



Baldwin Wallace Bursar/Cashier's Office

How to Set up an Authorized User on the BW Payment Portal

1. Go to www.bw.edu/pay
3. Click the link for "Payment Portal"

PAYMENT PORTAL

Students, authorized users and BW employees can pay their bills online in the **payment portal**. See below for payment instructions for:

- New students
- Current students and authorized users
- Alumni, former students and BW employees
- Other required payments

Payment Portal

4. Log in using your BW email address and password.
5. Go to "My Profile" > "Authorized Users"

BW **BALDWIN WALLACE UNIVERSITY** **Payment Portal**

My Account **My Profile** **Make Payment**

Authorized Users

Personal Profile

Payment Profile

Electronic Refunds

Announcement

Welcome to the Baldwin Wallace University

6. Click "Add Authorized User"

Authorized Users

Authorized Users **Add Authorized User**

No authorized user has access to your account information.

7. Enter the email address of the person you want to add as an authorized user and select the appropriate level of access you wish to give them. Click "Continue."

Email address of the authorized user	authorized_user@email.com
Would you like to allow this person to view your billing statement and account activity?	☒ Yes ☐ No
Would you like to allow this person to view your payment history and account activity?	☒ Yes ☐ No
Would you like to allow this person to receive your payment plan communications?	☒ Yes ☐ No
Cancel Continue	

8. Review the information on the confirmation screen. If acceptable, check the box for "I Agree" and click "Continue."

9. The authorized user will appear under the "Authorized Users" tab. The authorized user's access can be updated/changed, removed, or reviewed by the student using the gear icon.

Authorized Users		
Authorized Users	Add Authorized User	
Full name	Email address	Action
	The Authorized User's Email	Edit Delete Show Agreement

*****THE STUDENT'S PART OF THE PROCESS IS COMPLETE*****

10. The authorized user will receive two confirmation emails to whatever address was used to set up their access.

Your access information	You have been given access
 Hello and welcome! You have been granted online access to view billing information for the following account(s). You can now make, schedule, and automate payments on behalf of this student. Please log in using the password shown below. For security, the other login information for this account is sent in a separate message. Access Information Student Name: Your Student's Name Temporary Password: Your Temporary Password This password is only valid for the next 24 hours. If you have any questions, you can reply to this email or contact the Baldwin Wallace University One-Stop at (440) 826-2121. Never share sensitive or confidential information via email. Baldwin Wallace University, 275 Eastland Rd. Berea, Ohio 44017	 Hello and welcome! The student listed below has granted you online access to his or her billing information. You can now make payments on behalf of this student, schedule, automate future payments, and more. To access the student's account, please log in using the site and username shown below. For security, we are sending the initial password for this account in a separate message. Access Information https://secure.touchnet.net/C20025_tsa/web/login.jsp Student Name: Your Student's Name Username: Your payment portal username (email address) If you have any questions, you can reply to this email or contact the Baldwin Wallace University One-Stop at (440) 826-2121.

11. Follow the link included in the confirmation email. It is recommended that you save or bookmark this link for easy access in the future. Input your username (full email address) and temporary password.

Authorized User Login

Login for parents or other authorized users who have been granted access.

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12. Once logged in, you will be prompted to set up a new, permanent password. After your new password is set up, you will be given full access (based on the student's selected preferences) to the payment portal. Here you can update your personal profile, set up a preferred payment method, enroll in a payment plan, set up an "eRefund" preference, or view account history/activity/statements.

IMPORTANT THINGS TO NOTE:

1. Even if a parent or guardian is set up as an authorized user, ONLY the student will receive the notification email that a new statement is available to view. This notice will be sent to the student's @bw.edu email address. The student must forward this notice or notify the authorized user that a statement is ready to be viewed. Otherwise, the authorized user will need to periodically log into the Payment Portal to check for the statement or any balance due.

2. The Bursar's Office publishes statements typically 3-4 weeks before the published due date which can be found online at www.bw.edu/pay or [our Jacket Connect site](#).

3. Students and Authorized Users are encouraged to check their balance periodically, especially after making any schedule, program/major, room, or meal plan changes. Users are also encouraged to review their accounts prior to their scheduled priority registration date to avoid unnecessary holds or delays to registration—which can result in being locked out of courses.

4. Authorized user access in the BW Payment Portal extends ONLY to the payment portal. Students will need to complete a separate process to grant authorized user access to MyRecords to review financial aid information.

5. If the authorized user cannot log into the BW Payment Portal, or if they have lost their password, please contact the Cashier's Office directly at cashier@bw.edu. The "forgot password" process will *not* work for authorized users. Students who have forgotten their university log in information and require assistance should contact the IT Help Desk at 440-826-7000 or helpdesk@bw.edu.

Need additional assistance? Contact us:

- cashier@bw.edu
- 440-826-2906
- First Floor, Bonds Administrative Building