



Authorized Users can view student account information, make payments, and enroll in a payment plan on the student's behalf by logging into PittPAY at pitt.myonplanu.com. There is no limit to the number of Authorized Users assigned to an account. **Please remember, the Business Office can only discuss student account information with the student or their Authorized Users.**

- Become an Authorized User** – There are two ways to become an Authorized User. The student can set you up or you can send a request for the student to approve.
 - ❖ Students log into PittPAY and select “Setup Authorized Users,” then enter the Authorized User’s name and email address. PittPAY will send an account activation email to the Authorized User. Once the Authorized User verifies their email address, they can create a PittPAY password and access the student’s account.
 - ❖ Individuals requesting access will select the Authorized User Login at upj.pitt.edu/BusinessOffice or pitt.myonplanu.com then select Create New Account - I am an Authorized User. Create a PittPAY password. PittPAY will send you an email asking you to verify your email address. Once you do, you will be asked to provide information about your student. Access must then be approved by your student. The next time your student logs into PittPAY, they will approve or deny your request and you’ll get an email with their response.

- Enroll in a Payment Plan (Optional)** – The student or **one** Authorized User can choose to pay in monthly installments. On the 5th of each month, payments are deducted by auto pay from a personal U.S. checking account or a credit/debit card, whichever you designate. A 2.75% non-refundable convenience fee applies to all payments by debit or credit. The earlier you sign up for a plan, the more installments you receive. **Payment plans are optional and are not automatic; you must enroll in a plan for each term that you wish to participate.**
 - ❖ Without a payment plan, the account balance will be due according to the date shown on the Account Summary page. Students and Authorized Users are notified via email when a balance is owed. Once the student has charges to pay, payment can be made online with an eCheck or credit/debit card. eChecks must be from a personal U.S. checking account. **An additional 2.75% non-refundable convenience fee is charged for each payment by debit or credit card.** Cash and paper check payments can be made at the Business Office in person or by mail at the address below.

- eRefund Enrollment for PLUS Borrowers** - When a Parent PLUS Loan applies to the student account and creates a credit balance, it will be refunded to the parent or student depending on the selection the parent made on the PLUS application. Parents who elected to have the credit balance sent to themselves should enroll in eRefunds by selecting the “Setup eRefunds” quick link. The parent must be logged in as an Authorized User (not as the student) to create an eRefund profile that is separate from their student’s. Without **eRefunds**, the refund will be mailed by paper check to the home address.

- Complete Master Promissory Note and Entrance Counseling** – Your Parent PLUS loan will never be applied to your student’s account until you complete these two steps at www.studentloans.gov.

Pitt Johnstown Business Office

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