

Fall 2017 charges became available for students online through their STAR accounts on July 6. The payment deadline has been extended from July 26 to August 1.

Important Change: While students have been able to view their charges since July 6, no email notifications have been sent. Students who owe a balance the week of July 17 will receive an email to their MIX account which will include a PDF statement of their charges and credits. Financial aid will show as anticipated payment. Students will not receive an email if they do not owe a balance.

ECheck is the quickest way to make payment without convenience fees using routing and account numbers from a checking account. If sending a paper check, students will receive a confirmation email once posted. Credit card payments cannot be taken via phone for security reasons, but can be made online or in-person with a 2.25% convenience fee.

Important Change to Email Accounts: To provide better service and response to questions, all email addresses associated with financial aid, billing, and the Mountaineer Hub expired on July 1 and have been replaced with a convenient, streamlined, online ticketing service. To log a question, go to <http://mountaineerhub.wvu.edu>, click on "Contact Us" at the top, and select "Request Assistance Now." This allows individuals to monitor the status of their ticket and allows questions to be routed more quickly to the correct person so individuals receive timely responses.

See <http://enews.wvu.edu/articles/2017/07/06/fall-charges-available-online-july-6-due-august-1> for more information.