Returning Panther Partner Authorized User eRefund Account Set Up

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.** It’s a good idea to have your cell phone and banking information with you before you get started.

![Welcome Panther Partner Authorized User](welcome.png)

2. You will be sent to the ePay home page after log in and will need select Personal Profile

![Personal Profile](personal_profile.png)

3. Once you are in your Personal Profile, select the third tab (3rd) Security Settings to proceed with Two step verification (required). Please have your cell phone handy; a pass code will be sent to you when verifying your banking information.

![My Profile](my_profile.png)

Select Send Code to receive your passcode to your cell phone. Once you’ve entered the code select “Verify”.

www.chapman.edu/refund
4. Are you entering New Payment Information for eRefunds follow steps for 4A? If you have a previously saved payment method and would like to use that account for eRefunds skip to step 4B.

- **4A.** Once you have completed the 2-step verification go to enter banking information under Add New Payment Method

- Please have your preferred United States (no foreign banks) bank routing number, account number, and billing address ready.

- Confirm your date of birth and your last 4 digits of your social security number. When done, select “Set up a new account” to proceed to banking information.
Enter your checking or savings account information, billing information, and select Refund option box.

Refund option will only be available once you've entered all information required.

Click Continue when you have filled out the information above.

Scroll through the terms and conditions and select the check box that you "Agree". When you are ready, click "Continue".
4B- Returning Panther Partners with a Saved Payment method converting to eRefund eligibility. Under Saved Payment Methods select the account to edit. Only one account can be selected for eRefunds at a time.

By Selecting Edit you will be prompted to review the account and billing information previously provided, make sure you’ve checked off the Refund Option box before hitting Continue.
5. Return to your home page. To review your bank account information for eRefunds, select Electronic Refunds.

6. Need to make changes to your information? Complete the two-step verification once again and then make changes.
7. Once set up is complete you will receive a confirmation email confirming your account has been set up.

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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 refund@chapman.edu.

New Payment Method Details

Payment Method: Bank
Account Number: 1234567890

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 refund@chapman.edu or call us at 714-997-6838.

If you have questions about your student account balance, billing statements or payment plans, Student Business Services is happy to help you at refund@chapman.edu or 714-997-6838.

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.

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