How to Set Up an Authorized User

Setting up an Authorized User for the 1st time? Please follow the instructions below starting with the student set up. Authorized Users have to be initiated by the student through their Student Profile.

Student Set Up

**Step 1.**
Students will go to their Student Profile by visiting banner.jcu.edu and then will proceed to click on Student Enrollment and Financial Services tab. From there students will have access to their financial aid information and will select ‘My Student Account’ and click ‘continue.’ This will bring them to their billing Portal. Here is where you will set up your Authorized User by selecting Authorized Users in the top right corner.

**Step 2.**
Students will enter in their authorized user’s email and select which permissions they would like to grant for their user to have. Then click continue.
Step 3.
The student will then need to accept to the Agreement to Add Authorized User form. This will generate 3 emails to be sent to the email used for the authorized user. At this point students will not need to complete anything further.

If students feel they need to edit their authorized user’s permissions, delete their authorized user, or view their agreement students can go to the home page of their billing portal, select Authorized Users and view their authorized users.
**Authorized User Set Up**

**Step 1.**
Once the student has added their authorized user’s email address and accepted the agreement, 3 emails will have been sent to the email address that was input on the account from enrollment@jcu.edu.

The 1st email is a notification that you have been granted access to your student’s account.

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Hello,
An authorized user has been linked to your account profile. Please see the user’s details below:

Authorized User Email Address: @jcu.edu
Authorized User Name: [Name]
Student Name: [Name]
Student Account Number: [Number]

This user can view balances and make payments online for your account but your payment methods and credit card and/or checking account information will remain confidential and hidden from all other users. You may update the account access for this user from the Authorized Users page.

Thank you,
Student Enrollment & Financial Services
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The 2nd email (depending on the order in which the emails arrive) should contain the link to the login page for authorized users. Once on the JCU website, please be sure to scroll all the way to the bottom of the page to find the link.

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This is an automated message to inform you that the student listed below has granted you access to his or her online billing information. You now have the ability to make payments on behalf of this student and view their student account and statements by visiting [link] and clicking "Authorized User Login."

You will receive a follow up message with password information.

Access Information

Student Name: [Name]
Username: @jcu.edu

Thank you,
Student Enrollment & Financial Services
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The 3rd email should contain your temporary password used to log-in for the 1st time. Please be sure to provide enough time to completely set up your account. If you sign-in with your temporary password but do not complete the sign-up it can cause future log-in issues.

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This is an automated message to inform you that the student listed below has granted you access to his or her online billing information. You now have the ability to make payments on behalf of this student, view statement and enroll in the payment plan. For your first login, you will use the password shown below. For security, your username for this account is sent in a separate message.

You may access this site at [link]

Access Information

Student Name: [Name]
Temporary Password: [Password]

Thank you,
Student Enrollment & Financial Services
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**If you do not receive these emails after 30 minutes, please check or spam or junk box first!**
Step 2.
Once you have clicked on the log-in link, it will take you to the JCU Website. As stated in the previous step, please click on the authorized user link on the bottom of the page. This will take you to the log-in page where you will enter in your email as your username, and your temporary password. Be sure to save the JCU webpage to your bookmarks so you can easily access the log-in page anytime.
Step 3.
When you log-in for the 1st time you will be required to set up your profile by entering in your name and your new password. Once you click continue this will then take you to your profile information.

Step 4.
Here is where you can change your settings, set up a payment method to use for future uses, and set up two-set verification if you choose.
Step 5.
Once you are done with your set-up, you can click the home button in the top left hand corner of the screen. This will take you to the main page of the billing portal. With future log-ins you will be automatically brought to this page. Here is where you can make payments, set up the payment plan, view statements, and get your 1098-T. You will have real-time information on your balance here. You can also make changes to your profile using the My Profile Setup on the right hand side of the screen.

**Have multiple student’s enrolled at JCU?** While both students need to add you as an authorized user you only need one log-in to access both of their profiles. To change which account you are viewing click on your student’s name in the top right corner of the screen. This should provide a drop-down box in which you can chose which student to view.

If you ever need assistance with your billing access please reach out to our office. We are more than happy to assist!

Student Enrollment and Financial Services
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