Become an Authorized User

Ask your student to establish you as an Authorized User on their student account. The Student Payment Center can only discuss account information with the individuals the student has set up as Authorized Users in PittPAY. Students can grant Authorized User access to their parents, grandparents, guardians, spouses, and others. Authorized Users can view the account, make online payments, and enroll in a payment plan on the student’s behalf. Students: select “Setup Authorized Users” on the Account Summary tab, 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 their own password and access the account using the Authorized User Login button at payments.pitt.edu. For more, visit http://payments.pitt.edu/authorized-users/.

eRefunds for Direct PLUS Loan Borrowers

If you are a Direct PLUS Loan borrower, enter your eRefund instructions in PittPAY. Direct PLUS loans are federal loans that parents of dependent undergraduate students can use to help pay for college. If your PLUS Loan applies to the student account and creates a credit balance, the balance will be refunded to the parent or student, according to the selection the parent made on the loan application. Parent borrowers who chose to have the credit balance sent to them should ask their student to establish them as an Authorized User in PittPAY. Then, the parent should create their own eRefund profile from the eRefund tab. The parent must be logged in as an Authorized User (not the student) to create an eRefund profile that is separate from their student’s. Without eRefunds, the parent’s refunds are mailed by paper check to the address they provided on their loan application at studentloans.gov.

Parents who are not Direct PLUS Loan borrowers do not need an eRefund profile because all other refunds from the student account go to the student. Please make sure your student creates their own eRefund profile in PittPAY. Students can designate any bank account the family feels is appropriate for this purpose; it can be the student’s or parent’s bank account. Learn more at http://payments.pitt.edu/about_refunds/.

Making Payment by the Due Date

Choose eCheck as your payment method for no additional fee. If the student does not have a payment plan for the term, the account balance is due in full by the due date on the Account Summary tab. Students and Authorized Users are notified by email periodically if a balance is owed. Once the student has charges to pay, use the Make Payment tab to pay by eCheck from a personal U.S. checking account for no fee. A 2.75% non-refundable convenience fee is added to each payment you choose to make by debit or credit card. View the Due Date Schedule at http://payments.pitt.edu/due-date-schedule/.

PittPAY Payment Plans

Enroll in an optional payment plan to make monthly installments. The student or one of the Authorized Users 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 debit, or credit card. 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. Learn more at http://payments.pitt.edu/payment-plans/.