



THE UNIVERSITY OF ALABAMA®

WHERE LEGENDS ARE MADE

# Student Account Services



WHERE LEGENDS ARE MADE

# How are Students Billed?

- All billing occurs through the student financial account at ***myBama.ua.edu***. Paper bills are not mailed.
- Students and Authorized Users are notified when bills are available via email.
- The student's email address for University official business is the @crimson.ua.edu.
- Students can opt in for text messages and add an alternate email address.



# Why Do I Need an Authorized User Account?

**Authorized User accounts must be set up by the student and are REQUIRED for our office to discuss the student's financial information.**

- Users will receive communications from Student Account Services and can view the student's financial account, make payments, and enroll in payment plans.



# Billing Process

- Action Card privileges will not work until payment has been made in full or enrollment in a payment plan for the term has been completed. Privileges include student health center visits, rec center access, athletic/sporting event access, and dining dollars.
- Class schedules will be cancelled as a result of a student not paying their account balance in full or enrolling in a payment plan by the due date.



# When are Financial Aid/Scholarships/3rd Party Payments Applied to the Account?

- When students are awarded aid they must accept the award and fulfill any other requirements, such as signing a promissory note.
- Once Financial Aid, UA Scholarships, and/or other outside resources are authorized, they will show as projected credits to reduce the student's account balance.
- Non-UA scholarships will be applied to the student's account when payment is received.





# Payment Deadlines

- Summer – Bill will be available on April 15<sup>th</sup> and the payment due date is May 10<sup>th</sup> at noon.
- Fall – Bill will be available on July 15<sup>th</sup> and the payment due date is August 10<sup>th</sup> at noon.
- Spring – Bill will be available on November 15<sup>th</sup> and the payment due date is December 12<sup>th</sup> at noon.

**Payment in full or payment plan participation is required no later than noon on the due dates above to prevent schedule cancellation.**



# Payment Plan Information

- First payment is due at enrollment.
- Payment Plan fee is \$30 and due at time of enrollment.
- Payment plan installment dates are fixed dates. If a payment plan due date falls on a weekend or holiday, plan enrollment and payment deadlines will be extended to the next University business day.





# Fall Payment Plans

**4-Payment Plan:** 25% due at enrollment and 3 remaining payments of 25% each

- Opens: July 15<sup>th</sup>
- Closes: July 31<sup>st</sup>
- Installments due August 10<sup>th</sup>, September 10<sup>th</sup>, and October 10<sup>th</sup>

**3-Payment Plan:** 34% due at enrollment and 2 remaining payments of 33% each

- Opens: August 1<sup>st</sup>
- Closes: September 21<sup>st</sup>  
(Enrollment from September 10<sup>th</sup>-September 21<sup>st</sup> will require a 67% payment)
- Installments due September 10<sup>th</sup> and October 10<sup>th</sup>

**Once payment plans are closed, payment in full is required.**



# Spring Payment Plans

**4-Payment Plan:** 25% due at enrollment and 3 remaining payments of 25% each

- Opens: November 15<sup>th</sup>
- Closes: November 30<sup>th</sup>
- Installments due December 10<sup>th</sup>, January 10<sup>th</sup>, and February 10<sup>th</sup>

**3-Payment Plan:** 34% due at enrollment and 2 remaining payments of 33% each

- Opens: December 1<sup>st</sup>
- Closes: January 21<sup>st</sup>  
(Enrollment from January 10<sup>th</sup>-January 21<sup>st</sup> will require a 67% payment)
- Installment due January 10<sup>th</sup> and February 10<sup>th</sup>

**Once payment plans are closed, payment in full is required.**



# How Can Payments be Made?

- Electronic checks can be made online at no cost.
- Credit/Debit Card payments are accepted online through the students financial account (includes a non-refundable convenience fee of 2.85%, \$3 minimum).
- Paper checks and certified funds can be mailed or dropped off to the SAS office for processing. Make sure to include student name and CWID.
- Wire payments can be processed through TransferMate, a third-party vendor. TransferMate does charge a fee for domestic wires.
- International educational payments can be made online through the following:
  - FlyWire – Payment can be made at <https://payment.flywire.com/pay/payment>
  - TransferMate – Payment option available when you login to student bill through myBama



# How Do I Get a Refund?

- All student refunds are processed via Direct Deposit with one exception:
  - A credit balance may be refunded back to a credit card used to pay on the account.
- Students should setup a refund account through the “Pay Your Student Bill” link on myBama. Only students have access to setup the refund account.



# Tuition Insurance

- Tuition Insurance is available through GradGuard in partnership with Allianz Global Assistance for students.
- Participation is optional and the agreement is between you and GradGuard.
- You must purchase insurance prior to the first day of class. Coverage extends through the end of that semester.
- For more information, please visit: <https://www.studentaccounts.ua.edu>, hover over the “Cost” tab and select Tuition Insurance.

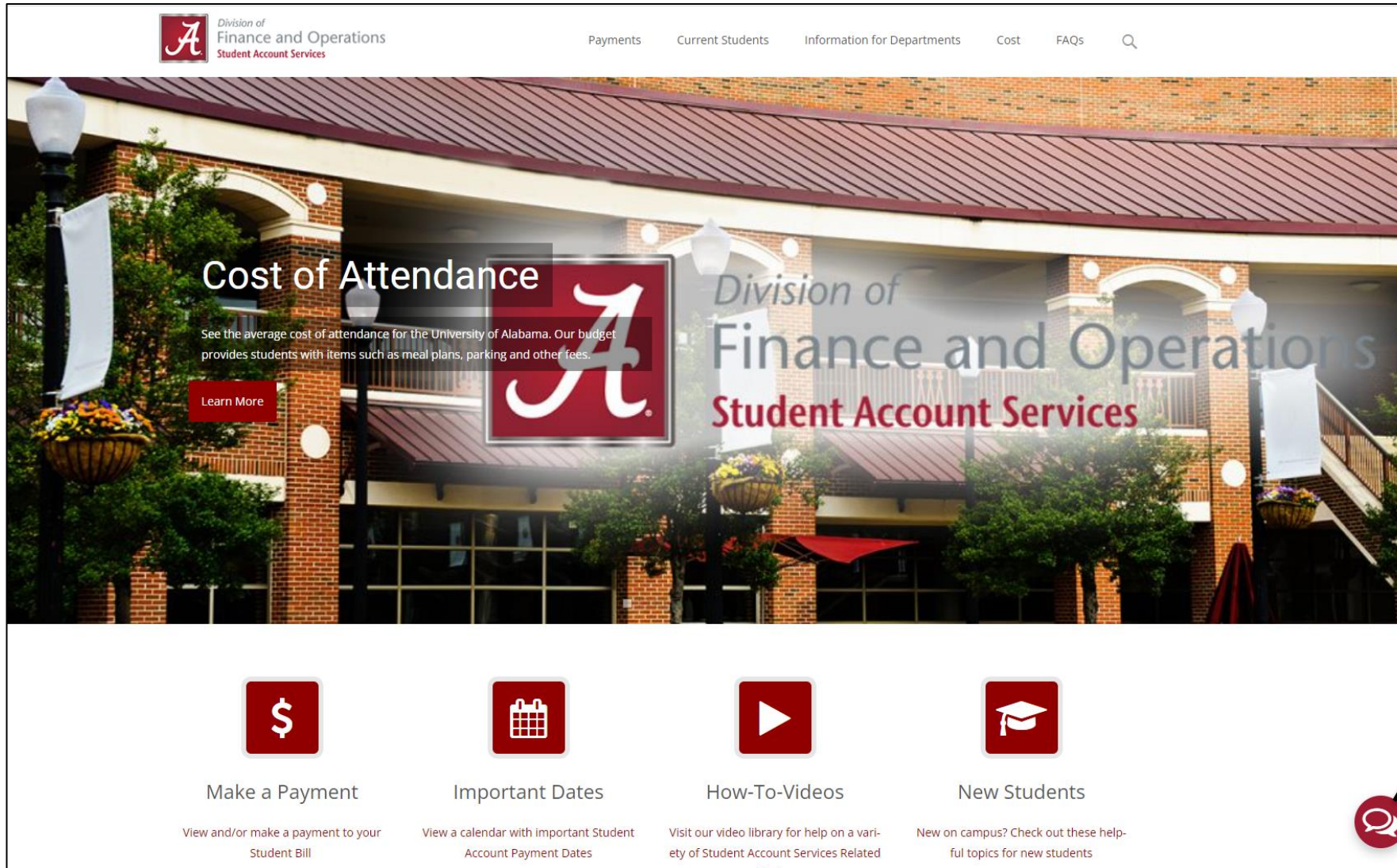


# Frequently Asked Questions

- What is the access granted course material charge and why is my student being billed for it so late in the semester?
  - Access granted course materials can be an access code for homework or online reading material. These are not charged to the student account until after the add/drop deadline for the semester. Students can opt out of the access granted course material through their Blackboard page.
- My student is not an engineering major. Why are there engineering fees on their account?
  - College and course fees are charged based on the student's schedule, not their major.



# Student Account Services Webpage



The screenshot shows the top of the Student Account Services webpage. At the top left is the University of Alabama logo and the text "Division of Finance and Operations Student Account Services". To the right are navigation links: "Payments", "Current Students", "Information for Departments", "Cost", "FAQs", and a search icon. Below this is a large banner image of a brick building. Overlaid on the banner is the text "Cost of Attendance" with a subtext: "See the average cost of attendance for the University of Alabama. Our budget provides students with items such as meal plans, parking and other fees." and a "Learn More" button. To the right of this is the "Division of Finance and Operations Student Account Services" logo. Below the banner is a white section with four red icons: a dollar sign, a calendar, a play button, and a graduation cap. Each icon has a title and a description: "Make a Payment" (View and/or make a payment to your Student Bill), "Important Dates" (View a calendar with important Student Account Payment Dates), "How-To-Videos" (Visit our video library for help on a variety of Student Account Services Related), and "New Students" (New on campus? Check out these helpful topics for new students). In the bottom right corner of this section is a red circular icon with a white speech bubble and a question mark.

Division of Finance and Operations  
Student Account Services

Payments Current Students Information for Departments Cost FAQs

**Cost of Attendance**  
See the average cost of attendance for the University of Alabama. Our budget provides students with items such as meal plans, parking and other fees.  
[Learn More](#)

**Division of Finance and Operations  
Student Account Services**

**Make a Payment**  
View and/or make a payment to your Student Bill

**Important Dates**  
View a calendar with important Student Account Payment Dates

**How-To-Videos**  
Visit our video library for help on a variety of Student Account Services Related

**New Students**  
New on campus? Check out these helpful topics for new students

Meet [BamaBot](#) on our home page now to answer your Student Account questions 24/7



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# Accessing Your Student Account

myBama.ua.edu

The image displays two screenshots from the myBama website. The left screenshot shows the login portal with a red circle highlighting the 'Login' section, which includes fields for 'myBama Id:' and 'Password:', a 'Log In' button, and a security notice. The right screenshot shows the student dashboard with a red circle highlighting the 'Student' link in the left sidebar and the 'Pay Your Student Bill' link in the 'Student Account Services' section.

**myBama Login Portal**

The University of Alabama  
Login Portal

**Login**

myBama Id:

Password:

**Log In**

For security reasons, please log out and exit your web browser when you are done accessing services that require authentication!

**myBama**  
This application supports 2 factor authentication

- Change Your Password
- Student Parent or Guest Login
- Student Financial Account Authorized User
- New myBama users - create password
- Set up DUO
- Request DUO pass codes

**myBama** Quick search for anything **CTRL K** Imgraham

**QUICK LINKS**

- Blackboard Learn
- Degree Works
- Email
- Events Calendar
- Public Directory
- UA Libraries

**PAGES**

- Home
- Admissions & Scholarships
- COVID-19
- Campus Life
- Employee
- Faculty & Advisors
- Research
- Student**

**Student**

**Academic and Student Services**

- Academic Records and Curriculum
- Class Schedule and Course Catalog
- Degree Audit and Graduation
- Grades
- Official Documents
- Personal Information
- Registration

**Student Account Services**

- Pay Your Student Bill**
- General
- Deposits / Reservation Fees

**Student Financial Aid**

- Financial Aid Status
- Federal Shopping Sheet
- E-mail Financial Aid Office
- Student Financial Aid
- Financial Aid Awards
- Financial Aid Requirements

You have no Financial Aid Requirements for this aid year.  
**2021-2022 AWARD YEAR**

Choose Another **Go**

Message Holds Financial Aid Status Progress


**Blackboard Learn**


- Eligibility
- Award




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# Navigating the Student Financial Account

 THE UNIVERSITY OF ALABAMA®

Logged in as  | Logout 

 My Account Make Payment Payment Plans Deposits Refunds Help

### Announcement

**Spring 2022 Bills:**

Spring 2022 bills and all prior term bills are now due in full.

If your schedule is not secure for the semester, dining dollars and other privileges will not activate until your payment arrangements have been completed and your schedule is subject to cancellation.

**International Students - Important Message:**

Now you can make your International payments in your own local currency and to a local bank account.

Visit TransferMate at:  
<https://touchnetuniversityofalabama.transfermateeducation.com/>

**TransferMate**  
GLOBAL PAYMENTS

**Mailing Address:**

University of Alabama  
Attn: Student Account Services  
Box 870120, 105 Student Services Building  
Tuscaloosa, AL 35487

**Physical Delivery Address(FedEx/UPS):**

University of Alabama  
Attn: Student Account Services  
801 Campus Drive, 105 Student Services Building  
Tuscaloosa, AL 35487


### Student Account

ID: xxxx7413

Balance \$0.00

[View Activity](#) [Make Payment](#)





### Statements

 Click the button to view your current account balance and details. [View Statement](#)

Your latest eBill Statement  
(2/16/22) Statement [View Statements](#)

Your latest 1098-T Tax statement  
2021 1098-T Statement [View Statements](#)

### My Profile Setup

-  Authorized Users
-  Personal Profile
-  Consents and Agreements
-  Electronic Refunds

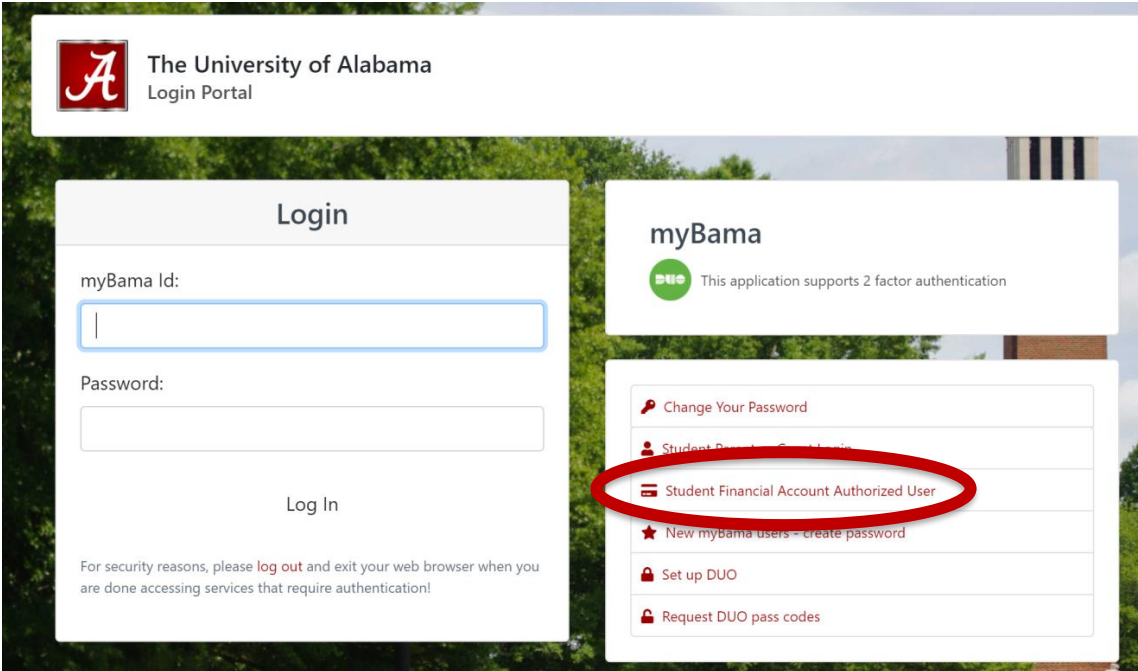
### Term Balances



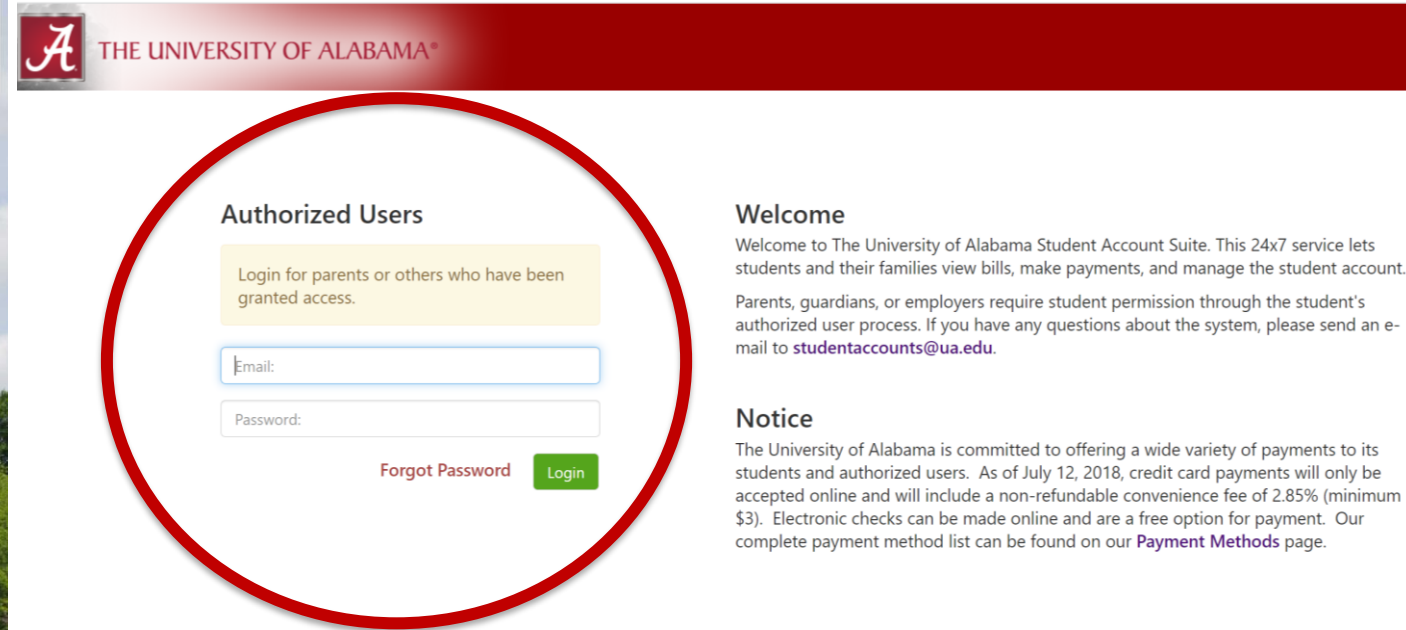
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# Authorized Users Accessing Student Account

myBama.ua.edu



The screenshot shows the myBama Login Portal. At the top left is the University of Alabama logo and the text "The University of Alabama Login Portal". Below this is a "Login" section with a "myBama Id:" label and an input field, followed by a "Password:" label and another input field. A "Log In" button is at the bottom of this section. To the right, under the "myBama" heading, is a message: "This application supports 2 factor authentication". Below that is a list of links: "Change Your Password", "Student Parent Login", "Student Financial Account Authorized User" (which is circled in red), "New myBama users - create password", "Set up DUO", and "Request DUO pass codes". At the bottom left, a security notice reads: "For security reasons, please log out and exit your web browser when you are done accessing services that require authentication!"



The screenshot shows the "Authorized Users" page. At the top is a red header with the University of Alabama logo and "THE UNIVERSITY OF ALABAMA®". Below this is a section titled "Authorized Users" with a yellow box containing the text: "Login for parents or others who have been granted access." Below this is an "Email:" input field and a "Password:" input field. At the bottom of this section are links for "Forgot Password" and a green "Login" button. To the right of this section is a "Welcome" message: "Welcome to The University of Alabama Student Account Suite. This 24x7 service lets students and their families view bills, make payments, and manage the student account. Parents, guardians, or employers require student permission through the student's authorized user process. If you have any questions about the system, please send an e-mail to [studentaccounts@ua.edu](mailto:studentaccounts@ua.edu)." Below this is a "Notice" section: "The University of Alabama is committed to offering a wide variety of payments to its students and authorized users. As of July 12, 2018, credit card payments will only be accepted online and will include a non-refundable convenience fee of 2.85% (minimum \$3). Electronic checks can be made online and are a free option for payment. Our complete payment method list can be found on our [Payment Methods](#) page."



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# Student Account Services

**Location:**

Student Services Center – Room 105

**Office Hours:**

Monday-Friday 8:00-5:00

**Phone:**

205-348-5350

**E-mail Address:**

[studentaccounts@ua.edu](mailto:studentaccounts@ua.edu)

**Web Site:**

[studentaccounts.ua.edu](http://studentaccounts.ua.edu)

**Mailing Address:**

Box 870120

105 Student Services Building

Tuscaloosa, AL 35487

**Physical Address:**

801 Campus Drive

105 Student Services Building

Tuscaloosa, AL 35487

