

# Billing & Authorized Users

University policy state that tuition and fees are due and payable no later than the 11th class day of the term (5th day of class for summer term).

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# Types of Bills

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## E-Bill

Tuition billing statements (e-bills) are made available online in myBill every Friday during the term. Notifications are sent to the student's email address and to any authorized user on file each week when the bill is uploaded. Each bill can be printed and is on the University letterhead.

It is the student's responsibility to view bills and to monitor their student account.

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## Paper Bill

Paper bills are only sent once at the end of the term to the address on file. This is the final bill sent to students for the term and marks the 60 day period before the account is sent to collections.

If you have any questions, please contact the Treasurer's Office at [sasbillpayment@astate.edu](mailto:sasbillpayment@astate.edu) or 870-972-2285.

# Authorized Users

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## What is an Authorized User?

An authorized user is someone the student gives access to myBill. An authorized user can:

- View bills
- View tax forms
- Make payments
- Enroll in payment plans
- View student account activity (charges and payments)

The student is the only person that can setup, give access, and remove authorized users. It is the student's responsibility to ensure the information is correct and up to date.

***\*\*Please note that being setup as an authorized user does not permit the Treasurer's Office employees to disclose financial information to said authorized user. A Release of Confidential Student Financial Record Information form is to be submitted to our office by the student with proper identification.***

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## Authorized User Login

Please go to [https://epay.astate.edu/C20019\\_tsa/web/login.jsp](https://epay.astate.edu/C20019_tsa/web/login.jsp) to login as an Authorized User.

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## Release of Information

In order for the Treasurer's Office to discuss account information with anyone other than the student, the student must sign a [Release of Confidential Student Financial Record Information.pdf](#) form. The form must be completed within our office or signed by a Notary.

If you have any questions, please contact the Treasurer's Office at [sasbillpayment@astate.edu](mailto:sasbillpayment@astate.edu) or 870-972-2285.

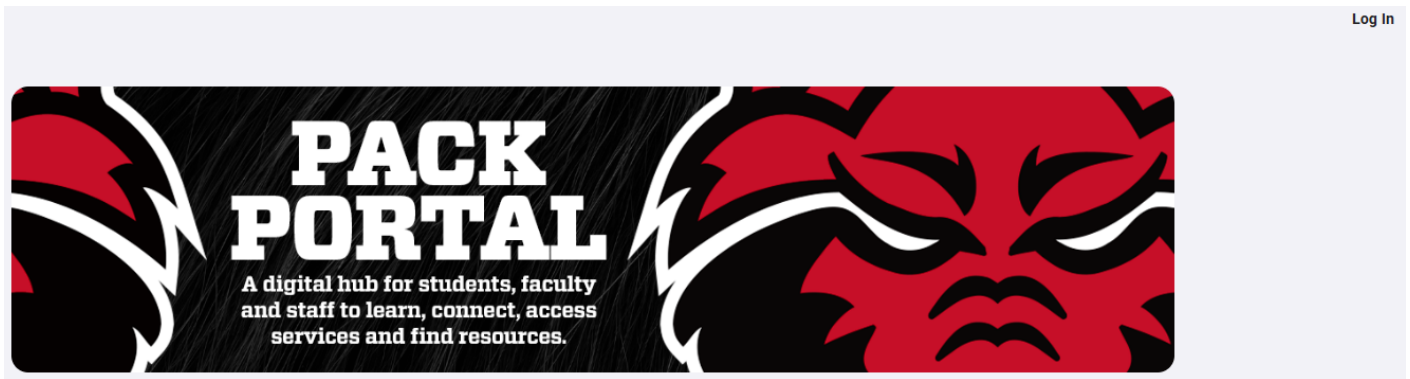
# How To Setup an Authorized User

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Students can give themselves and others (parents, employers, etc.) the ability to access their financial account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent. Adding an authorized user, an individual may view your financial account information and make payments on your behalf.

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1. Login to [Pack Portal](#)



2. Click on the myBill button within the myBill widget in your Dashboard

# Widgets

## myBill

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View and print charges, make payments, enroll in an online installment plan, and access 1098-T tax forms.

myBill

Contact [sasbillpayment@AState.edu](mailto:sasbillpayment@AState.edu) or (870)972-2285 with any questions.



ARKANSAS STATE  
UNIVERSITY



My Account ▾

My Profile ▾

Make Payment

Payment

Announcement

Authorized Users

Personal Profile

Security Settings

Electronic Refunds

\*\*\*\*ATTENTION

February

OR

My Profile Setup

 Authorized Users

 Personal Profile

 Security Settings

 Consents and Agreements

 Electronic Refunds

4. Click on Add Authorized User tab

## Authorized Users

Authorized Users

Add Authorized User

No authorized user has access to your account information.

5. Enter your personal email or parent/guardian's email address, answer each question, and click Continue.

## Authorized Users

Authorized Users

Add Authorized User

You can give others (parents, employers, etc.) the ability to access your account information. In compliance with the Family Educational Rights and Privacy Act of 1974 (FERPA), your student financial records may not be shared with a third party without your written consent.

Adding an authorized user is your written consent that an individual may view your account information and make payments on your behalf. Please note that authorized users DO NOT have access to your stored payment methods, academic records, or other personal information.

Email address of the authorized user

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 1098-T tax statement?

☒ 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

6. Read through the agreement, select Agree, and click Continue.

## Agreement to Add Authorized User



I hereby authorize **Arkansas State University** to [REDACTED]@email.com full access to my accounts, including ability to view all billing statements, payment history, and/or make payments accordingly. My payment methods and credit card and/or checking account information will remain confidential and hidden from all other users. I understand that I am still primarily responsible for ensuring that all my accounts are paid on time and in full.

Access to my accounts also includes the ability to :

- View my 1098-T tax statement
- Receive my payment plan communications

This agreement is dated 14-Apr-2026 5:41:17 PM CDT.

For fraud detection purposes, your internet address has been logged:

[REDACTED] at 14-Apr-2026 5:41:17 PM CDT

**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.**

Please check the box below to agree to the terms and continue.

☐ **I Agree**

Cancel

Print Agreement

Continue

7. An email with a temporary password will go out to the email address you are setting up as an Authorized User. The email is temporary, so be sure to inform the Authorized User to go in and setup their password as the temporary will expire in 48hrs.

If you have any questions, please contact the Treasurer's Office at 870-972-2285 or [sasbillpayment@astate.edu](mailto:sasbillpayment@astate.edu).

# Tuition and Fee Adjustment Appeal through Student Accounts

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Students must be officially withdrawn from the class(es) or must not have received credit (any letter grade) for the class(es) for which they are requesting a tuition and fee adjustment. If the student has not officially withdrawn or has received credit, they will be referred to appeal to the Admissions & Credits Appeal Committee for an after the fact withdrawal.

## Admissions & Credits Appeal Committee

Website: <https://kb.astate.edu/books/general-student-information/page/appeals-committee>

## Valid Tuition and Fee Adjustment Appeal Situations