



### ***How to Setup New Panther Partner Authorized User eRefund Account***

*This tutorial covers how a Panther Partner can setup a personal eRefund account*

**Note\*** Before completing the steps below your student must first [Set you up as a Panther Partner Authorized User](#) before setting up an eRefund account.

1. [Log-in to your ePay account](#) using your temporary password provided to you in your initial login.

ePay Login Page for Panther Partner Authorized Users

Student ePay access is available through [studentcenter.chapman.edu](http://studentcenter.chapman.edu)

Email:

Password:

Forgot Password Login

2. Account Login – Enter passcode that is sent to your mobile phone.

Account Login

Multi-Factor Authentication

Due to updated security and compliance, multi factor authentication is required.

Enter the passcode found by way of your mobile number

1 [Passcode Input Field] 2 [Verify] 3 [Continue]

[Resend Code] [Cancel]



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#### 3. Select Electronic Refunds.

The screenshot shows a user dashboard with a balance of \$0.00 and buttons for 'View Activity' and 'Make Payment'. A 'Statements' section contains a 'View On Demand Statement' button. On the right sidebar, the 'Electronic Refunds' option is highlighted with a yellow arrow.

#### 4. Enter DOB and SSN and select Set up a new account.

The 'Refund Methods' page shows 'No Refund Method Selected.' Under the 'Direct Deposit' section, a message states: 'Refund Method. Your date of birth and the last four digits of your social security number are required for verification purposes with your loan application.' Below this, a note says 'A Direct Deposit account for refunds has not been set up.' The 'Verification Information' section includes fields for 'Date of birth' (marked with a 1) and '\* Last 4 digits of SSN:' (marked with a 2). A legend indicates '\* Indicates required information'. A 'Set up a new account' button (marked with a 3) is located at the bottom right.



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5. Enter Account information and select continue.

#### Account Information

**\* Indicates required fields**

You can use any personal checking or savings account. Do not enter other accounts, such as corporate account numbers, credit cards, home equity, or traveler's checks. Do not enter debit card numbers. Instead, enter the complete routing number and bank account number as found on a personal check.

\*Account type:

\*Routing number:  (Example)

\*Bank account number:

\*Confirm account number:

#### Billing Information

\*Name on account:

\*Billing address:

Billing address line two:

\*City:

\*State:

\*Postal Code:

\*Save payment method as:  (example My Checking)

6. Verify your information and select box "I agree", and select continue, and your all set.

#### Set Up Refund Account

I hereby authorize **Chapman University** to initiate debit or credit entries to my Depository according to the terms below, and for my Depository to debit or credit the same to such account. In the event that this electronic payment is returned unpaid for any reason, I understand that a **\$25.00** return fee will be added to my student account.

Name: **Pete Panter**

Address: Chapman University  
1 Chapman  
Orange CA 92866

Depository:  BANK, NA  
10430 HIGHLAND MANOR DRIVE  
TAMPA, FL 33610

Routing Number:

Account Number:

This agreement is dated 10/31/2024 16:25:06 PM PDT.  
For fraud detection purposes, your internet address has been logged: 206.211.145.163 at 10/31/2024 16:25:06 PM PDT

**Any false information entered hereon constitutes as fraud and subjects the party entering same to felony prosecution under both Federal and State laws of the United States. Violators will be prosecuted to the fullest extent of the law.**

To revoke this authorization agreement you must contact: [epay@chapman.edu](mailto:epay@chapman.edu)  
Print and retain a copy of this agreement.

Please check the box below to agree to the terms and continue.

I Agree 1 2

#### eRefunds

Your new ACH refund account has been saved.

**eRefunds puts money in your account... FAST!**  
Direct deposit is the secure way to get your Parent PLUS loan refund. Please note that eRefunds are for Parent PLUS loan refunds only.  
**For Panther Partner Authorized Users requesting non Parent PLUS loan refunds, please contact your student's Account Advisor.**

Current Refund Method

**Direct Deposit**  
My eRefund - xxxxxx5555