How to Setup New Panther Partner Authorized User eRefund Account

This tutorial covers how a Panther Partner can setup a personal eRefund account

Your student must first set you up as a Panther Partner Authorized User, before you can set up an eRefund account. Prior to logging in, please have your birthdate, last 4-digits of your social security number, and your bank routing & account number readily available.

1. Log-in to your ePay account using your temporary password provided to you in your Access Provided email from ePay.

2. New Users will be prompted to go to the Profile Setup to enter their full name and create a new password.
3. Once your profile is complete, select Security Settings tab to proceed with Two step verification (required). Please enter your phone number and provider and select Send Code. A passcode will be sent to your cell phone; enter it under Verify Password and Select Verify Button.

4. Select the Payment Profile tab and enter your banking information under New Payment method. Please be advised that debit and credit cards are not accepted at Chapman University for payment or refund purposes.
5. Have your preferred United States (no foreign banks) bank routing number, account number, and billing address ready.

![Bank Check Image]

6. **Confirm** your **date of birth** and the **last 4 digits of your social security number**. When done, select “Set up a new account” to proceed to banking information.

![Refund Form Image]
7. **Enter** your Checking or Savings account information, billing information, and select the Refund option box. A refund is only available once the 2-step verification process has been completed. **Click Continue**

8. **Review the ACH Payment Agreement and Click Continue**
9. Return to the homepage, click Electronic Refunds in the right-hand column to review your bank account information.

10. Need to make changes to your information? Complete the two-step verification once again and then make changes.

11. You will receive a confirmation email verifying your account has been set up.

Hello,

This is a courtesy notice from Chapman University to let you know that your refund account has been created.

If you did not authorize the setup of this refund account, please contact Student Business Services about your account immediately at eRefund@chapman.edu.

New Payment Method Details
Payment Method: BofA
Account Number: xxxxxx

If you need assistance in managing account issues, Chapman University is happy to answer your questions.

For questions and inquiries regarding a payment, please contact the Chapman University Cashier's office at eRefund@chapman.edu or call us at 714-997-6570.

If you have questions about your student account balance, billing statements or payment plans, Student Business Services is happy to help you at academic@chapman.edu or 714-997-6617.

We truly appreciate your commitment to higher education and Chapman University. Your involvement is very important to us. Thank you for your engagement and being a part of the Chapman Family.