



Frequently Asked Questions Regarding Electronic Billing

Q: How do I view my e-bill?

A: Students and authorized users will receive an e-mail to their Kent State e-mail account when a new e-bill is available for viewing. To view your e-bill, go to <https://payonline.kent.edu>

- Students should input their FlashLine User ID and password under “Student Login” option.
- Authorized Users (if already set up) should choose “Authorized User” then select “Login.
- Click on “view bill” on the blue menu bar at the top of the screen.
- Scroll down to the appropriate invoice or statement that you wish to view. Click on “view.”

The e-bill represents a “snap-shot” of a student account at the time the bill was published.

Charges and credits may have been placed on the account after the bill was published. Also, not all registration activity will result in an e-bill being generated therefore please refer “To View Your Up-To-Date Account Balance” below for instructions how to view your up-to-date account balance.

Q: How do I set up an Authorized User?

A: A person other than the student may have the ability to view and pay the bill as an Authorized User. Follow these steps to sign up to be an authorized user

- Go to <https://payonline.kent.edu>
- Students should input their FlashLine User ID and password under “Student Login” option.
- Scroll down to the “Parent PINs” box. Click on “Add new.”
- Enter the authorized user’s information in the, the password must contain at least two non-letters.

Students have the ability to cancel Authorized User access at any time by signing into their e-bill account and deactivating the Authorized User’s login ID. More than one Authorized User can be set up for a student.



Q: Can I get a paper bill instead of the e-bill?

A: If you want a paper copy of your bill, you may either print out a copy of your e-bill or log into your FlashLine account to print a copy of your account, see instructions below

Q: How do I print a statement of my account?

- Login to your FlashLine account
- Select "My Account"
- Click on "Print a Statement of My Student Account" under "My Student Account."

Q: Are there any special computer requirements for the Authorized Users to be able to view or pay my e-bill?

A: The only requirement is that they will need to have Acrobat Reader loaded on their PC. It can be downloaded for free from the Adobe Website.

Q: Who do I contact if I have difficulty logging into FlashLine?

A: Students who have difficulty logging in with their FlashLine ID should contact the HELP desk at 330-672-4357.

Q: How do I access an up-to-date account balance?

- Students should log into their FlashLine account through www.kent.edu
- Select the "My Account" tab.
- Choose "Account Detail" under "My Student Account."