticipated Credits:</b>			<b>\$500.00</b>	
<b>Term Balance:</b>			<b>\$7,506.00</b>	
<b>Term Balance Including Estimated Aid:</b>			<b>\$7,506.00</b>	

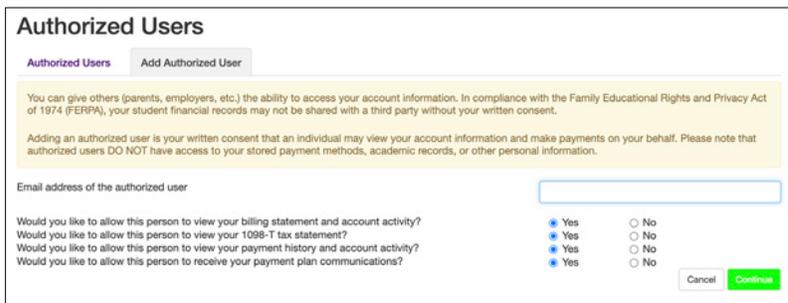
## Add an Authorized User From the Home Page – Students Only

*Students must set up an Authorized User first, in order for parents/guardians to have separate access to the system. If you have already done this when you first signed in, you do not need to do it again. This is just an option in case you did not complete it earlier, and now want to.*

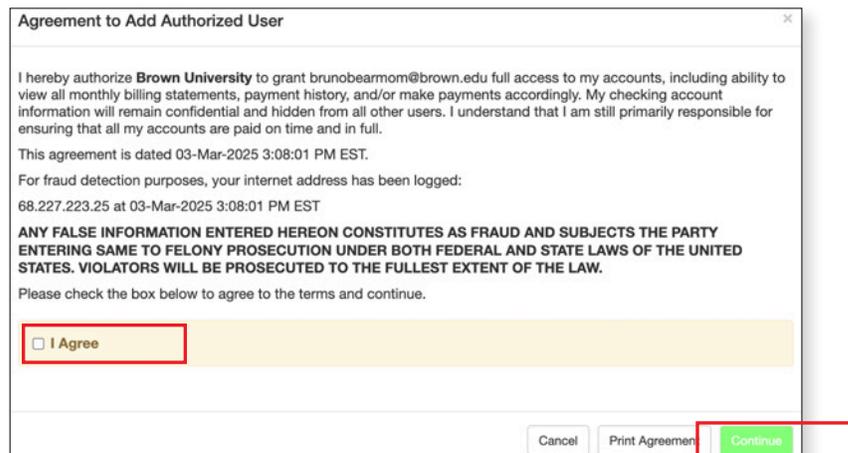
- From the home page, select the MY PROFILE tab, and then AUTHORIZED USERS. Then select the ADD AUTHORIZED USER tab.



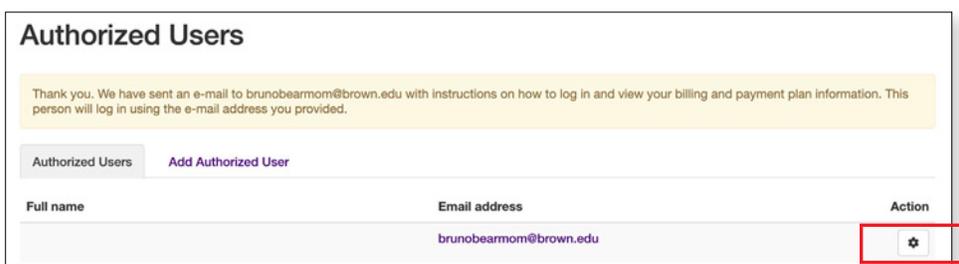
- Enter the email address of the authorized user and set the permissions. Then click CONTINUE.



- In the pop-up window, review and agree to the terms and conditions by checking the I AGREE box and clicking CONTINUE.



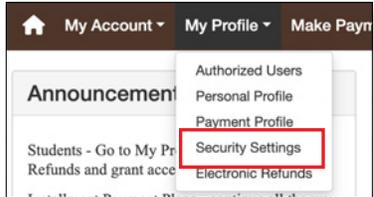
- Your Authorized User will receive an email with a temporary password to access the system. If the email has not been received within 5 minutes, we recommend they check their spam/junk email folder. Temporary passwords expire within 24 hours. Authorized Users should login and change their password as soon as possible.
- If multiple Authorized Users are set up, they cannot see each other's payment information.
- You can edit an Authorized User's permissions, or delete them, by clicking the gear icon.



## Set Up Multi-Factor Authentication For eRefunds – Students Only

We recommend that students paying by electronic check (ACH) create an electronic refund profile right away, to speed up the refund process in the event of an account overpayment. Only students can complete the eRefund process, even if Authorized Users have already been set-up. **Students who pay using credit card, TransferMate or Flywire do not need to set up a refund account.**

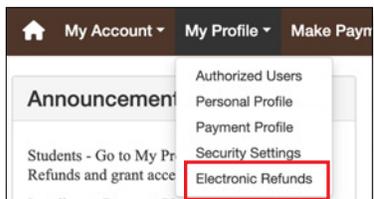
- From the home page, select the MY PROFILE tab, and then SECURITY SETTINGS.



- Select a primary verification method. If you choose to use the prefilled email address then click SELECT. If you wish to use a different method to authenticate, then select your preferred communication and then click SEND CODE. A passcode will be sent to the selected verification method. Enter the sent passcode and click VERIFY.

A screenshot of the 'My Profile' page. The 'Security Settings' tab is active. Under 'Multi-Factor Authentication', there are three options: 'Google Authenticator (Preferred)', 'Text message to existing or new mobile number', and 'Email message to existing or new email address'. The 'Email message' option is selected. Below it, there is a dropdown menu for 'Existing email addresses' with 'PCUGilling@brown.edu' selected, and a 'Select' button highlighted with a red box. There is also a 'New email address' input field and a 'Send Code' button.

- Once the multi-factor authentication has been set up, navigate back to the home page and select the MY PROFILE tab, and then ELECTRONIC REFUNDS.



- Click SET UP A NEW ACCOUNT to begin the process.

A screenshot of the 'eRefunds' page. It shows a message: 'No Refund Method Selected.' Below that, under 'Direct Deposit', it says 'Typically received in 1-2 business days' and 'Funds will be transferred to the personal checking or saving account of your choice.' At the bottom, there is a text box with the message 'A Direct Deposit account for refunds has not been set up.' and a 'Set up a new account' button highlighted with a red box.

- Enter the checking or savings account information, and name the account using the SAVE PAYMENT METHOD AS box, then click CONTINUE. You will get an authorization form which you will need to agree to and save. Saving your eRefund account now will allow easy setup of bank account information for electronic payments later, and will also allow you to schedule a payment for a future date when making your payment.

### Set Up Refund Account

#### Account Information

**\* Indicates required fields**

You can use any personal checking or savings account.  
Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or traveler's checks.  
Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check.

\*Name on account:

\*Account type:

\*Routing number:   
(Example)

\*Bank account number:

\*Confirm account number:

\*Save payment method as:   
(example My Checking)

- Account information, except for the last few digits, remains masked even when saved.

### eRefunds

Your new ACH refund account has been saved.

**eRefunds puts money in your account... FAST!**  
No more trips to your financial institution or waiting for a paper check to come in the mail. Direct Deposit is the secure and convenient way to get your refund.  
You may request a refund at [eRefund Form](#)

#### Current Refund Method

**Direct Deposit**  
Me - xxxx567

**Other Refund Methods**  
Select an option below to save as the current refund method.

**Direct Deposit (Replace current account)**  
Typically received in 1-2 business days  
Funds will be transferred to the personal checking or saving account of your choice.

Me - xxxx567

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## Troubleshooting

*Please remember, only students are initially be able to access the payment system. Parents/guardians are not be able to access the system until the student sets them up as an Authorized User. Use the user name and password that you created when you activated your student account to sign in.*

### Having Trouble Signing in as a Student?

- Ensure that you have activated your Brown account via your checklist in your student portal.
- Make sure that you are on the correct login page. When first navigating to the payment system, remember to click the STUDENT ACCESS button to get to the *student login* page.
- Remember to sign in using the user name and password that you created when you activated your student account.
- If you forgot your password, you should have it reset at <https://myaccount.brown.edu/>. If you do not receive your reset password email, make sure you requested it from the *student login* page, not the Authorized User login.

### Having Trouble Signing in as an Authorized User?

- Ensure that your student has first signed into the payment system and set you up as an Authorized User.
- If you have not received your temporary password by email, check your spam/junk folder.
- If you are having trouble with your password, please contact us at [precollege@brown.edu](mailto:precollege@brown.edu) or by phone at 401-863-7900 so that we can validate setup and resend your password.

### Other Difficulty?

- If you recently enrolled in a new course and do not see a Current Account Balance, please allow 12-24 hours for your fees to feed into the payment system. Please do **not** attempt to pay before your fees have been posted.
- ACH payments can only be made from U.S. checking or savings accounts – no business accounts.
- Attempting to pay from a phone or iPad sometimes causes a problem. Please try making the payment on a regular laptop or desktop computer, preferably using Chrome.
- Regretfully, eRefund accounts are linked to a student account only and cannot be set up on Authorized User accounts. If you have made your payments via an Authorized User account and later are instructed to set up an eRefund account, at that time please log in to the student account and follow the instructions ([quick link](#)) in this guide for setting up multi-factor authentication for eRefund.

### Contact Us:

- General access questions: [precollege@brown.edu](mailto:precollege@brown.edu) or 401-863-7900.
- Specific billing or payment questions: [precollegebilling@brown.edu](mailto:precollegebilling@brown.edu)