

## Frequently Asked Questions

### Q: How do I pay my bill?

A: Beginning in August 2009, you will receive an email notification to your Webster email account. When you receive an email notice, use your Connections username and password to login to **http://connections.webster.edu**. Once logged in, click on the **Student** tab, then locate the **Online Billing and Payments** channel. Click **Click here to view or pay your bill**.

### Q: What if I don't have a computer?

A: If you do not have access to a computer, you may use the Billing & Payment Kiosk located at the main CMS Building on Webster's campus, 535 Garden Avenue or a computer at your local library.

### Q: What if I forget my login information?

A: If you forget your login information you can go to **http://connections.webster.edu**, click **I've forgotten my username or password**, and follow the prompts to retrieve your username or reset your password. You will need the student's 7-digit ID number or social security number. You may also call the Webster University Help Desk at 314-968-5995 or toll-free 1-866-435-7270 for assistance.

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### Q: To what email address will the statement notification be sent?

A: The billing statement notification will be sent to your Webster email address.

### Q: Can I have the billing statement notification sent to another email address?

A: The billing statement notification will only be sent to the Webster email address associated with the student account, however you can choose to forward the Webster email to another email account which you already use. Please visit **www.webster.edu/helpdesk/students/email/forwarding.shtml** for more information.

#### Note:

*Yahoo (including SBC Yahoo) has a history of sporadically blacklisting Webster email addresses. Webster's Information Technology department is working with Yahoo to resolve this issue. Until the issue is resolved, we do not recommend forwarding your Webster email to a Yahoo account.*

You may also choose to read your Webster email in other methods, more information can be found at:

**www.webster.edu/helpdesk/students/email**

More information and answers to questions can be found online at:  
**www.webster.edu/bursar**



# Getting Started with the CMS Electronic Billing and Payment System

## Community Music School of Webster University

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Webster University, the parent organization of the Community Music School (CMS), offers electronic billing and payment using Connections, Webster's electronic portal. Using Connections, you use to view and pay your student's CMS bill.

To begin using Connections, you will need to activate a Webster University Connections account. After your account has been activated, you will be provided with a Webster email address and access to the Webster Connections web portal. Beginning in October 2009, billing statement notifications will be sent exclusively to your Webster email account.

Follow the instructions in this brochure to set up your student's Community Music School Connections account. You'll find additional information about managing your account at:

<http://www.webster.edu/bursar>



## To Set Up Your Account

To set up your account, you will need:

- Your student's social security number OR Webster ID number.
- The account activation code that was provided to you by the Community Music School

1. Using a computer with internet access, go to **<http://connections.webster.edu>**

2. Click **Create New Account**.

3. Enter your student's Social Security Number or 7-digit Webster ID number and click **Submit**.

You will be given your Connections username, which also serves as your Webster University email username (username@webster.edu). Make a note of this username where it will be readily available to you.

4. Click **Setup My Account**.

5. Enter your activation code and click **Submit**.

The activation code is case-sensitive. It must be entered exactly as it was provided to you.

6. Read the account setup statement and click **Continue**.

7. Select two secret questions. Click the

checkboxes next to the questions you want and click **Continue**.

These questions will be used in the event that you ever forget or need to reset your password.

8. Customize your secret questions and provide the appropriate answers for them. Fill in the blanks and click **Save Answers & Continue**.

9. You will be asked to verify that everything is correct. If everything is correct, click **Submit**.

Be sure you have chosen questions and answers that are safe and secure and that you will remember. Create a new password for your Connections account.

10. Type the password again to confirm it.

11. Click **Submit**.

Once you have chosen an acceptable password, you will see a "success" screen. You have successfully set up your Connections account and may log in to Connections at:

**<http://connections.webster.edu>**.

## Need Help?

Contact Webster University's Help Desk at:

- 314-968-5995 (toll-free 866-435-7270)
- Or, visit **[www.webster.edu/helpdesk](http://www.webster.edu/helpdesk)**

