FAQs - Online Payments

1.   How can I make an online payment?

Online payments can be made using your CUNYFirst account (same system that students use to register for classes). Once you click the "pay now" button on CUNYFirst, your ID will be authenticated in EDS's payment system and you will be prompted to enter your information.

2.   Is there a convenience fee associated with paying online?

If you are using a credit card to pay online, there is a convenience fee that is collected and paid directly to the college's third party billing service, EDS.   Hunter College does not receive any portion of the fees collected by EDS.

If you are using an EFT (electronic funds transfer from a checking or savings account) to pay online, there is NO convenience fee. If you want to use your debit card, please use the EFT option and **NOT** the credit card option or you will be charged a fee.

3.   What is the online convenience fee charge?

Approximately 2.65% of the amount being paid.

4.   How can I make an online payment if I lost or forgot my password/pin for CUNYFirst?

Students who cannot access CUNYFirst because they forgot or lost their password must bring any form of photo ID to the One Stop Office – Room 217N and request a password reset. For more information on this process, please visit:
http://www.hunter.cuny.edu/cunyfirst/get-help

5.   Can I use more than one form of payment to pay online?

Yes, a student can make multiple payments online using different types of payments, however if multiple credit cards are used, EDS charges a convenience fee for each credit card transaction.

6.   When is the system available to pay online?

Students can pay online 24 hours a day, 7 days a week.

7.   How can I confirm that my payment was processed?

Once the transaction is complete, EDS will issue a confirmation number and email this to an email address provided by the payee. All online payments are real-time and will be transmitted to CUNYFirst minutes after they are processed by EDS. Students are informed of credit card rejections immediately upon submission of the transaction. Students are encouraged to check CUNYFirst to confirm their payment.

8.   Can I pay for my dorm charges online?

No. Students can only pay for charges on their CUNYFirst account bill online.

9.   Can someone else pay my tuition for me?

      Yes, someone else can pay online for you; however they must be able to access your CUNYFirst account in order to do this.

10.   Will I get a receipt in the mail?

      No, you will not receive a receipt in the mail. You will receive an email confirmation from EDS after the payment is processed and you can go to the OASIS at any time once your payment is posted to CUNYFirst and request a copy of your paid term bill.

11.   I have registered for classes but have not received a bill. Can I make an online payment?

      A student can make an online payment at any point after they register as long as they pay timely and not attempt payment after their classes have been cancelled. You must be registered to pay.

12.   What other payment options are available that have no convenience fee?

      A student can pay by 1) EFT online using a checking or savings account, 2) TuitionPay payment plan (1-888-470-6014), 3) cash at the cashier windows and 4) personal check or money order at the cashier windows or through the mail

13.   How will I get a refund if I drop class(es) before the first day of school?

      A refund will be processed directly to the online payee's credit card or checking/savings account during Hunter's refund period. Refunds cannot be made to any credit card or account not used to make the original transaction.

14.   Can I use the money on my One Card to pay my tuition bill?

      No.

15.   What happens if the system crashes before I submit payment?

      The student will have to get back on the system once it becomes operational to make a payment. Transactions not submitted will not go through. Please confirm your balance on your CUNYFirst account prior to submitting any additional payments.

16.   What happens if I accidentally submit payments in excess of the total due?

      This is not possible. The system will not accept an overpayment.

17.   Can I cancel a payment after I hit the enter key to process the payment?

      No changes will be allowed after the payment has been submitted. Any refunds due the student will be made during our refund period.

18.   Why can't I make a credit card payment at the Bursar cashier windows?

      Credit card laws prohibit institutions who accept online payments that charge customers a convenience fee to also accept face-to-face transactions without charging a convenience fee.

19. If I am entitled to a 100% refund of my tuition and fee charges, will I get my convenience fee back?

   No. Convenience fee charges are non-refundable and not collected by Hunter College.

20. Can I make partial payments online as long as my balance is settled by the due date?

   Students can make partial payments up until the due date for payment. Once this date has arrived, the college will ONLY accept payments in full. Please note that students using their credit cards to make partial payments will pay a convenience fee each time they make a payment online.

21. Will my transaction be secure?

   Hunter College and EDS are fully protected by firewalls and other software that safeguard personal data. It should be noted that your browser should support 128-bit encryption to fully secure all data that is passed over the Internet.

22. Can I make a payment from overseas?

   Payments in US dollars can be accepted from overseas computers as long as 128-bit encryption software is used.

23. Will I need to enter the three (3) or four (4) digit verification number on my credit card?

   This is required for your MasterCard. American Express, Discover and Visa do not require entry of these numbers.

24. How will the credit card transaction be posted to my student account and credit card statement?

   Your student account will show your bill payment without the convenience fee.
   The payee's credit card statement will show a payment to Hunter College for the bill charge and a convenience fee payment as "vendor service fee charge."

25. Can I set up automatic payments?

   No. If you want to set up automatic payments, please use the TuitionPay payment plan service.