Menlo College

FAQs - Payment-Related Information for Menlo College Students and their Families

As a parent, how do I get started with CashNet?

To use CashNet, your son/daughter must first create a parent PIN for you. Once your PIN has been created, you will receive an email from CashNet that contains your user ID and a system-generated password. Once you receive your user ID and password, you may make an online payment by going directly to the self-pay site (https://commerce.cashnet.com/menlopay). Enter your user ID and password. (Note: You will be required to change your password the first time you log in.)

How does my son/daughter establish a PIN for me?

To set up a parent PIN, students will need to log into their MyMenlo account and go to the 'My Account Information' section on the 'Students' tab. click on 'Make a Payment' in the 'Pay Using CashNet' portlet.

- In the 'Parent PIN' box, click 'Add New', enter the requested information and click 'OK'.
- Click 'Exit Online Payment'.
- You will then receive an email with your user ID and password.

How does my son/daughter establish more than one parent or guardian PIN?

Your son/daughter can repeat the process described above, adding a new parent PIN for each person authorized to make a payment.

What information do I need to make my online payment via e-Check?

You will need the following information to complete your online payment via e-Check:

- Account type (checking or savings)
- Checking or savings account number
- The bank routing number
- The account holder’s name

How do I make an online payment?

Students and parents will navigate differently to the payment site.

- **For Students:** From the College's MyMenlo website, go to the 'My Account Information' section on the 'Students' tab and click on 'Make a Payment' in the 'Pay Using CashNet' portlet.

- **For Parents and other Designated Payers who do not have access to MyMenlo:** Access the self-pay site (https://commerce.cashnet.com/menlopay).

From the payment site, the process is the same for all who are authorized to make payments.

- Click the 'Click here to make a payment' link found in the 'Your Account' section.
- Click 'Balance on Account'.
- Enter the amount that you would like to pay. (The system default is the full balance.)
- Click 'Add to Shopping Cart'.
• Validate that the information is correct and click 'Checkout'.

• Click on the payment method you will using:

**Credit Card**
If you selected the credit card option, click 'Continue Checkout' and enter your credit card information.

**Electronic Check**
If you wish to pay by e-Check, select the button next to 'Enter new electronic check information and click 'Continue Checkout'. Proceed to enter the information on this form. You will need to have an actual check handy to get the account and routing information.

• Click 'Continue Checkout'.
• Validate your information and click 'Submit Payment'
• Once you have printed your receipt, click 'Sign Out'.

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As a student, can I make an online payment to my student account when I am locked out of MyMenlo due to an outstanding student account balance?

Yes. You will still be able to make a payment online.

If I withdraw from Menlo College how will my online payment be refunded?

Any refund that is applicable according to the official policy will be issued by paper check.

How quickly are online payments applied to a student account?

CashNet payments are real time, and thus are applied to a student's account immediately.

**Obtaining Medical Insurance**

Students must have medical insurance for in-patient care and catastrophic illness/injury. You will be automatically enrolled in the Menlo College Sickness and Injury Plan unless you are able to demonstrate that are covered under a policy of equivalent or better coverage. If you have alternative coverage, submit a waiver request online (http://www.gallagherstudent.com/menlo). You may submit an insurance waiver until September 15, 2015. If waived, a credit will be applied to your account for the insurance fee. Please note that all international students are automatically enrolled in the Menlo College-sponsored plan unless proof of comparable coverage with an insurance carrier based in the U.S. is provided.

What if I have other questions?
Always feel free to call Paula Scalia in the Student Accounts Office at (650) 543-3781 should you have any questions. Hours of operation are Mon-Fri from 8:00 AM - 4:30 PM.