



## Office of Student Accounts

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Dear Student,

Welcome to West Virginia Wesleyan College! We are pleased you've decided to join our campus community. Please read this entire document, as it contains important information about your financial student account.

### Payment Due Dates:

- Fall term~ August 1<sup>st</sup>
- Spring term ~ January 1<sup>st</sup>
  - **Billing notifications will be corresponded through the student's WVWC email address**
- All other terms ~ 10 days prior to start date

### Payment Options:

- Payment in full by due date
  - Credit/debit cards (2.25% processing fee) are only accepted through Self-Service
  - E-check (\$1.00 processing fee) is available through Self-Service
  - Cash is accepted only in person—please do not mail cash
- Monthly payment plan with a \$100 enrollment fee per semester
  - Starting July 1<sup>st</sup>, visit <https://payplan.acipayonline.com> to enroll
    - 3,4 or 5-month payment plan options are available
  - Monthly payments may be made via credit/debit card or e-check
  - **Enrollment must be completed before August 1<sup>st</sup> and January 1<sup>st</sup>**
- Private or Parent Loan
  - Please contact the Office of Financial Aid at 304.473.8080 for lending options

**Freshman Billing Packet (to be accessed online at <https://www.wvwc.edu/student-accounts/>) which includes the following documents:**

- Welcome Letter with financial information regarding payment options and information on due dates, textbook purchases, and office contact methods
- Online account information, including setting up your Self-Service account and accessing your email
- Proxy request instructions to give designated individuals access to protected student information

**FLIP OVER**

### **Textbooks:**

- Starting August 1<sup>st</sup>, textbooks are available via our virtual bookstore. Please visit <https://wwwc.ecampus.com> and follow the instructions for more information.

### **Staying Informed:**

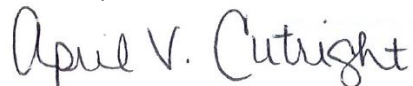
- Students WVWC email addresses will be used for all future official correspondence from campus offices.
- Students are responsible for checking Self-Service or contacting the Office of Student Accounts regularly to monitor changes to their accounts resulting from any of the following changes:
  - Financial Aid
  - Housing
  - Course Schedule
  - Fines (housing, campus life, campus safety/security, etc.)
  - Late Fees (\$250 late payment, \$100 late registration, \$50 late pre-registration)

### **Office of Student Accounts Information:**

- Main Floor - Administration Building
- Summer Office Hours - 8-4pm M-Th, Closed Friday
- Phone - 304.473.8569
- Email - [studentaccounts@wwwc.edu](mailto:studentaccounts@wwwc.edu)
- Staff:
  - April Cutright, Director of Administrative Services
  - Ashley Stanton, Administrative Services Assistant

Again, we welcome you to our home among the hills and look forward to working with you this summer and beyond!

Sincerely,



April V. Cutright  
Director of Administrative Services

## Important WVWC Online Account Information

Your student account has been created, providing you logon access to Colleague Self-Service for your administrative computing needs, such as student accounts, grades, course schedules, financial aid, etc., and to your West Virginia Wesleyan College e-mail at <http://email.wvwc.edu>.

Your default username and password is as follows:

**Username = lastname.fm.beginingyear** For example, John Doe Smith who begins at WVWC during the 2023-2024 academic year would have a default username of smith.jd.2023 and an e-mail address of smith.jd.2023@wvwc.edu.

**Password = MMDDHomeCityIDIDID**, where “MMDD” is your two-digit birth month and two-digit birth day; “HomeCity” is your home city with each word capitalized, no spaces or punctuation; and “IDIDID” is the last six digits of your WVWC ID number. For example: if you were born on February 14<sup>th</sup>, are from Port St. Lucie, FL, and have the ID number 123456, your password would be **0214PortStLucie123456**. If you are unsure of your ID number, it may be found in the top corner of your acceptance letter or financial aid award.

If you have any problems logging on, please contact our office by telephone at 304-473-8877. Our summer office hours are Monday – Thursday, 7:00 am – 4:30 pm. You may also e-mail, [helpdesk@wvwc.edu](mailto:helpdesk@wvwc.edu).

To make an online payment, go to the Wesleyan homepage ([www.wvwc.edu](http://www.wvwc.edu)) and scroll to the bottom of the page, and click the link for **Self-Service**. Enter your username (all lowercase) and password. In the **Student Finance** section, you review your account summary and click **Make a Payment** to apply a payment to your account. \*

\*For security purposes, please ensure that you click the **Sign Out** tab when you are done.

## How to Change Your WVWC Password(s)

You actually have two WVWC accounts that have been created for you, an e-mail account and your WVWC network account. Your e-mail is hosted at Google, and the password only affects your e-mail logon. Your WVWC network account is maintained on-campus and is used to authenticate your logon for all other access, such as Wi-Fi access, network printing, Blackboard LMS, Self-Service etc. **Changing one password does not imply a change to the other.**

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**To Change Your WVWC Network Password:** Begin at the homepage for our Computing Services Helpdesk (<http://helpdesk.wvwc.edu>), then under **Password Management** you will find the link by expanding the **How Can I Change My WVWC Network Password** drop down menu. If you log in with your credentials, you will be prompted for a new password on the next page.

Passwords must be at least 12 characters in length and contain 3 of the following 4 characters: Uppercase character, lower case character, number, and special characters such as punctuation marks.

If you wish to change your email password at the same time, check the box for that option.

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**To Change Your E-mail Password:** Log into your e-mail at <http://email.wvwc.edu>. If you have not activated the account, please do so. In the upper-right corner of the page, click the **user icon**, and then click the **Manage your Google Account** link. Click the **Security** link in the left navigation pane. Then, in the **Signing in to Google** section, click the **Password** link. The rest should be familiar to you.



## Requesting a proxy account through Colleague Self-Service

A proxy is someone that you authorize to act on your behalf to view your student records and / or pay your bill.

### YOU WILL NEED:

- Access to your West Virginia Wesleyan College Colleague Self-Service account username and password
- Personal information for your proxy—including their date of birth, SSN, email address, and full name

1. Go to [www.wvwc.edu/self-service](http://www.wvwc.edu/self-service)
2. Log into your Colleague Self-Service account
3. Click your username in the top right-hand corner, then click View/Add Proxy Access
4. Click the Please Select box under Select a Proxy at the bottom of the page. Then click AddAnother User
5. Fill in required fields for your proxy. Please note that all fields on this form are required.
6. Once you are finished, you will need to select the information you wish to share with your proxy. Check the box next to each piece of information you wish to share with your proxy. Please note the following:
  - a. **All** Student Finance boxes should be checked if you wish for your proxy to be able to both view your bill **and** make payments toward your bill through Colleague Self-Service.
  - b. The Grades check box will allow your proxy to view all your grade reports online.
  - c. The Award Letter and My Awards check boxes will allow your proxy to view all of your financial aid online.

**If you have a FERPA waiver on file in the Registrar or Financial Aid Office, and your proxy is named on that waiver, then that person will still be able to access information about your grades, schedule and financial aid in person or over the phone even if you remove or do not provide online access.**

7. Click the box next to the “I authorize the institution...” statement under the Disclosure Agreement heading at the bottom of the page, then click the blue Submit button. You may have to reenter your password to proceed.
8. Your proxy will receive two emails—one with a username, and one with a password. Proxies will access the student’s account by following Steps 1 and 2 above, using the username and password in those emails. Proxies are required to change their temporary password upon their first login.

Students may change or remove proxy access at any time by following steps 1-3. Under the Active Proxies heading please select the blue pencil icon to the right of the proxy you wish to edit. Check or uncheck each item you want to change and then click the blue save button. Your proxy will then receive an email indicating you have changed or removed their access.

*For security reasons West Virginia Wesleyan College requires reauthorization of all proxy access to be completed by May 30<sup>th</sup> every year. You will receive an email regarding this sometime in May.*