

**From the Bursar's Office  
Welcome to Self Service!**

**Self Service:** Students and authorized users are able to view, print and make student account payments all from one site. The Bursar's Office uses the **Self Service portal** as the official billing platform for the College. Billing statements are available only electronically using this portal. Billing and payment information are updated daily, and financial aid, miscellaneous charges and student health insurance waivers are updated weekly.

**Student Access:** Students can access Self Service by visiting <https://selfservice.union.edu> and logging in using their Union email (@union.edu is unnecessary) and password. Once a student has established their account, they should log in and grant parents/guardians proxy access to their online student billing and financial aid information.

**Proxy Access:** All students are asked to set up authorized users (Proxies) for Self Service so that private financial information can be viewed and shared. This process is extremely important as billing is done entirely online, and if a parent isn't granted proxy access they will not receive billing or other student account emails. Under FERPA regulations, the Bursar's Office cannot discuss a student account with anyone who has not been granted proxy access.

Additional information on student and proxy access and a link to Self Service Help can be found at <https://www.union.edu/bursar/self-service>

**Important:**

- The Bursar's and Financial Aid offices are unable to grant Self Service access to parents. This access can only be granted by the student.
- Parents and students can reset their own password when necessary.
- If you have more than one child attending Union, you can view only the accounts of student(s) who have granted you access.
- If your Self Service account is locked out, it will automatically unlock in 10 minutes.

For Self Service questions, call the ITS help desk (518) 388-6400 or email [helpdesk@union.edu](mailto:helpdesk@union.edu).

For student billing questions, call (518) 388-6106 or email [bursar@union.edu](mailto:bursar@union.edu).

For financial aid questions, call (518) 388-6123 or email [finaid@union.edu](mailto:finaid@union.edu).

## Monthly Payment Plan Options

The Bursar's Office partners with Transact to offer families a payment plan option. Payment plans allow you to pay tuition and fees in monthly installments over the course of the year rather than one payment per term. While we bill term by term, these payment plans are intended to cover the cost of tuition and fees for all three terms of the academic year, less any financial aid and/or loans. Monthly payment plans are NOT for one term only.

Things to consider when setting up your plan:

1. You set the payment plan budget amount, and may choose from 10-, 9-, and 8-month plans.
2. To calculate your payment plan budget, you should consider the cost of attendance for the entire year, less what your student will receive in scholarships and financial aid as well as any funds from outside sources such as family members, friends, or 529 plans.
3. The Bursar's Office may assist in calculating a payment plan budget but is not responsible for any payment plan shortages that don't meet your student's annual billing plus incidentals.
4. Once a payment plan is established, it is highly recommended that the student account be reviewed periodically to be sure the payment plan budget will cover any incidental charges added throughout the school year.
5. There is a \$35 application fee for enrollment but no interest is charged while making payments.
6. All 2024-25 plans end with the last payment due April 15, 2025.

### PLANS TO COVER THE ENTIRE 2024-25 ACADEMIC YEAR:

- |                 |                          |                       |
|-----------------|--------------------------|-----------------------|
| • 10-month plan | Enrollment begins 7/1/24 | First payment 7/15/24 |
| • 9-month plan  | Enrollment begins 7/1/24 | First payment 8/15/24 |
| • 8-month plan  | Enrollment begins 7/1/24 | First payment 9/15/24 |

If after the Fall Term you decide you would like to enroll in a payment plan, we also offer two options for payment plans that should be budgeted to meet the financial needs of both Winter and Spring terms.

### PLANS TO COVER 2025 WINTER AND SPRING TERMS:

- |                |                           |                        |
|----------------|---------------------------|------------------------|
| • 5-month plan | Enrollment begins 11/1/24 | First payment 12/15/24 |
| • 4-month plan | Enrollment begins 11/1/24 | First payment 1/15/25  |