

E-BILL FREQUENTLY ASKED QUESTIONS

What are E-Bills?

E-Bills are online student billing statements. E-Bills display the same information as paper billing statements (for example: charges for tuition and fees, as well as credits and payments).

Why does Roger Williams University use E-Billing as the official billing method?

- E-Bills save paper and postage
- Are accessible 24 hours a day from anywhere with internet access
- Allows students, parents and other authorized payers to see previous E-Bills
- Allow easy access for parents and other authorized third parties
- Eliminate the need to wait by the mailbox for a bill to arrive

Can other people view my E-Bill and make payment?

Yes. You may set up other individuals (such as a parent, guardian, employer, or other third party) as "Authorized Payers" to view your E-Bill and make payment online. Any Authorized Payer you establish will receive an email notification each time a new E-Bill is available. If your parent or guardian typically pays your tuition and fee bill, Roger Williams University encourages you to establish that person as an Authorized Payer.

Instructions to add additional users to view E-BILL

1. Go RWU webpage and go to BURSAR Office.
2. Go to Register/View E-Bill
3. Log In with user ID and password
5. Click on my profile
6. Click on Shared Access
7. Click Add Shared Access
8. Fill in Personal Information plus user ID and password for new user*
9. Confirmation will be sent to new user and existing user

*Remember to update any changes to email addresses.

When do I receive my E-Bill?

As a student, or authorized user you will receive an email notification stating that your current E-Bill is available for viewing.

How do I access my E-Bill?

1. Go RWU webpage and go to BURSAR office.
2. Go to Register/View E-Bill
3. Log In with user ID and password

Can I print my CURRENT AND PREVIOUS E-Bills?

Yes. You may access a .PDF version of your E-Bill which very closely resembles the paper billing statement you are accustomed to receiving. This .PDF E-Bill may be printed on any standard printer. To access and print this .PDF version of your E-Bill, please:

1. Go RWU webpage and go to BURSAR Office.
2. Go to Register/View E-Bill
3. Log In with user ID and password
5. Click on bill you want to print, select print

What if I am having trouble printing my bill?

You may visit the RWU Bursar's Office located on the 1st floor of the Administration Building for assistance in printing your E-Bill.

Does this impact my payment options?

No, your payment options will not change as a result of the E-Bill program. You may pay online with an electronic check or credit card*, in-person at the Bursar's Office located on the 1st floor of the Administration Building (with cash, check, or money order only), or mail a check or money order payment to the address provided on the E-Bill.

*Please note: There is a convenience fee when making a payment using a credit card.

Do I see my current account balance when I look at my E-Bill?

Not necessarily. Your E-Bill is basically a snapshot of your student account – very much like any paper bills you receive. Any student account activity that has taken place since the most recent E-Bill was created will not be reflected. Recent changes to your account are updated several times a week and this information can be viewed by going to your statement on your myRWU.

Parents and authorized users may not see the statement viewed on your myRWU.

Who should I contact if I have further questions about E-Bills?

You may contact the Roger Williams University Bursar's Office with additional questions about E-Billing. Please send your question to the following address: bursar@rwu.edu or contact a Bursar Representative @ 401-254-3520 Monday-Thursday 8:30 am – 5:00 pm and Friday's 8:30 am to 4:30 pm