JCU Direct Deposit eRefund Set-Up

The JCU Direct Deposit eRefund allows for you to receive your refund quickly and easily. Avoid waiting for a check in the mail and having to take it to the bank. eRefunds are only for students who are receiving a credit on their student account.

Please note:

- **eRefunds can only be set up by the student.** Parents who are expecting a refund from a parent plus loan will only receive a credit as a check in the mail at this time. If you are unsure if you or your student will be receiving the credit from the parent plus loan please reach out to our Student Enrollment and Financial Services Counselors to confirm.

- Please make sure you have set up your Title IV Authorization in your student profile to allow for a credit on your account to be released. To change your Title IV Authorization please email the [Title IV Authorization change form](mailto:enrollment@jcu.edu)

Electronic Refund Set up

1.) Once logged into your billing profile you can select the Electronic Refunds tab to set up your account. If you have set up an Electronic Refund account in the past and are looking to change the account please skip to step 3.
2.) If this is your first time setting up an eRefund you will need to set up a Two-Step Verification first. Click the home button in the top left corner to go back to the main page and click on Security Settings. This will take you to the verification page. Once your preferred method is set up, you can go back to the Home screen again and go into the Electronic Refund Tab again.
3.) Once back on the Electronic Refund tab you should now be able to click on the Set Up Account button. Once you have added your method and hit continue you will agree to the terms and click continue. Now you’re all set!
4.) If you need to change your eRefund account you will click on the gear icon next to the current account. You can either select a different account if you have already added a different payment method or you can set up a new account. If you chose to set up a new account you will follow the same set up as the instructions in step 3.

If you need further assistance with setting up your eRefund account please reach out to the SEFS office.

216-397-4248 or enrollment@jcu.edu