

Welcome to t•Pay

Frequently Asked Questions (FAQ)

Q: How will I know when my Thiel Account Statement is ready to be viewed?

A: You may choose how you would like to receive notifications (email, text, etc.). Unless you have a \$0 balance, you will receive a reminder when the Account Statement is available to view.

What is an Authorized Payer?

A: Students may authorize up to five “Authorized Payers” access their Thiel t•Pay account and make payments on their behalf. It’s recommended that access is limited to parents, spouses and family members. Authorized Payers have similar functions as students to view the Account Statement history; however, they cannot edit the account or set up other authorized payers.

I’m having trouble logging in. How do I get help?

A: Thiel t•Pay user names and passwords are case-sensitive. Make sure the Caps Lock on the keyboard is turned off.

If you forget your password, click on the Forgot Password link and an email will be sent to you with a new temporary password.

If you are an Authorized Payer and are still having problems logging in, contact your student to verify your authorized payer account information or reset your email address, username, and password.

How can I access payments that I made in the prior to the t•Pay system?

A: For payments made to Thiel prior to July 1, 2020, please email financialaid@thiel.edu.

Can I schedule payments to be made in the future?

A: If you did not schedule automatic payments when you first set up your account, you have the ability to set up a payment schedule any time. Using you may choose the amount, day of the month, and the number of monthly installments you wish to pay automatically. Please be aware that your minimum balance due, including auto payments, is still due by the date indicated on your Account Statement.

Can I use a credit card to pay my College Account Statement?

A: Credit cards are an accepted form of payment for your College Account Statement.

What happens if my checking account has insufficient funds when I submit t•Pay payment?

A: The item will be returned the next business day. The student’s account is assessed a Returned Check charge for the original amount plus a non-refundable \$25 administrative fee.

What if I have a question that isn’t addressed here?

A: Students and Authorized Payers can click Help in the menu bar in Thiel t•Pay and choose the applicable topic.

For questions about student accounts, please contact
724-589-2810 or syake@thiel.edu

