



Online Payment Q&As

How can I make a payment online?

Lock Haven University is proud to announce its new online payment service through Pay Connexion by JPMorgan Chase.

To make an online payment, log into the Student Information System via the LHU web site as you would to view your class schedule. Then click the Student Payments link on the left side of the screen.

What forms of payment are accepted online?

Students now have the option of paying online via credit card, debit card, or eCheck (i.e. electronic check payment).

LHU accepts MasterCard and Discover. Visa is no longer accepted because Visa has opted not to participate in this type of payment program.

How quickly will payments be withdrawn from my bank account if I pay by electronic check (eCheck)?

Typically, funds are withdrawn from your account the first business day after you make a payment.

What happens if my card is declined or I don't have enough money in my account?

If your card is declined, you won't be able to make a payment with that card.

If your account lacks sufficient funds, the electronic check will be returned, just like a paper check. You will then be responsible for paying the balance and any overdraft and/or other fees.

Can I pay by credit/debit card or eCheck at the Student Financial Services Office?

No, all card and eCheck payments must be made online.

Students and parents can always make a payment by cash or paper check by coming to the Student Financial Services customer service counter, 123 Russell Hall, Monday through Friday between 9am and 4pm.

Payment confirmation

How do I know my payment was received?

After making your payment online, a payment confirmation number will be provided. You can print this page for your records.

Security

Is it safe to pay online?

Each student has a user name and password to log in. In addition, LHU incorporates multiple fraud protection technologies to validate your credit/debit card or checking account number.

We do not retain any credit/debit card information on our servers. We are simply the "pass through" point to JPMorgan Chase.

Your information is also encrypted. This helps prevent people from accessing this data as it travels from your computer to our offices.

Lastly, your information arrives at our offices on an encrypted server to help protect against any outside intrusions.

Is there a service charge for paying by credit/debit card? Why?

Yes, Pay Connexion will charge a fee of 2.39% for each card transaction. The service fee is not paid to the university and is not refundable.

The online payment method is intended to be a convenience for Lock Haven University students and their families.

Students can avoid paying this fee through the new eCheck payment option, which is simple and free.

Who do I call if I have a question about my bill?

Student Financial Services' customer service staff is available to assist you by phone, by email, and in person at our customer service counter. The office is open weekdays from 9am to 4pm and is located in 123 Russell Hall. Our phone number is 570-484-2344, and the office email address is sfs@lhup.edu.