

SFS FAQ

Was the Spring 2020 final payment date of March 31st extended due to COVID-19?

The final payment deadline remained as March 31 and registration holds were placed on accounts with a balance of \$500 or more.

How can I make a payment?

Online:

Students and authorized users can continue to pay online via the student financial portal or authorized user portal.

Students:

On [WyoWeb](#), click on the Students link under WyoRecords and log in

Click on Student Account

Click on Student Financial Portal

International Students: If paying via FlyWire, click on FlyWire link rather than student financial portal

Authorized users:

go to https://secure.touchnet.net/C27222_tsa/web/login.jsp and log in

Click on Make a Payment

Select your payment method and click on "Continue"

You can pay by e-check (free), debit card (\$4.95 flat rate fee), or credit card (2.85% or \$3 minimum fee)

If you have saved a payment method, you can select that method without inputting the information again

Mail:

Mail is only being delivered to our department on Tuesdays, so if you are mailing in a check, please expect a delay.

Mail in a check: Please make checks payable to University of Wyoming and send to:

University of Wyoming

Dept. 3903 - Cashier's Office

1000 E University Ave

Laramie, WY 82071

What happens if I do not pay by March 31st?

A registration hold will be placed on accounts, but we will not be charging interest for the month of April. If a student cannot pay by this date, Student Financial Services will be looking at accounts on a case-by-case basis and discussing the best payment arrangements. Since many of us are working remotely, it is best to email at sfs@uwyo.edu.

When will I receive my refund from Residence and Dining Credit?

If a student has formally checked out by April 5th, ResLife will send over credits to the student account after this date. Information regarding checkout can be found here <https://www.uwyo.edu/reslife-dining/move-out.html>. Credits will be applied to any charges first and any remaining credit will be refunded out to the student via the refund preference set up by the student: WyoRefunds or paper check. WyoRefunds is a fast secure method processed daily; whereas, paper checks are only sent out once a week. For instructions on how to set up WyoRefunds, go to <http://www.uwyo.edu/fsbo/accounts-receivable/refunds.html>.

Will I be sent to collections if I do not pay?

If you cannot pay your full amount, please try to make partial payments in the meantime and contact our office at sfs@uwyo.edu to discuss your situation. If you are not making payments and have not contacted our office, you may be at risk of being sent to a third party collection agency.

Will some of the mandatory fees be refunded?

Mandatory fees were not refundable after the add/drop date. The university is committed to the continued success of students and will be shifting to remote resources for student success.

Will there be a reduction in student tuition as compensation for the lost week of material/reduced quality of remote education?

Courses will be revised to ensure that all key student learning outcomes can be met; therefore, there will be no reduction in tuition.

As a department, can I still make deposits?

Yes, the Cashiers Office is still processing payments for students and departments. Departments can drop off their deposits using the Cashiers night-drop located just outside the doors of Cashiers. You may access this drop-box by entering the north door of Knight Hall, Monday through Friday from 8:00 am to 5:00 pm. The two interior doors in this hallway are unlocked up to the drop-box. Please email cashiers@uwyo.edu with other questions about deposits and payment processing.

UW's Official COVID-19 page: <https://www.uwyo.edu/shser/corona-virus.html>