

Monmouth College is pleased to announce our **LIVE** Statement platform – Self Service.

Self Service is a web based self-service solution for students, and their parents, to pay and view your student account bill under the **Student Finance** tab.

The **Student Finance** tab provides a detailed, dynamic, and user-friendly account of student finances for current and prior terms, with a breakdown of:

- **Charges** – tuition, housing, meal plan, mandatory fee and other charges.
- **Payments** – payments received are broken down into Student, Financial Aid, and Deposit Payments.
- **Refunds** – refunds processed for credit balances.

To protect your privacy, the Family Educational Rights and Privacy Act (FERPA) requires us to obtain student permission before sharing your educational records, whereby Parent (Person Proxy) Access allows a parent/guardian to view the stated student account information.

HOW TO ACCESS STUDENT FINANCE IN SELF SERVICE

- 1) Sign into Self Service (<https://ss.monmouthcollege.edu/student/account/login>)
- 2) Click on the **Student Finance** tab

Then navigate your student finance details through one of these two options,

- 1) At the **Make a Payment** tab
 - Pay the student account bill online by credit card (Visa, Master Card, Discover Card, or American Express). A nonrefundable credit card service fee of 2.50 percent will be charged on the payment amount.
- 2) At the **Account Activity** tab
 - View the student account activity detail
 - Save and email the online PDF bill
 - View and print the online PDF bill by clicking the View Statement Button

HOW TO GRANT A PARENT (PERSON PROXY) ACCESS

You may grant your parents, guardians or other users access to make a payment and/or view your account activity. To protect your privacy, the Family Educational Rights and Privacy Act (FERPA) requires us to obtain student permission before sharing your educational records.

Please follow the steps below to grant access.

- 1) Sign into Self Service (<https://ss.monmouthcollege.edu/student/account/login>)

- 2) Click on the Student Name Icon
- 3) Click on “View/Add Person Proxy”
- 4) Select person from drop down box and add a proxy
- 5) Select the permission for proxy user. You can select to authorize your proxy to make a payment and/or view account activity.
- 6) Click (save) and then click the submit button.

HOW TO ACCESS STUDENT ACCOUNT INFORMATION WITH PARENT (PERSON PROXY) ACCESS

Please note student authorization is required for Parent (Proxy) Access per the Family Education Rights and Privacy Act (FERPA). If you are unable to access the **Student Finance** tab information, please contact the student to set-up authorization.

Once the student has authorized access, the parent will receive an email with their username and password.

Please follow the steps below to access your student’s financial information.

- 1) Sign into Self Service (<https://ss.monmouthcollege.edu/student/account/login>) with your username and password that are provided by email that the student has set up.
- 2) Select your **student’s name** to access their account. Please note, you must select the **Student Name** to make payment on the students account. Do not select the **Parent Name (You)** to make payments for the student.

HOW TO NAVIGATE FINANCE INFORMATION IN SELF SERVICE

- 1) At the **Make a Payment** Tab
 - Pay the student account bill online by Credit Card (Visa, Master Card, Discover, or American Express). A nonrefundable credit card service fee of 2.50 percent will be charged on the payment amount.
- 2) At the **Account Activity** Tab
 - View the student account activity detail
 - Save and email the online PDF bill
 - View and print the online PDF bill by clicking the View Statement Button