

Online Student Account Center FAQ

Access

1. How do I access the Online Student Account Center?

You must log into AARC , under Financial Information, click on the Student Account Center link, then click on to the View Bill/Make a Payment. This will load your student account.

2. What if I have trouble logging into AARC or have forgotten my login and password?

Please call the Simmons Help Desk at 617-521-2222 and have your Simmons ID number available so you are able to identify yourself.

3. Why does it take close to 30 seconds to load my Student Account Center?

The Student Account Center is connected to our financial system to provide you with up to date information. At the moment you log in, it will refresh to make sure the Student Account Center reflects all the recent activity. We appreciate your patience.

4. Will there be times when I cannot access my Student Account Center?

Yes. We perform weekly maintenance to AARC and its supporting databases. This usually occurs on Wednesday evenings for a few hours depending on the updates that are required. We will do our best to keep this downtime at a minimum. If AARC is inaccessible, please try again the following morning. We appreciate your patience.

5. How can I grant access to someone else?

In your Student Account Center, click on the Authorized Users tab and follow the prompts to add an authorized user.

Authorized Users

1. Can my authorized users see my other information on AARC?

No. Authorized users directly access your Student Account Center through another link. They DO NOT go through AARC at all.

2. What can my authorized users see?

When you designate your authorized user by their email address, you will be able to make selections based on two questions.

a. Would you like to allow this person to view your billing statement? Yes or No

If you select yes, then this authorized user will be able to view all the ebills that get posted to your account, just as you see them.

If you select no, they will only see the statement balance, your current balance and then have the option to pay a designated amount.

b. Would you like to allow this person to view your payment history? Yes or No

If you select yes, then this authorized user will be able to see all payments made to your account, regardless of who made the payment.

If you select no, then this authorized user will only see the payments he or she has made to your account.

3. How can my authorized user access the Student Account Center?

When you set up your authorized user(s), an email will be sent to them with instructions on how to access your Student Account Center. The email address you provide will be their username. Additionally, a temporary password will be provided to them. They will be prompted to change that password upon their first login.

Information on how to access this page will also be available at

<http://my.simmons.edu/services/sfs/accounts/onlinepayment.shtml>

Current Activity and Balances

1. Why doesn't my current balance match the amount on my bill/statement?

Current balances reflect the activity on your account since your last statement was posted. Your current balance is the most up to date balance.

2. Is Pending Aid included in my current balance?

If applicable to you, Pending Aid is included in your statement balance, but is not reflected in your current balance. Your current balance reflects what is being charged to you. As the aid comes in and hits your account, you will see it reflected in your current activity and your current balance will adjust. Until the aid comes in, your current balance will appear higher than your statement balance.

3. What does it mean when it says, "Unable to load Current Activity at this time"?

This means the connection is down between the Student Account Center web application and our financial system. Even though the connection may be down, you will still be able to make payments and view your bill/statements. This payment will be reflected in your current activity once the connection is restored.

Ebill/Statements

1. Where do I view my bill/statements?

Click on the eBills tab in your Student Account Center.

Payments

1. How can I verify that my payment went through?

If you made an ACH payment it should reflect under Recent Payments/Credits immediately after you execute the transaction. Additionally, you can run a Payment History report which is found under the Payments tab.

If you made a credit card payment, since it was executed using the Pay Path service, you will need to log out of the Student Account Center and back in to see it reflected under Recent Payments/Credits or in your Payment History report.

Additional Questions

1. Who do I call if I have questions about my bill or payment?

Please call the Office of Student Financial Services at 617-521-2001 or email sfs@simmons.edu and we will do our best to address your questions.