

One Stop Frequently Asked Questions

When will I receive my bill?

Your bill will be available in ePay, our online billing and payment suite, after you have registered for courses.

Where can I view my bill?

All billing for tuition, fees, room and board is processed electronically through ePay, the University's online billing and payment suite. Each time a new bill is available, students are notified through their university email account.

Students can access ePay via the myCharger portal at mycharger.newhaven.edu.

Step 1: Log into myCharger by entering your username and password, then click Sign in.

Step 2: Click on the ePay icon located at the top of the page:



When is my bill due?

Fall bills are due upon registration.

Why is my scholarship not on my bill?

If you received a scholarship and it is not on your bill, please contact the Financial Aid Office at financialaid@newhaven.edu.

Who do I speak with if my scholarship amount on my bill is incorrect?

If your scholarship does not reflect the number of credits you are registered for, you must speak with the Financial Aid Office so they can adjust your scholarship amount.

What are my payment options?

Payment for tuition and fees at the University of New Haven can be made in a variety of forms. Following are your options for paying your remaining balance.

Pay Online

Set up a one-time payment through your ePay account. Accepted methods of payment are:

- **Electronic Check** (e-check): Requires a valid U.S. bank routing number and account number for a personal checking or savings account. ***There is no service fee for using e-check.***
- **Credit/Debit Card** (Visa, MasterCard, Discover, or American Express): Please note that credit/debit card payments are subject to a 2.85% service fee.

Pay in Person

Checks from a U.S. bank account are accepted in the One Stop Office in Bergami Hall during normal business hours. Please note, we do not accept cash.

Wire Transfer

The University of New Haven works with Flywire to help make the process of international payments simple and easy. For more information, please visit <https://www.flywire.com/pay/newhaven>.

Please note: The only way to make a wire transfer payment is through Flywire. The University's personal bank account does not accept student payments.

Monthly Installment Plan

The option of making tuition payments on a monthly basis. For more information, please email installmentplan@newhaven.edu.

Why was I charged for health insurance?

All full-time graduate and undergraduate international students are required to have health insurance and are automatically billed for the cost of the University-sponsored student health insurance plan.

The Fall 2022 health insurance policy runs from August 1, 2022 through July 31, 2023.

Can I waive the insurance if I have my own health insurance?

The University student health insurance plan is mandatory for all full-time graduate and undergraduate international students and coverage cannot be waived.

The exception to this policy would be for students who are sponsored by their government, such as SACM, and will have the charge waived for them automatically.

How do I receive my health insurance card?

Students can access their health insurance card once they are fully registered and see the charge listed on their bill.

To access your health insurance policy and insurance card, please visit <https://studentcenter.uhcsr.com/school-page> and select the **OPT-IN** button.

Please note: If you do not opt-in your insurance information will be sent to you in February via e-mail.

How do I make an appointment with the One Stop?

Students can meet with the One Stop in Bergami Hall (by appointment only) or online via zoom.

Appointments can be made online in Navigate via the myCharger portal or by downloading the Navigate app to their mobile device.