Frequently Asked Questions Regarding Electronic Billing

Q: How do I view my e-Bill?

A: Students and authorized users with access to statements will receive an e-mail to their Kent State e-mail account when a new e-Bill is available for viewing. To view your e-Bill, go to https://payonline.kent.edu.

- Students enter their FlashLine User ID and password under "Student"
- Authorized Users (if already set up) should choose "Authorized User" then select "Login"
- Select "Statements" from the menu bar
- Scroll down to the appropriate e-Bill or statement that you wish to view, selecting the corresponding icon under "View"

The e-Bill represents a "snap-shot" of a student account at the time the bill was published. Charges and credits may have been placed on the account after the bill was published. Also, not all registration activity will result in an e-Bill being generated therefore please refer to "How do I access an up-to-date account balance" below for instructions on how to view your up-to-date account balance.

Q: How do I set up an Authorized User?

A: A person other than the student may have the ability to view and pay the bill as an Authorized User. Students may follow these steps to create an authorized user in the payment portal.

- Go to https://payonline.kent.edu
- Login with FlashLine User ID and password under "Student" option
- Choose your Profile by selecting your name on the menu bar
- Scroll down to "Payers" section then select "Send a payer invitation"
- Enter the authorized user's first name, last name and email address
- Enter a "Message to payer" if desired
- Select "Send invitation" button

An email will be sent to the email address entered in the invitation. Once an Authorized user account is created, students can remove access at any time and resend payer invitations. No KSU staff can make changes to the Authorized User account or reset their passwords.

If an Authorized User account has already been created but the log in or password is unknown, the Authorized User can reset their password from "Forgot password" on the Authorized User log-in page. If the Authorized User has access to multiple student accounts, the Forgot Password link will reset the password to Authorized User account.

Q: Can I get a paper bill instead of the e-bill?

A: If you want a paper copy of your bill, you may either print out a copy of your e-bill or log into your FlashLine account to print a copy of your account, see instructions below

Q: How do I print a statement of my account?
A: • Login to your FlashLine account
   • Select "Student/Finances"
   • Select "Print a Statement of My Student Account" under "Tuition and Payments"

Q: Are there any special computer requirements for the Authorized Users to be able to view or pay my e-bill?

A: The only requirement is that they will need to have Acrobat Reader loaded on their PC. It can be downloaded for free from the Adobe Website.

Q: Who do I contact if I have difficulty logging into FlashLine?

A: Students who have difficulty logging in with their FlashLine ID should contact the HELP desk at 330-672-4357.

Q: How do I access an up-to-date account balance?
A: • Students should log into their FlashLine account through www.kent.edu
   • Select the "Student/Finances"
   • Select "My Student Account Detail" under "Tuition and Payments"