

*Office of Student Accounts  
University of Notre Dame*

**Questions:**

▶ **IRISHPAY: Online Student Account Statement and Payment**

What is IRISHPAY?

What are the benefits of IRISHPAY?

How do students access their student account statement?

How does a student grant access to IRISHPAY to an authorized payer?

How can authorized payers access IRISHPAY?

What if an authorized payer doesn't receive an email when the monthly student account statement is available?

How can payments be made on a student account statement?

Who can access my eCheck routing data?

Can an authorized payer make payments for more than one student account?

What if an authorized payer forgets his/her IRISHPAY login name and/or password?

How often are student account statements generated?

When is payment due?

What is the difference between TuitionPay and IRISHPAY?

▶ **Student Account Statements**

Why does my Federal Work-Study or Campus Employment appear on my Financial Aid Award, but not on the statement or my online student account?

What are the "Memo Items" and Authorized Financial Aid" on my statement?

What is the Health Service charge on my account/statement?

Why am I being charged for Health Insurance?

Do I contact Student Accounts to add to my Domer Dollars?

Can I charge books to my student account?

▶ **Refunds**

When can I request a refund from my student account?

How do I request a refund?

When will my refund be available?

How will my refund proceeds be disbursed?

## **Answers:**

### **► IRISHPAY**

#### **What is IRISHPAY?**

**IRISHPAY** is the University's online student account statement and payment system available to both students and their authorized payers.

#### **What are the benefits of IRISHPAY?**

- Secure 24/7 access to your monthly student account statements and activity
- Convenient online payment via electronic check available (no credit cards accepted), credited immediately to the student's account
- Ability to grant secure access to authorized payers which enables them to view statements and make payments
- Both student and authorized payer(s) will be notified via email when student's monthly statement is available

#### **How do students access their student account statement?**

Students can access their student account statements through **IRISHPAY**. To access your **IRISHPAY** account:

- Log in to insideND at <http://inside.nd.edu>
- Click on the "Student Academic" tab
- Go to the "Student Financial Services" channel and click on "**IRISHPAY**"

Students will be notified via email when student's monthly statement is available.

#### **How does a student grant access to IRISHPAY to an authorized payer?**

To grant access to an **IRISHPAY** account a student must:

- Log into insideND at <http://inside.nd.edu>
- Click on the Student Academic tab
- Go to the Student Financial Services channel and click on **IRISHPAY**
- Select "Authorize Payers" and click "Add New"
- Communicate the newly created login and password with your authorized payer(s)

#### **How can authorized payers access IRISHPAY?**

An authorized payer must first be granted access to **IRISHPAY** by the student per the above instructions. The student is responsible for providing the authorized payer with the login name and temporary password.

Authorized payers will then receive an email notification from **IRISHPAY** notifying them that they have been granted access. The authorized payer must change the temporary password when first logging into the site.

Authorized payers will then have secure 24/7 access to **IRISHPAY**. We encourage you to add **IRISHPAY** to your website "favorites."

Both students and authorized payers will be notified via email when the monthly student account statement is available.



Payments (check, cash, money order – credit card payments are not accepted) are also accepted in person (at the Notre Dame Federal Credit Union branch in the basement of LaFortune Student Center) or by mailing payment (along with monthly statement available at **IRISHPAY**) to:

University of Notre Dame  
P.O. Box 11116  
South Bend, IN 46634-0116

### **Who can access my eCheck routing data?**

Only the person who established the eCheck account can view the details. In the interest of security and privacy, each authorized payer is assigned a separate login name and password to access their account and payment history.

### **Can an authorized payer make payments for more than one student account?**

Yes. The authorized payer will, however, need a separate login name and password for each student account.

### **What if an authorized payer forgets his/her IRISHPAY login name and/or password?**

Go to the **IRISHPAY** login screen and follow the instructions for “Forgot Login Name” and/or “Forgot Password.” You can also contact your student to have them resend your login name and/or password.

### **How often are student account statements generated?**

The fall semester student account statement is issued in mid-July; the spring statement is issued in early December. These statements list basic semester charges for tuition, fees, and room and board. Additional statements for personal charges, including bookstore, health services, laundry and other miscellaneous charges are issued on a monthly basis.

### **When is payment due?**

The Fall 2011 statement will be available via **IRISHPAY** on July 15, 2011, with payment due by Wednesday, August 10, 2011.

The Spring 2012 statement will be available via **IRISHPAY** on December 2, 2011, with payment due by Tuesday, January 3, 2012.

Monthly statements will be available via **IRISHPAY** as needed with payment due upon receipt.

Untimely payment of an outstanding student account balance may result in a hold being placed on a student account and the subsequent withholding of enrollment, transcripts, diplomas, class selection, bookstore charge privileges and certification of graduation. Students are encouraged to contact the Office of Student Accounts to discuss any special circumstances surrounding an outstanding account balance.

## What is the difference between TuitionPay and IRISHPAY?

TuitionPay is an interest-free monthly payment plan through Sallie Mae which allows families to make payments over either a 9 or 10-month period versus making 2 larger payments, one at the beginning of each semester. The annual fee to enroll in the program is \$40.00.

**IRISHPAY** is the University's online student account statement and payment system available to both students and their authorized payers.

All students (and their authorized payers) will be notified by **IRISHPAY** via email when the monthly student account statement is available.

## ► Student Account Statements

### Why does my Federal Work-Study or Campus Employment appear on my Financial Aid Award, but not on the statement or my online student account?

The Federal Work-Study or Campus Employment in the Financial Aid Award represents employment eligibility. Undergraduate students are paid biweekly via direct deposit to their personal checking accounts for the number of hours worked. Because the student is paid directly, these funds do not appear as a credit on the student's account.

### What are the "Memo Items" and "Authorized Financial Aid" on my statement?

"Memo Items" and "Authorized Financial Aid" are items that are part of a student's financial aid award, but the actual funds have not yet been posted to the student's account. These items are displayed on the first two statements of each semester (July, August, December, and January) to assist in determining the actual balance due. It is assumed that all appropriate financial aid procedures have been followed, and students may check the status of their financial aid by using insideND. Items that appear as "Memo" or "Authorized Financial Aid" will appear on a future statement and on the student account information at **IRISHPAY** as a payment when the funds are received.

### What is the Health Service charge on my account/statement?

The Office of Student Accounts is supplied with the amount of the Health Service charge, but, for privacy reasons, the office is not informed of the specific service. The University Health Center supplies students with an itemized statement of the service and the cost that will be charged to the student account, which may be submitted to their insurance provider for reimbursement. If the student needs more information about a particular Health Service charge, he/she may contact the University Health Center in person or by phone at (574) 631-7497.

### Why am I being charged for Health Insurance?

All graduate students and international undergraduate students are required to have Health Insurance and will be charged the fee unless they show proof of comparable insurance. If a student has private Health Insurance and does not wish to participate in the University sponsored insurance plan, he/she must fill out a waiver form and show proof of insurance to the University Health Center. For additional information, including the deadline to submit a waiver form and provide proof of other insurance, please visit:

[http://www.nd.edu/~uhs/html/insure\\_bill.html](http://www.nd.edu/~uhs/html/insure_bill.html).

## Do I contact Student Accounts to add to my Domer Dollars?

No, the Card Services Office must be contacted directly to add Domer Dollars. For more information, please visit: <http://food.nd.edu/meal-planscard-services/domer-dollars/>.

## Can I charge books to my student account?

Yes, the campus bookstore allows students to charge purchases directly to their student account by using their student ID card. Bookstore charges will appear on a monthly student accounts statement, with payment due upon receipt. Other payment options at the bookstore include cash, checks, credit cards, and Domer Dollars.

## ► Refunds

### When can I request a refund from my student account?

A student or parent of an undergraduate student may request a refund when a valid credit balance exists. Please note that for refunds of loan proceeds or other Financial Aid for a given semester, the refund cannot be issued until the funds are received and posted to the student's account, the student has completed ND Roll Call, and classes have begun for that semester.

### How do I request a refund?

A refund may be requested\* by completing the Online Refund Request form, calling (574) 631-7113, or coming to the Office of Student Accounts. The Online Refund Request form can be found at: [http://studentaccounts.nd.edu/general/refund\\_request.shtml](http://studentaccounts.nd.edu/general/refund_request.shtml)

*\*Undergraduate students: Verbal or written permission from the parent is required if the credit balance results from a Direct PLUS Loan or TuitionPay.*

### When will my refund be available?

A refund will typically be available within two working days of the request. However, based on the volume of request for refunds during the first week of classes each semester, it may take up to one week.

### How will my refund proceeds be disbursed?

For students who have a direct deposit agreement with ND Payroll Services, refunds will be directly deposited. For all others, paper checks will be available to pick up in the Office of Student Accounts (picture ID required).