Stanford ePay Frequently Asked Questions (FAQ)

**How will I know when my bill is ready to be viewed?**
Unless you have a $0 balance, you will receive an email when the University bill is available to view. For Bill notification schedule, please see [Payment Due Dates page](#).

**What is an Authorized Payer?**
See [Authorized Payers](#).

**I'm an Authorized Payer and I'm having trouble logging in. How do I get help?**
Stanford ePay user names and passwords are case-sensitive. Make sure the Caps Lock on the keyboard is turned OFF.

If you forget your password, click on the Forgot Password link and an email will be sent to you with a new temporary password.

If you are still having problems logging in, contact your student to verify your authorized payer account information or reset your email address, username, and password.

**Where can I see my ePay payments that I made in the previous Stanford ePay system?**
Payments made in the ePay system on October 20, 2011, or before can be viewed in Axess by selecting “View hist e-pmts thru 10/20/11” from the drop-down menu in the Finances section.

**Can I schedule payments to be made in the future?**
Using “Autopayments,” you may choose the amount, day of the month, and the number of monthly payments you wish to pay automatically. Please be aware that payments, including auto payments, are due by the due date indicated on your bill.

**Why didn't my current balance reduce when I made an eCheck payment?**
eCheck (ACH) payments will immediately display under Your Recent Payments on the ePay landing page. To see updated current balance, you must sign out of Stanford ePay and then log back in. Usually, the ePay system displays the payment in the Current Account Summary within two minutes.

**Can I use a credit card to pay my University bill?**
Credit cards are not accepted for payments on the University bill.

**What happens if my checking account has insufficient funds when I submit ePay payment?**
The item will be returned the next business day. The student's account is assessed a Returned Check charge in the amount of the returned eCheck and a non-refundable $25 administrative fee.

**What if I have a question that isn't addressed here?**
Students and Authorized Payers can click Help in the menu bar in Stanford ePay and choose the applicable topic.

For questions about individual accounts, please submit a HelpSU ticket or contact the Student Services Center.