



## Frequently Asked Questions - International Students

### **Q: What are my payment options?**

**A:** Kent State University has partnered with [Flywire](#) to offer an innovative and streamlined way to make a payment from your home country. Flywire offers a variety of payment options, including some local payment options depending on the country you are paying from. Students will be able to track their payment by logging into their [Flywire](#) account and receive texts or email status updates.

See the Kent State University [Flywire](#) page for more information.

International students may also pay by check or credit card online (<https://payonline.kent.edu>).

### **Q: What happens if my payment is not made before a due date?**

**A:** Late payments will be assessed a late fee and/or your schedule may be ***subject to cancellation***. You can log onto the One Stop homepage for additional information regarding term due dates, cancellation, and late fees at [www.kent.edu/onestop](http://www.kent.edu/onestop).

### **Q: What if my tuition is being paid by a sponsor?**

**A:** You must provide a valid Academic Financial Guarantee to the One Stop prior to University issued due date.

### **Q: Why do I need to provide a local address to the University?**

**A:** The One Stop's main method of communication is via e-mail but it is important that you provide your local address to ensure that you are receiving important information from all University offices. Also, if you have a mailing address then you **MUST** also add a local address to your record.

### **Q How do I add a local address to my FlashLine account?**

**A:** Follow the instructions below to add your local address

- Students should log into their FlashLine account through [www.kent.edu](http://www.kent.edu)
- Select "Edit my account profile" displayed underneath the FlashLine logo
- Scroll down to "Secure Account Access"
- Select on second link, "Addresses & Phone Numbers"
- Select the link at the bottom "Update Addresses and Phones"



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**Q: How are refunds issued?**

**A:** Kent State has partnered with BankMobile to deliver your refund. BankMobile will mail you a “Welcome Packet” containing a Personal Code. You will use your Personal Code to make a refund selection at [refundselection.com](http://refundselection.com). Your options for receiving your refunds are:

- Direct Deposit to your personal bank account
- Direct Deposit to a BankMobile Vibe account

For complete information about refunds go to [www.kent.edu/onestop](http://www.kent.edu/onestop)

**Q: Why am I being billed an International Student Activity fee?**

**A:** All international students are required to pay the International Student Activity. The fee is assessed each semester to support the delivery of the various programs ISSS provides to its students.

**Q: Who do I contact if I have further questions?**

**A:** Please refer to the contact information provided at the bottom of this page.



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### Q: How do I access my student account through FlashLine?

A: Please see below for various student account access. For problems logging on to FlashLine, contact the Help Desk at (330) 672-4357.

#### PAY ON-LINE BY CHECK OR CREDIT/DEBIT CARD

- Go to <https://payonline.kent.edu>
- There are three ways to make a payment
  - Students can enter their FlashLine User ID and password under "Student Login"
  - *Authorized Users* can login as an Authorized User.
  - ***Pinless Users can enter the student account number or SSN and last name of the student they are making a payment for.***
- Once you have successfully logged in to any one of the three options, "Make payment" on the blue menu bar at the top of the screen.
- Scroll down and select the appropriate semester.
- Enter the amount you wish to pay and select "Add to School Bag" button.
- Verify the amount and select the "Checkout" button.
- Follow the prompts for entering your payment information.

#### Monthly Payment Plan Options

Tuition Management System (TMS) manages all of KSU monthly payment plan options. The monthly payment plan option is only available for fall and spring terms. For more information please visit TMS at [kent.afford.com](http://kent.afford.com) or call 800-722-4867. For calls outside of the U.S. and Canada please call 401-921-3999

#### VIEW UP-TO-DATE ACCOUNT BALANCE

- Students should log into their FlashLine account through [www.kent.edu](http://www.kent.edu)
- Select Student/Finances/Tuition and Payments
- Select "My Student Account Detail."



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### VIEW E-BILL

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.

- Go to <https://payonline.kent.edu>.
- Students should input their FlashLine User ID and password in the “Student Login” selection.
- Authorized Users (if already set up) should choose “Authorized User”
- Select 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. Select on “view.”

### VIEW/PRINT A STUDENT ACCOUNT STATEMENT

- Students should log into their FlashLine account through [www.kent.edu](http://www.kent.edu)
- Select Student/Finances/Tuition and Payments
- Select “Print a Statement of Student Account”