

My Bills and Quick Pay Frequently Asked Questions

Can I use the site if I am not a student or a staff member?

Yes. You can make payment using the Quick Pay facility that does not require a login.

I have forgotten my login details

Your login details will be your student ID number and your network password. If you cannot remember your network password please [contact ICT](#) helpdesk.

What do I do if I haven't received the e-mail confirmation for my payment?

Your confirmation email will go to the email address supplied during payment or your student network email account. First check that it has not gone into your spam folder. If you still haven't received your email please contact our [ICT helpdesk](#).

What can I do if I have made a mistake, but have completed the transaction?

You will need to contact the [Income Team](#).

How do I view my account?

To view invoices and payments on your account log in to My Bills using your network username and password. For further information please see the [User Guide](#).

How do I make payment without logging in?

You can make payment via the Quick Pay option. For further information please see the [User Guide](#).

How long will it take for my payment to show on my account?

Payments will show on your account within one working day. If it has still not updated after 24 hours then please contact the [Income Team](#).