



Setting up a Direct Deposit Account and Requesting a Refund (debit memo)

Presented by Common \$ense
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Before you start, some items you will need:

- NetId & Password
- Bank account number
- Bank account routing number
- Bank account billing address



1. Go to [MyAccess](https://myaccess.georgetown.edu) and log in using your NetId and password under the Student tab

Georgetown UNIVERSITY est. 1789 [MyAccess.georgetown.edu](https://myaccess.georgetown.edu)

To request assistance with *MyAccess*:

- Main Campus, please contact univregistrar@georgetown.edu.
- Law Center, please contact lawreg@law.georgetown.edu.
- School of Medicine, please contact medreg@georgetown.edu.

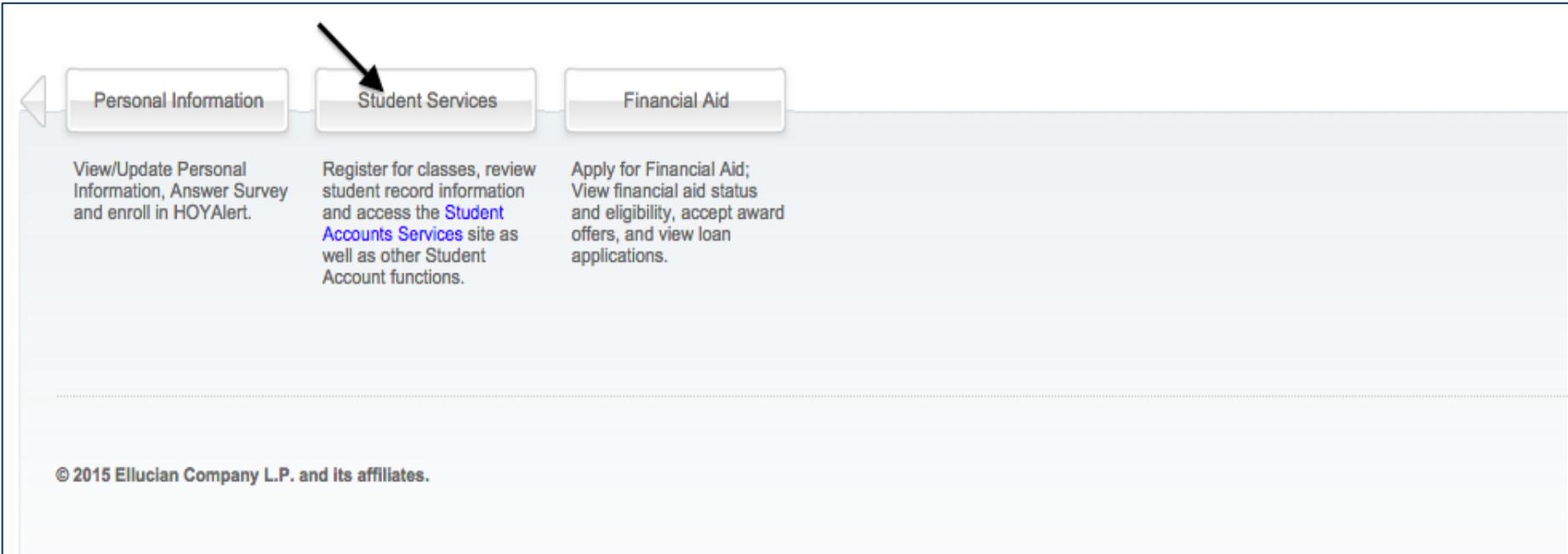
If you have problems using the service, please try the following troubleshooting steps:

- Clear your browser history by checking all boxes and then close the browser.
- Follow the instructions [here](#) to clear your Java cache
- Reopen browser and try again
- If you still encounter problems, we recommend using a different browser

Students
MyAccess
Biographical and Address Information
View Course Schedules
Course Registration
MyDegree (Degree Audit)
Financial Aid Services
Student Account Services
Request Refunds
Student Health Insurance
Meal Plan Enrollment and Changes
Main Campus HoyaNet Services
HOYAlert



2. Click on the “Student Services” tab



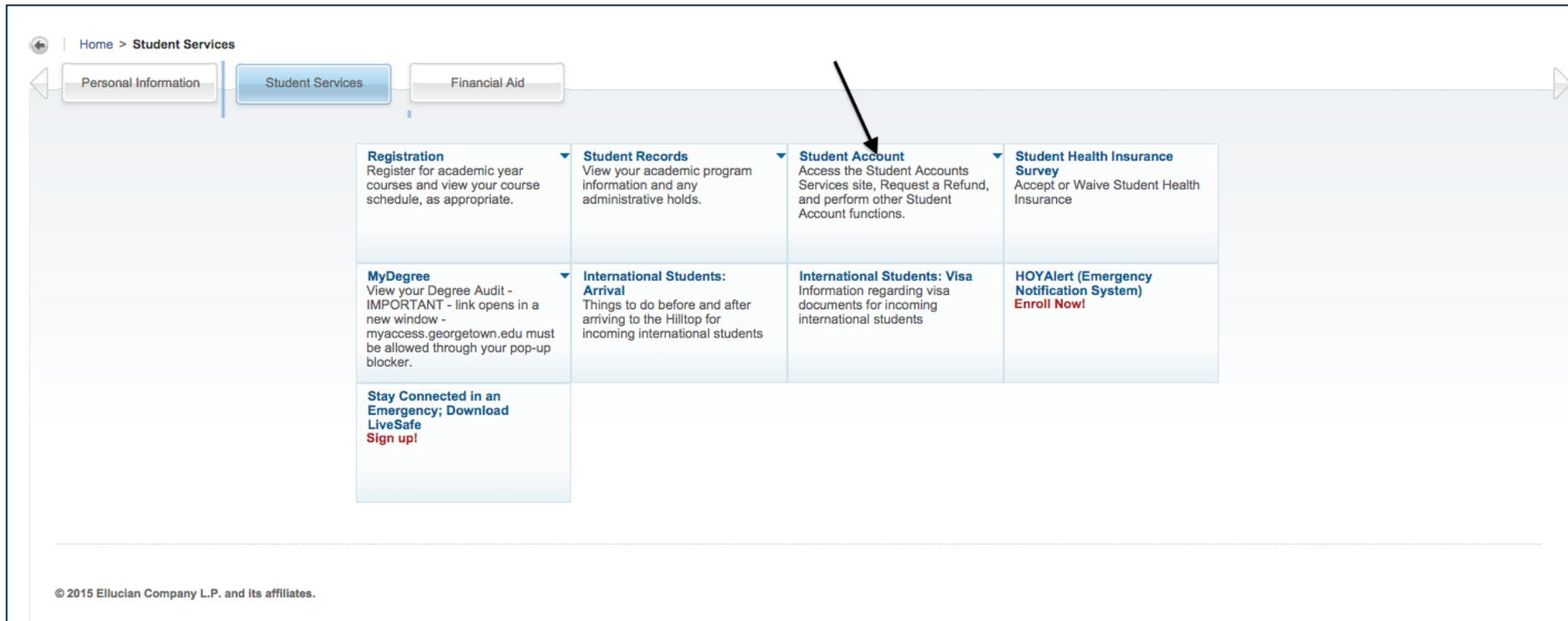
The screenshot shows a navigation menu with three tabs: "Personal Information", "Student Services", and "Financial Aid". An arrow points to the "Student Services" tab. Below each tab is a brief description of its functions.

Personal Information	Student Services	Financial Aid
View/Update Personal Information, Answer Survey and enroll in HOYAlert.	Register for classes, review student record information and access the Student Accounts Services site as well as other Student Account functions.	Apply for Financial Aid; View financial aid status and eligibility, accept award offers, and view loan applications.

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3. Now, click on the “Student Account” tab on the first row



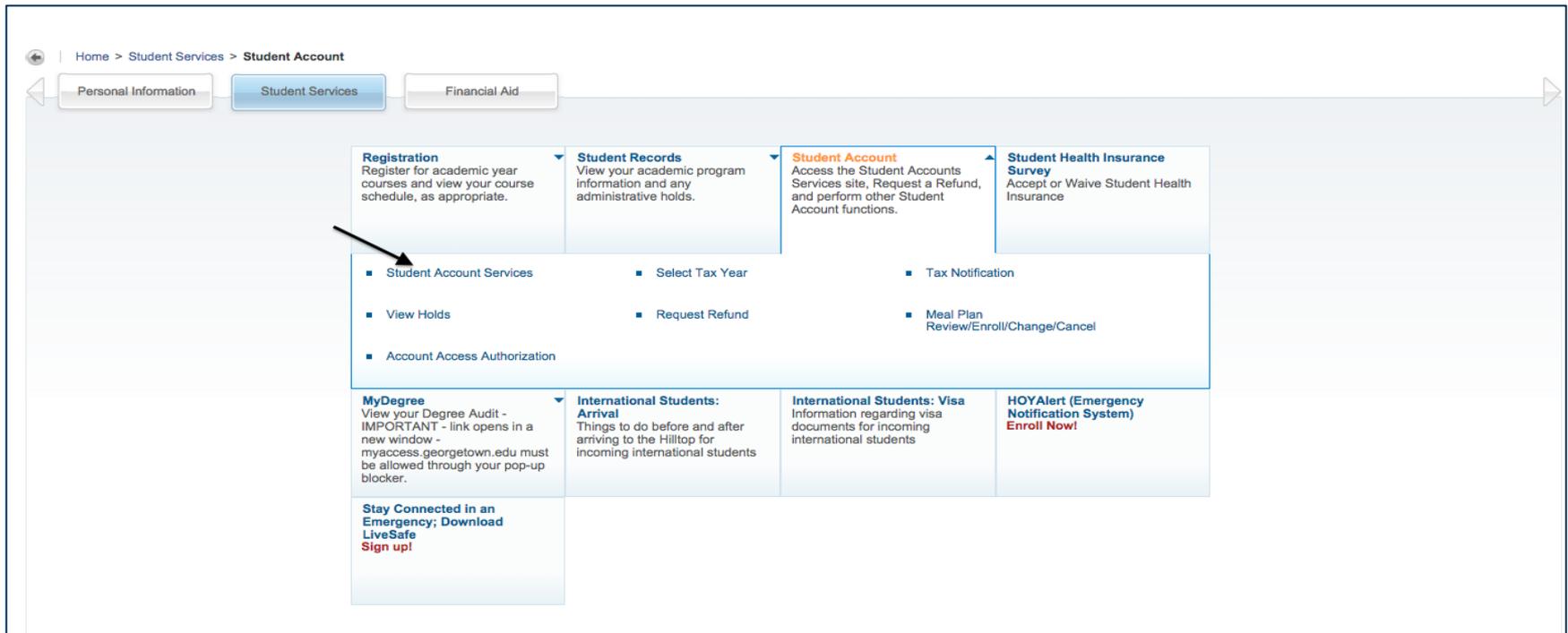
The screenshot shows a web portal interface for Student Services. At the top, there is a breadcrumb trail: Home > Student Services. Below this, there are three tabs: Personal Information, Student Services (which is highlighted with a blue border), and Financial Aid. The main content area is a grid of service tiles. An arrow points to the 'Student Account' tile in the first row, third column. The tiles are as follows:

Registration Register for academic year courses and view your course schedule, as appropriate.	Student Records View your academic program information and any administrative holds.	Student Account Access the Student Accounts Services site, Request a Refund, and perform other Student Account functions.	Student Health Insurance Survey Accept or Waive Student Health Insurance
MyDegree View your Degree Audit - IMPORTANT - link opens in a new window - myaccess.georgetown.edu must be allowed through your pop-up blocker.	International Students: Arrival Things to do before and after arriving to the Hilltop for incoming international students	International Students: Visa Information regarding visa documents for incoming international students	HOYAlert (Emergency Notification System) Enroll Now!
Stay Connected in an Emergency; Download LiveSafe Sign up!			

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4. Once there, click on “Student Account Services,” located in the first row of links



Home > Student Services > Student Account

Personal Information | **Student Services** | Financial Aid

Registration Register for academic year courses and view your course schedule, as appropriate.	Student Records View your academic program information and any administrative holds.	Student Account Access the Student Accounts Services site, Request a Refund, and perform other Student Account functions.	Student Health Insurance Survey Accept or Waive Student Health Insurance
<ul style="list-style-type: none">Student Account ServicesView HoldsAccount Access Authorization	<ul style="list-style-type: none">Select Tax YearRequest Refund	<ul style="list-style-type: none">Tax NotificationMeal Plan Review/Enroll/Change/Cancel	
MyDegree View your Degree Audit - IMPORTANT - link opens in a new window - myaccess.georgetown.edu must be allowed through your pop-up blocker.	International Students: Arrival Things to do before and after arriving to the Hilltop for incoming international students	International Students: Visa Information regarding visa documents for incoming international students	HOYAlert (Emergency Notification System) Enroll Now!
Stay Connected in an Emergency; Download LiveSafe Sign up!			



5. To access the Student Accounts website (which opens in a separate window), click on the large, grey “Student Account Services” box.

Student Account Services

Home > Student Services > Student Account > **Student Account Services**

Click the button below to go to the Student Account Services site. The site will open in a separate tab or window on your browser.

Student Account Services

Use the Student Account Services site to:

1. View your Bill and Account Activity
2. Make Payments
3. Establish Payment and Refund Profiles
4. Enroll in a Payment Plan
5. Authorize other users to View you Bill and make Payments

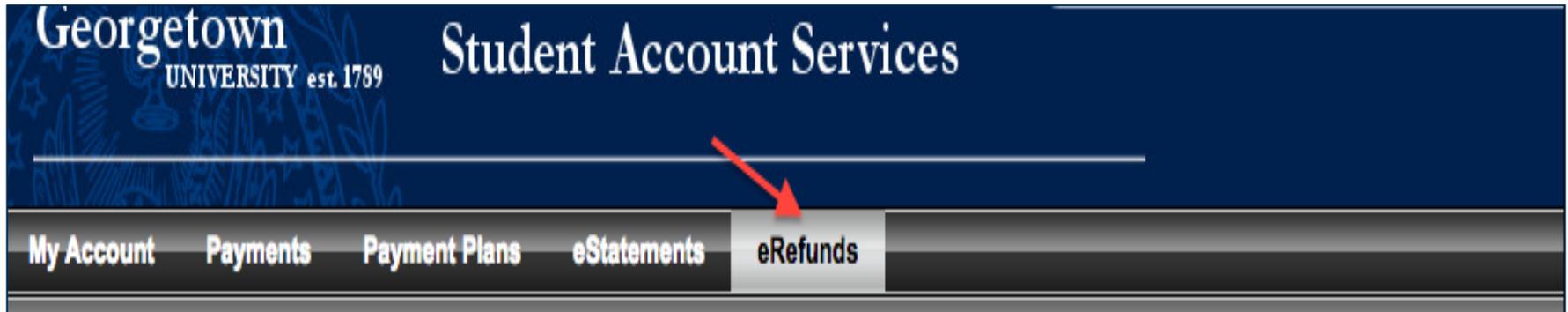
Student Account Services Instructions are available at [the Student Accounts website](#).

To request a refund of an existing credit balance, return to the Student Accounts Menu and select "Request a Refund".

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6. Now you will be on the separate Student Account Services site. Look near the top of the page for a list of tabs, click on “eRefunds.”



7. The first thing you'll see is a graphic like the one below, and a list of Direct Deposit accounts set up. If you don't have one set up, it will say so. Click on "Set up Account" on the right.

eRefunds

Thank you. Your changes have been saved.



eRefunds puts money in your account...FAST!
Direct Deposit is the secure and convenient way to get your refund.
No more trips to the bank or waiting for a paper check.

[Set up Account](#)

Direct Deposit Bank Account	
Account Description	Actions
No account has been set up.	Set up Account



8. A pop-up window will open. Click on the “Set up a new account” bubble and then click “Continue.”

Set Up Refund Account ✕

Would you like to use an existing account or set up a new account?

Primary Checking - ██████████

Set up a new account.

Continue 



9. A new window will open with the following form. Using your bank account information, fill out the form. Use the example to help guide you.

Set Up Refund Account ✕

Account Information

Indicates required fields

Personal accounts only. No corporate accounts, i.e. credit cards, home equity, traveler's checks, etc. Do NOT enter debit card number. Enter the complete routing number and bank account number. The illustration shown is only an example to show where to find the routing number and bank account number on a personal check.

*Account type:

*Routing number:
([View example](#))

*Bank Account number:

*Confirm account number:

Billing Information

*Name on account:

Check here for an international address

*Billing address:

Billing address line two:

*City:

*State/Province:



10. Once finished, the pop-up windows will close and you will be returned to the original page. If you successfully provided a bank account, you will see it listed under the name you provided (common names are “Primary Checking” or “Primary Savings”).

eRefunds

avast! Online Security



eRefunds puts money in your account...FAST!

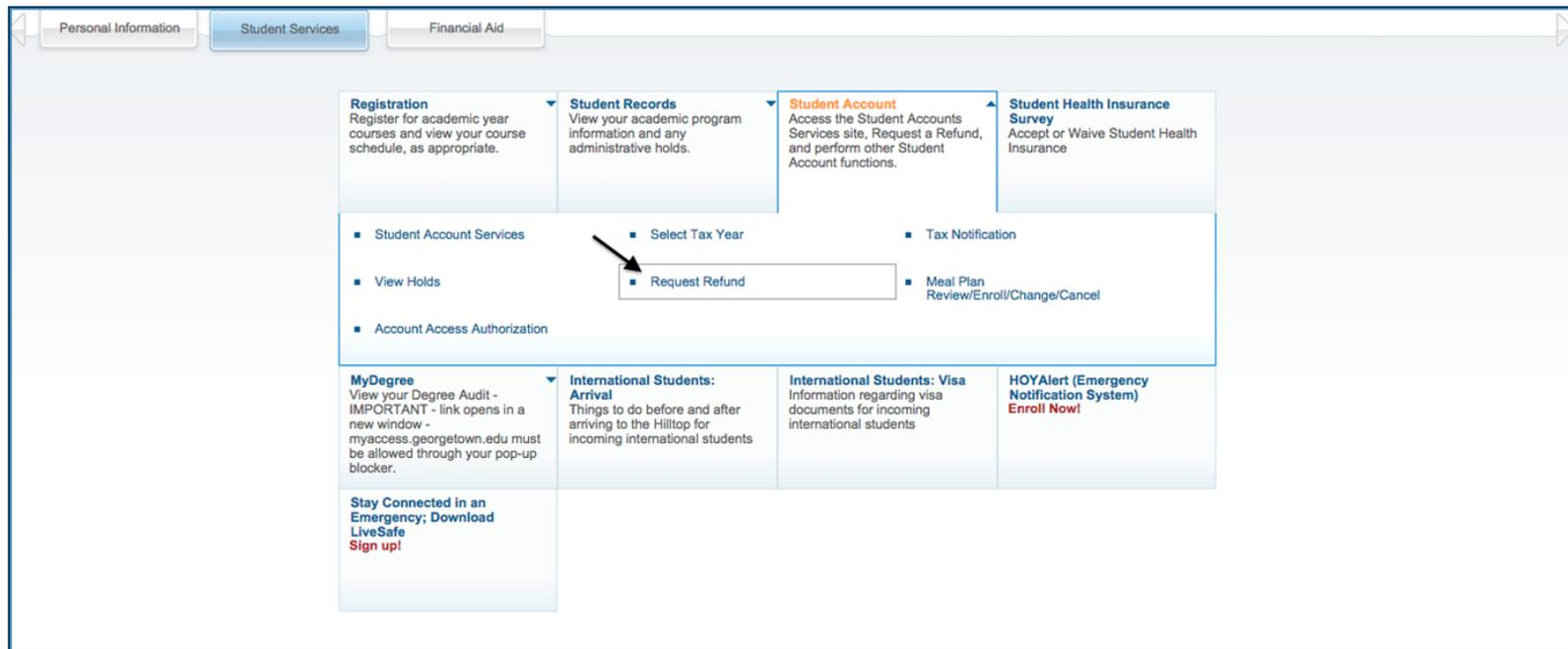
Direct Deposit is the secure and convenient way to get your refund.
No more trips to the bank or waiting for a paper check.

Direct Deposit Bank Account

Account Description	Actions
Primary Checking	Edit Remove



11. Now let's check if there is you can request a refund! Go back to MyAccess and go to Student Services, then Student Account. Now click on "Request Refund".



The screenshot shows the MyAccess Student Services interface. At the top, there are three tabs: "Personal Information", "Student Services" (which is selected), and "Financial Aid". Below the tabs, there are four main service categories:

- Registration**: Register for academic year courses and view your course schedule, as appropriate.
- Student Records**: View your academic program information and any administrative holds.
- Student Account**: Access the Student Accounts Services site, Request a Refund, and perform other Student Account functions. This category is expanded to show a list of options: "Student Account Services", "View Holds", "Account Access Authorization", "Select Tax Year", "Request Refund" (highlighted with a black arrow), "Tax Notification", and "Meal Plan Review/Enroll/Change/Cancel".
- Student Health Insurance Survey**: Accept or Waive Student Health Insurance.

Below these categories, there are four more sections:

- MyDegree**: View your Degree Audit - IMPORTANT - link opens in a new window - myaccess.georgetown.edu must be allowed through your pop-up blocker.
- International Students: Arrival**: Things to do before and after arriving to the Hilltop for incoming international students.
- International Students: Visa**: Information regarding visa documents for incoming international students.
- HOYAlert (Emergency Notification System)**: **Enroll Now!**

At the bottom left, there is a section titled "Stay Connected in an Emergency; Download LiveSafe Sign up!".



12. If you have a refund available, it will be displayed on screen (including the full amount) and you will be able to request it. It will be deposited directly to the bank account you set up in Student Accounts as your Direct Deposit Bank Account. The refund will take between 48-72 hours to process. If you do not have a refund, you will see an image like the one below.

 You do not have a Refundable Balance at this time. Please note that Estimated Financial Aid and other Memo Items are not actual credits and will not create a refundable balance until they are disbursed.

If you have any questions, please contact Student Accounts at:

Campus	Phone	Email
Main or Medical	202-687-7100	studentaccounts@georgetown.edu
Law	202-662-9057	stidaccts@law.georgetown.edu
Online Nursing	202-687-1560	online nursing student accounts@georgetown.edu

If you are attempting to establish bank account information so that your Refund will be sent electronically, please return to the Student Accounts menu and click the "Student Account Services" link. Instructions are available at [the Student Accounts website](#).

 **No Refundable Balance.**

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This process is complete. Please visit the [Common \\$ense](#) website for other resources.



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