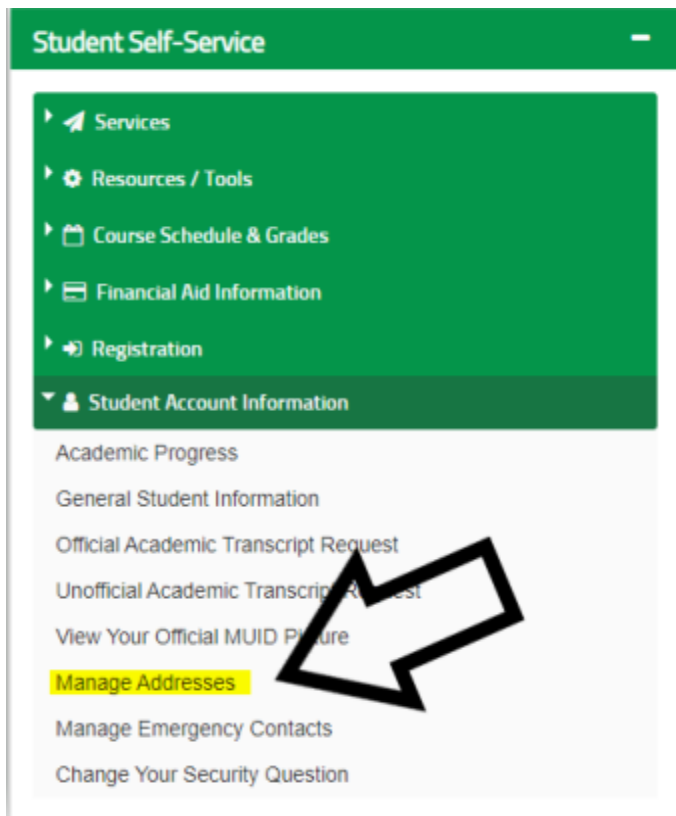


# E-Refund Instructions

In order to receive your funds, please verify your permanent address and phone number are accurate and active in myMU as soon as possible. Follow the step-by-step instructions below to verify/update your information:

**Step 1:** Go to <http://www.marshall.edu> and sign into your [myMU](#) account

**Step 2:** On the left-hand side of the screen under Student Account Information > click on the “Manage Addresses” link. See highlighted in yellow below:



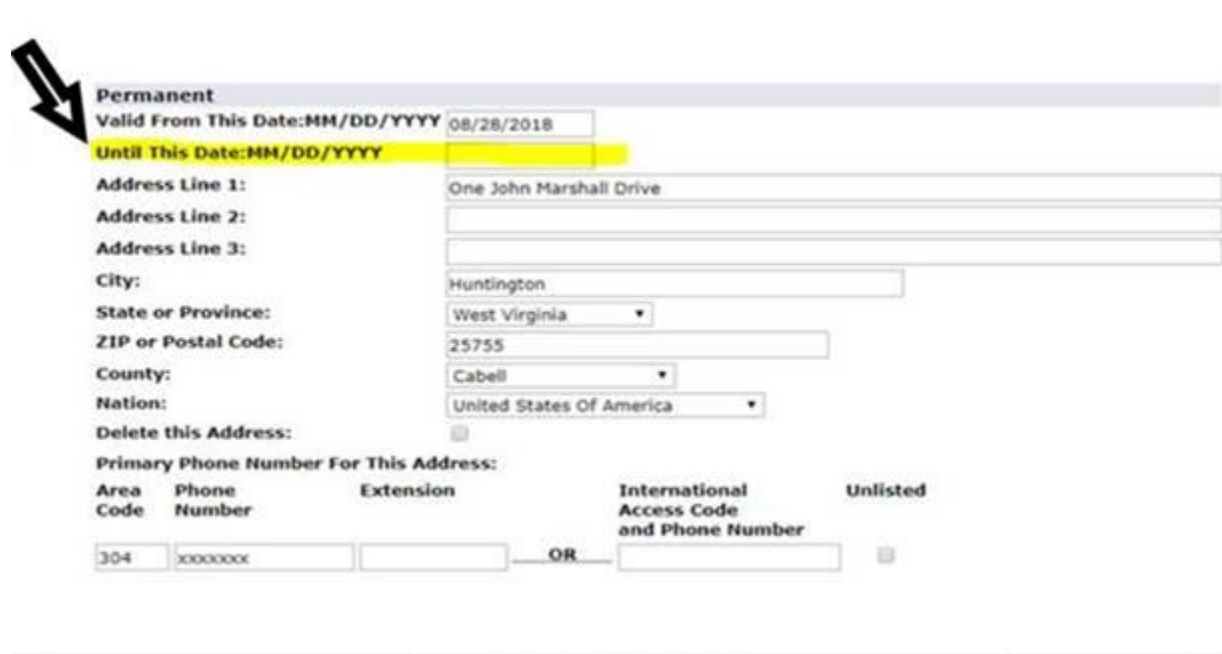
**Step 3:** Click the Current link next to your current address



**\*Please make sure that the address and telephone information input here is current and valid.**

**Step 4:** You will see a screen like the one below. It is very important that the **Until This Date: MM/DD/YYYY** field either has no date put in this field or a date that is far into the future. You can think of this as an expiration date.

**\*If this field has an “Until This Date” value that occurs in the past, even if the address and telephone number are correct, you will not be able to select an E-Refund preference of direct deposit or paper check!**



**Permanent**

Valid From This Date:MM/DD/YYYY 08/28/2018

**Until This Date:MM/DD/YYYY**

Address Line 1: One John Marshall Drive

Address Line 2:

Address Line 3:

City: Huntington

State or Province: West Virginia

ZIP or Postal Code: 25755

County: Cabell

Nation: United States Of America

Delete this Address:

Primary Phone Number For This Address:

Area Code	Phone Number	Extension	International Access Code and Phone Number	Unlisted
304	XXXXXXXX		OR	<input type="checkbox"/>

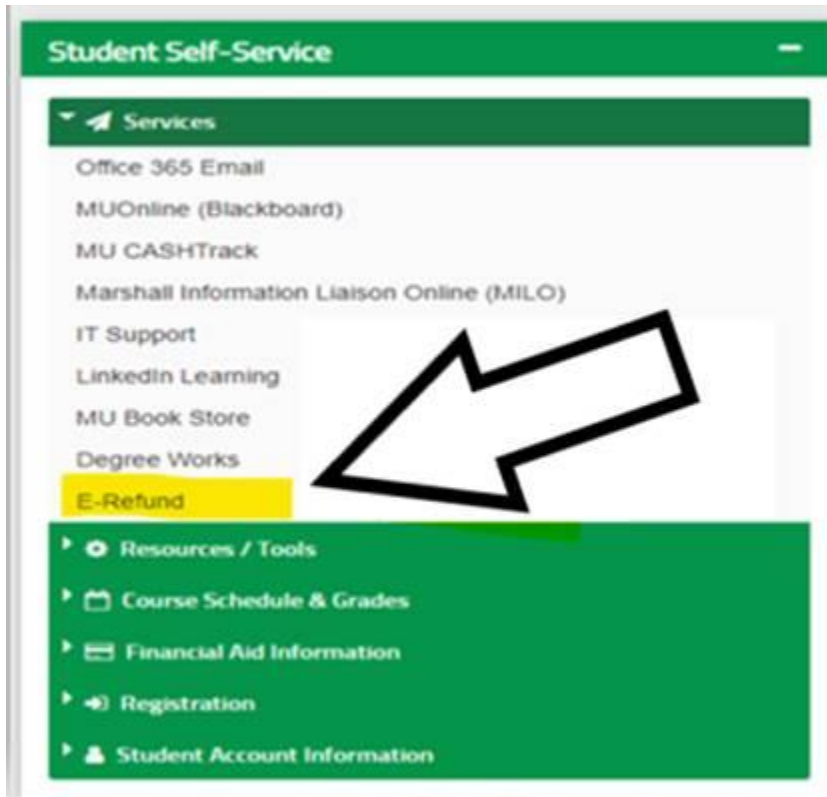
**Step 5:** Once you have verified your information is correct, you may proceed to hit the submit button at the bottom of the page.

Once you have verified your address and telephone are correct, please be sure to set up a refund preference using your student account [E-Refund profile](#). If you do not select a refund profile by April 20, 2020, a paper check will be mailed to the permanent address in your records.

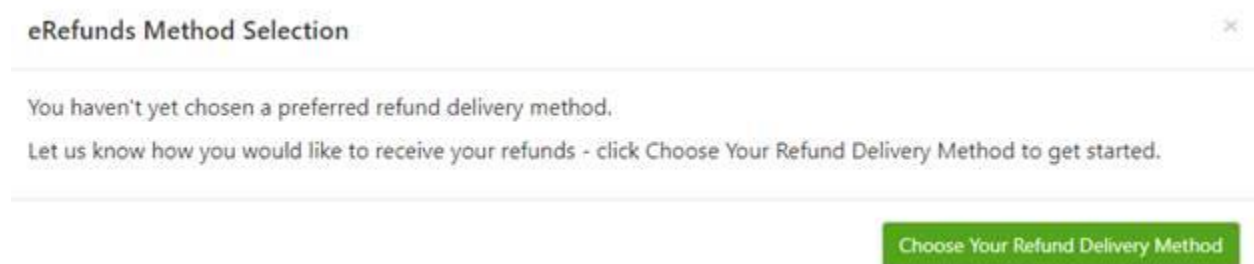
Please follow the step-by-step instructions below to set up your E-Refund delivery preference:

**Step 1:** Go to <http://www.marshall.edu> and sign into your [myMU](#) account

**Step 2:** On the left-hand side of the screen under **Services** > click on the **E-Refund link**. See highlighted in yellow below:



**Step 3:** If you have not setup an E-Refund preference before, select “[Choose Your Refund Delivery Method](#)”. You will see the message below:



If you have set up an E-Refund preference before, select “[Update your refund choice](#)”

Update Your Refund Choice

**\*Please note:** if you receive the error message below, you will need to verify that the address and telephone number we have on file for you is correct. Please reference the above instructions in this email on how to update your information.



## eRefunds Plus

We're sorry, it appears we are missing some information needed to transfer you to the Refund Delivery page. Your date of birth, phone number and email address are up to date in your school records.

**Step 4:** You will be taken to the Heartland ECSI refund delivery method web page where you need to hit 'select' under the **direct deposit section** or paper check.

**\*You will receive your refund FASTER if you enroll in direct deposit disbursements**

Select your refund delivery method.  
You will be notified via email once a refund has been issued.

 <b>Direct Deposit</b> DIRECT DEPOSIT TO YOUR EXISTING CHECKING OR SAVINGS BANK ACCOUNT. <ul style="list-style-type: none"><li>• Use an existing bank account.</li><li>• Easy online enrollment process.</li><li>• Provide your bank account information in our secure environment.</li></ul> <b>REFUND DELIVERY TIMELINE</b> <ul style="list-style-type: none"><li>• Your funds will typically arrive in your account 1 to 2 days after released by your school.</li></ul> <div style="border: 2px solid yellow; border-radius: 50%; padding: 10px; display: inline-block;"><input checked="" type="radio"/> Selected</div>	 <b>Paper Check</b> RECEIVE A PAPER CHECK MAILED VIA U.S. POSTAL SERVICE. <ul style="list-style-type: none"><li>• Easy online enrollment process.</li><li>• Confirm your mailing address.</li></ul> <b>REFUND DELIVERY TIMELINE</b> <ul style="list-style-type: none"><li>• Paper check typically issued within 1 business day after funds are released by your school.</li><li>• You will receive your check via U.S. Postal Service within 5 to 10 business days.</li></ul> <div style="border: 1px solid gray; padding: 5px; display: inline-block;">Select</div>
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**Step 5:** If you selected direct deposit, here you will need to select your bank account type, put in the routing and account numbers, input the account holder's name, and select continue.

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ACCOUNT INFORMATION

Bank Account Type:  
Checking



Remove Direct Deposit

ABA/Routing Number

ABA/Routing Number is required.

Where do I find the ABA/Routing Number?

Account Number

Account Number is required.

Where do I find the Account Number?

Confirm Account Number

Account Holder Name

Account Holder Name is required.

Back

Continue

\*If you have checks associated with your bank account, you can find the **routing** and **account numbers** on the bottom line of the check. See the image below:

John Q Public 333 Second Ave Oakmont PA 15139		123
DATE _____		
PAY TO THE ORDER OF _____	\$ _____	
_____		DOLLARS
⑆999888 777	⑆00 123456 789	⑆123
Routing Number	Account Number	Check Number

Please note that the quickest way to receive a refund is to select the direct deposit option in E-Refund using an existing bank account. We recommend you verify your ABA routing number and bank account number with your banking institution before selecting the direct deposit option.

We understand you may have questions about this process. Please submit inquiries to [refunds@marshall.edu](mailto:refunds@marshall.edu), and a university representative will respond as quickly as possible. We appreciate your patience as we work to respond to each message.