

Pay Your Student Bill Online With Your Eagle OneCard

Get Your Eagle OneAccount Information:

- ~ Log into www.EMUEagleOne.com
- ~ Select "OneAccount"
- ~ Scroll down to "OneAccount Statement"
 - ~ Next to the name and address on the screen are the routing and account numbers. Record these numbers, log into ebill.emich.edu and follow the steps below for an ACH payment.

Steps for the ACH Payment:

- ~ Log onto ebill.emich.edu
- ~ Click on "Make a Payment"
- ~ Select "Bank Account"
- ~ Click "Go"
- ~ Choose "Checking" for account type and enter all required information
- ~ Double check numbers for accuracy and click "Continue"
- ~ Enter payment amount
- ~ Click "Continue"
- ~ Verify data on screen and enter last four student ID numbers
- ~ Click "I Agree"

Note: Only click "I Agree" once. Multiple clicks may produce multiple payments.



Report Your Card Lost or Stolen

- ~ Log into www.EMUEagleOne.com
- ~ Select the "Customer Service" tab
- ~ Scroll down to "Lost Card"
- ~ Confirm the address where you would like to have your new Eagle OneCard mailed

- or -

- ~ Contact HigherOne Customer Service at 877.436.8663.
- ~ Tell the representative your card was lost/stolen.
- ~ Verify your primary address with the customer service representative. If you need your new card sent to a different address, ask the representative to update your address.
- ~ Visit the Eagle Card Office at 120 Student Center to receive a temporary card. The temporary card will give you access to all of your student privileges, but not to your OneAccount.

The Eagle OneCard holder is responsible for keeping all personal information, such as home address and email address, updated at: www.EMUEagleOne.com



Eagle Card Office

120 EMU Student Center
Ypsilanti, MI 48197
734.487.3176
eagleonecard@emich.edu

Hours:

Monday - Thursday 9am - 5pm
Friday 9am - 4pm

Student Business Services

201 Pierce Hall
Ypsilanti, MI 48197
734.487.3335
ebill@emich.edu
www.emich.edu/sbs

STUDENT BUSINESS SERVICES

THE LINK TO YOUR STUDENT ACCOUNT
www.emich.edu/sbs

Eagle OneCard Information

Not just an ID card!

Debit MasterCard®
Eagle Express
Facility Access
Library Privileges
Meal Plans
Refund Preferences



EASTERN
MICHIGAN UNIVERSITY
STUDENT BUSINESS SERVICES

Log into www.EMUEagleOne.com to manage your OneAccount!

4 Ways to Deposit into Your OneAccount:

1. *Easy Refund*: Deposit your student account refund onto your Eagle OneCard/OneAccount.

- ~ Select “Financial Refund”
- ~ Scroll down to “Refund Preferences”
- ~ Select “Easy Refund” and click “Update Preference”
- ~ Select “Confirm Refund Preference” if the information is accurate

2. *Setup a Funding Bank Account*: Allows money to be transferred electronically from a third party account to your OneAccount.

- ~ Select “Profile”
- ~ Select “Accounts”
- ~ Select “Add New”
- ~ Input funding account information
- ~ Select “Add Bank Account”
- ~ Select “Continue”

Family and friends can also sign up on this site by selecting “Family and friends sign up to send money.”

3. *Paycheck Direct Deposit*:

- ~ Select “Profile”
- ~ Scroll down to “Direct Deposit”
- ~ Read and initial
- ~ Select “Sign up for Direct Deposit”

4. *Mail a Check or Money Order to Higher One*:

Include a completed deposit slip in an envelope along with your check or money order and drop it in the “Communications Box” outside the Eagle Card Office.

These envelopes are sent overnight to Higher One twice a week.

To print a deposit slip:

- ~ Select “OneAccount”
- ~ Scroll down to “Deposit”
- ~ Scroll down to “Deposit Checks by Mail”
- ~ Select “Deposit Slip,” complete the form, and print

Send the deposit slip and checks or money orders yourself by mail to Higher One at:

Higher One, Inc.
P.O. Box 9830
New Haven, CT 06536

4 Ways to Withdraw from Your OneAccount:

1. *Withdraw Cash from an ATM*: You can withdraw up to \$500 per 24 hour period. If you use a HigherOne ATM, there is no fee.

- ~ Using your four-digit PIN, make a withdrawal from “Checking”

2. *Request a Check from HigherOne*: Send a check to yourself or others in any amount, even over \$500.

- ~ Select the “OneAccount” tab
- ~ Scroll down to “Online Bill Pay”
- ~ Choose “Add Payee”
- ~ Fill out the information about to whom the check will be sent
- ~ Select “Continue”
- ~ It will prompt “No Account Number for Payee,” then select “No, Continue Without Account Number”
- ~ Select “Confirm”
- ~ Select “One Time Payments”
- ~ Select “Payee”

~ Insert tomorrow’s date (mm/dd/yyyy)

~ When identifying the amount, subtract the \$0.69 fee from your OneAccount balance

- ~ Select “Continue”

Higher One will send a check to the payee the following day.

3. *Cash Advance*: You may go to your local bank and request a cash advance. The cost is 1% of the total cash advance (minimum of a \$5.00 fee).

4. *Wire Transfer*:

- ~ Select “Customer Service”
- ~ Scroll down to “Service Request”
- ~ Select “Wire Money in the US”
- ~ Fill in the required information

Wire transfers received by 3pm EST are processed the same day; wire transfers received after 3pm are processed the next business day.

Checking Your Eagle OneCard Balance:

- ~ Click on the “OneAccount” tab
- ~ Click on “OneAccount Statement”

Resetting Your Forgotten Password/PIN:

- ~ Select “Having trouble logging in, reset your password”
- ~ Enter required information and write down the four-digit number displayed
- ~ A second four-digit number will be sent to your email address on file with HigherOne
- ~ Log in and retrieve the four-digit number
- ~ These two sets of numbers are your temporary password for Higher One

Changing Your Password:

- ~ Select the “Profile” tab
- ~ Scroll down to “Password/PIN”
- ~ Input the eight-digits as your current password
- ~ Create a new password
- ~ Confirm new password
- ~ Select “Change”

Your new password will work immediately.

Changing Your ATM PIN:

- ~ Select “Profile”
- ~ Select “Password/PIN”
- ~ Select “Forgot or Lost PIN”
- ~ Enter required information
- ~ Choose a new four-digit PIN

The new PIN will work in 30 minutes.

Changing Your Refund Preference:

- ~ Select “Financial Refunds”
- ~ Scroll down to “Refund Preferences”
- ~ Select the desired preference and complete required information

This is how future refunds will be processed; any refunds that are in-process or have been processed will remain with the prior preference.

Updating Your Address or EMail Address:

- ~ Select “Profile”
- ~ Select “Address and Phone”
- ~ Select “Add Address”
- ~ Input new address information
- ~ Select “Add Address”
- ~ Select which address to make primary
- ~ Select “Make Primary”